



BHARAT ONE

For Serving Indian Citizens

COMPANY HANDBOOK

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P R E F A C E

Welcome to the “Bharat One” family.

The basic objective of this manual is to introduce you to the organization in terms of the overall business activities, systems, and procedures, working protocol, various employee benefits and other such relevant information which you need to know. Hence, we have put together here key information which you may find useful.

Information contained in this manual is for your general reference. Policies and practices may be changed as we move on.

Please do contact the HR & Admin Department if you seek any more information.

- a) Applicability : These Personnel Policies are applicable to the employees in all grades working in Corporate Office as well as Regional Offices.
- b) Availability : This Handbook is available with all the Department Heads and Regional Sales Managers.
- c) Accessibility : This Handbook can be referred to by all bonafide employees of Vibrant India Services and Affiliates Private Limited on the Company Intranet.

VISION

- 1. Empowering Every Indian:** To empower every Indian citizen by providing easy access to government subsidies, loans, insurance, and schemes, ensuring financial inclusion and security for all.
- 2. Streamlining Government Services:** Simplify the process of accessing government subsidies, loans, insurance, and schemes by leveraging technology and innovation, making it seamless and hassle-free.
- 3. Enhancing Financial Literacy:** Educate and empower Indian citizens about various government financial initiatives, enabling them to make informed decisions for a better future.
- 4. Driving Socio-Economic Development:** Play a pivotal role in driving socio-economic development by ensuring that every eligible individual can benefit from government financial support and schemes.
- 5. Customer-Centric Approach:** Place the needs of our customers at the forefront by providing personalized assistance and guidance throughout the process of availing government subsidies, loans, insurance, and schemes.
- 6. Building Trust and Transparency:** Build trust and transparency by maintaining the highest standards of integrity, ethics, and accountability in all our interactions with customers and stakeholders.
- 7. Expanding Access Across India:** Expand our reach across every corner of India, ensuring that no eligible citizen is left behind and that our services are accessible to all.
- 8. Continuous Innovation:** Continuously innovate our services and technology to stay ahead of the curve, providing the best possible solutions to our customers and adapting to their evolving needs.
- 9. Partnerships for Progress:** Forge strong partnerships with government bodies, financial institutions, and other stakeholders to enhance the reach and effectiveness of our services.
- 10. Empowering Bharat, One Step at a Time:** Strive to make a meaningful difference in the lives of every Indian citizen, empowering Bharat one step at a time through financial inclusion, security, and prosperity.

INTRODUCTION AND TRANSITION HISTORY OF VIBRANT INDIA SERVICES AND AFFILIATES PRIVATE LIMITED.

About BharatOne :

Established in 2023, Vibrant India Services and Affiliates Private Limited, trading under the name Bharat One, is committed to simplifying access to government subsidies, loans, insurance, and schemes for Indian citizens. With an understanding of the challenges individuals face in navigating through various government initiatives, Bharat One aims to democratize access to financial support and government schemes.

Our mission is to empower every Indian, regardless of their background or location, by providing easy access to government financial support and schemes. Through our user-friendly platform, individuals can effortlessly browse through various government initiatives, check their eligibility, and complete the application process with just a few clicks.

At Bharat One, we prioritize transparency, integrity, and accountability. We maintain the highest standards of ethics and transparency in all our interactions, aiming to build trust and long-term relationships with our customers.

Since our establishment, we have been dedicated to expanding our reach across every corner of India, ensuring that no eligible citizen is left behind. Our goal is to make our services accessible to all, ensuring financial inclusion, security, and prosperity for every Indian citizen. With Bharat One, the future of financial empowerment in India is brighter than ever before.

Business Management Group :

The organization is headed by **Mr. Shree Madhu Prakash** as the State Incharge (Karnataka) . He is the key person who re-engineered **BharatOne** in a strategic manner period from a start up market place identity to an Service Providing company with strong product and services offerings.

He is ably assisted by a team of key individuals who head the various functions and service areas of the organization. These individuals by way of their superlative work contribution and demonstrated commitments to the organization are invited to be part of the Business Management Group which drives the organization.

The organization acknowledges the drive and commitment of its entire human resources who have helped build this organization to its current position of strength.

OUR VALUES AND BELIEFS

We will focus on offering 'real solutions' to our customers, with honesty and integrity, irrespective of their size and stature.

We are committed to adhering to the law of the country.

We will foster team identity without discounting individual excellence.

We are committed to promoting the interests of our employees in a fair manner. Performance and value addition to the organization will not go unrecognized and unrewarded.

We will draw sustenance from our change mechanism by re-defining ourselves on a continuous basis.

We expect our employees to be responsible in their conduct within the premises and when representing **BHARATONE** in other forums. It is the duty of every employee to project our values when interacting with customers.

We expect our employees not to pursue activities that may bring disrepute to the organization.

We will never discriminate on the basis of caste, community, creed, religion or gender.

We will commit to invest in formal training of our members.

We will never let hierarchy stifle creativity of the individual.

OUR OFFICES

Corporate Office - Bangalore

Vibrant India Services and Affiliates Private Limited
#22, Anuragha, 2nd Floor, 14th Main,
10th Cross, Jayanagar, Bangalore – 560041

Regional Office - Hassan

Vibrant India Services and Affiliates Private Limited
2nd Floor, #1023, Opp GM Motors,
Near Ring Road, Udayagiri – 2
Hassan - 573201

HUMAN RESOURCE SYSTEMS

MANPOWER REQUISITION POLICY

Heads of various Depts. will give the manpower requirement in the prescribed Manpower Requisition form to HR. All recruitment requirements will be processed on approval by the CEO.

The specimen of Manpower Requisition Form is attached as an annexure.

RECRUITMENT & SELECTION PROCESS

Vibrant India Services and Affiliates Private Limited has a strong belief in the capabilities of human resources which would provide a strong and vital base for higher productivity, growth and success of the business. People form the major resource of any organization and the best productivity and efficiency arises when there is a right fit for the right job. The recruitment and selection process hence arises as a vital system.

Recruitment Process

Once the approved Requisition is received, HR would jointly work out the person profile and the job content for that position along with the Head of the Dept.

On finalization of the same, various sources would be outlined and a time frame for the position to be filled would be defined.

Our sources of recruitment are as follows:

- Consultants
- References / networking
- Media – Print / Online recruitment portals
- In house Database
- Employee Referral Scheme

We have an employee referral system for certain key positions whereby employees are recruited through employees reference.

Our Selection process

- Resumes would be screened by HR and short listed ones would be put up to the concerned Heads for further short listing.
- Involves a technical or functional interview by a panel of at least two senior levels for middle / senior management employees.
- On assessing suitability, the candidate would be essentially interviewed by Human Resources for the final discussions of job and salary offer.
- It is mandatory that salary offers are not made by functional heads, to ensure that the salary offer is in line with our employee levels.
- An Interview Assessment Sheet is required to be used for all interview remarks of panel members, without which a selection cannot be processed. The Assessment form is enclosed as an annexure .
- A background check on the selected candidate is performed through HR which will be considered before making a final offer.

EMPLOYEE REFERRAL PROGRAM

The current openings will be informed from time to time to individual staff/ Departments / organization, solely as per management decision only .

Referral Incentives are as below :

- For Trainee's (GRADE L0) - Any department & location - Rs. 2,000/- per referral
- Junior positions (GRADE L1) - Any department & location - Rs. 3,000/- per referral.
- Senior Level positions (GRADE L2A) - Any department & location - Rs. 4,500/- per referral.
- For Manager & all above positions (GRADE L2B & Above) - Any department & location - Rs. 6,000/- per referral.

"When the referred candidate joins, a Referral letter shall be issued to the employee & the incentive amount would be payable after completion of 90 days (I e. 3 months) of service by the new joinee. "

This scheme is open to all employees (Trainees to HOD's) & across all Departments.

Please note, in order for you to avail this benefit & for us to have a record, all referrals should strictly be routed through HR on time & alongwith the referral form attached. Hard copies will only be accepted .

APPOINTMENT AND GENERAL CONDITIONS OF EMPLOYMENT

Terms and conditions of employment depend upon the nature of appointment and are mentioned in the appointment letters. Appointment letters are issued to new employees as either temporary, trainee, probationary or permanent, contractual depending on various factors like experience, qualifications, skills sets, requirement and nature of job etc.

PROBATION & CONFIRMATION POLICY

PROBATION APPRAISAL

A system to gauge the performance of a new entrant is a preliminary step in setting a quality performance consciousness in the minds of our employees.

The probation appraisal, which will be prior to confirmation is already in place and gauges the performance, which determines confirmation of an employee. It is mandatory and forms the support document for regularization employment.

- 1) For new employees taken as “Trainee” training period will be as specified in their appointment letter.
- 2) For the new entrants except “Trainees” the probation period would be for a period of six months.
- 3) At the end of the probation period, based on periodic feedback, an appraisal would be conducted. A specimen of Performance Appraisal is enclosed as an annexure. If the employee is given satisfactory rating, he/she will be confirmed in writing. If his/her work is found Unsatisfactory, his/her probation period will be extended. If he/she is rated poor his/her services will have to be terminated permanently.
- 4) In the case of any misappropriation, embezzlement or any instance of fraudulent transactions, the company reserves the right to terminate the employee with immediate effect without any notice pay.

INDUCTION / ORIENTATION

Joining Process

The joining process of an employee begins with the induction process itself.

The responsibility of an employee joining at any branch apart from the HO rests with the Department head. He is required to inform HR by email or fax the exact date of joining of the employee.

A form called as “ Human Resource Information form “ is required to be filled in once an employee joins and this form should be sent back to HR along with the following documents. The form is enclosed as an annexure.

Relieving letter from previous employer

- Proof of last drawn salary
- Experience certificates of all previous jobs
- Xerox of all educational certificates
- Two photograph

Salaries will be processed only once the above mentioned forms and documents are received by HR.

Induction Process

An Induction program offers a new employee a chance to familiarize himself with the organization and processes. It helps them to get used to the Organization’s policies, structure and business. It allows the new employee to assimilate and find his place in the organization.

We would have a batch of minimum 3-5 nos. new entrants who would be required to visit HO for the induction. Alternatively, an induction process could be on individual basis.

The schedule would include Introduction Session with HR, followed by sessions with the various Heads and their team members and introduction to the senior management.

Regional Sales Heads would be required to take on this responsibility for their respective regions. A brief outline of the activities which could be done as a part of the induction process at regional level is given below:

1. On the date of joining, the concerned Head must initiate a briefing / dialogue with the new employee and spend some time with him.
2. Guide the new entrant, on issues of office protocol, attendance etc.
3. The new entrant should then be introduced to all the other branch employees.
4. At HO, HR would do the initial orientation process for the new entrant, through an introduction to the Organization Structure, systems and processes followed by an introduction round to the other employees and a tour of the premises.

5. The new joinee should be given the Employee Handbook for more detailed reading.
6. An official email id and a log in id for the Company Intranet, is created for the new employee and a welcome note regarding the new employee/s is sent across the organization by HR.
7. Once the new employee has finished orientation the concerned Head takes over, and his detailed role and responsibilities are discussed with him.
8. Immediate superior of the new employee would provide feedback on the new employee once a month to HR.
9. HR would also meet on an ongoing basis the new employees to ascertain their assimilation in the organization.

Salary Disbursement

The salaries of all employees would be credited to their savings accounts. For easier administrative purpose and better banking facilities, we have tied up with HDFC in their power pay scheme. HDFC has branches and ATM facilities at places in all major cities and towns.

Procedure for opening an account with HDFC

- Employees are required to choose any branch of HDFC, which is suitable to them.
- HR would provide the Salary Power Pay form of HDFC, and the employee returns the completed form to HR.
- HR would then sign the form and send it to Hassan HDFC branch, which in turn would process the account and ensure its operation.
- Employees are to ensure that all documents required for opening an account are sent along with the form so that there is no delay in the account being finalized.

Those employees whose accounts are yet to be operational would get their salaries through Online Transfer to their personal bank accounts

TERMINATION OF EMPLOYMENT.

The service of the employee may be terminated at any time during the tenure of his/her employment as follows :

- a) In case of employees who are on probation or working as trainee : By giving one (1) month notice (i.e. 30 days notice) /salary in lieu of notice for ALL employees
- b) In case of confirmed employees : By giving one (1) month notice (i.e. 30 days notice) / salary in lieu of notice for all employees who come under L0, L1, L2A grade & for employees who come under L2B, L3A, L3B, L4 grade the notice period will be two (2) months (i.e. 60 days period)
- c) By the Company without notice, if the employee is found guilty of insubordination, intemperance or breach or violation or non-observance of Company's rules and regulations and the provisions herein mentioned.
- d) By the Company without notice, if the employee is found guilty of tampering with any bills or forging documents / bills, signatures etc. or any kind of fraud / cheating / misappropriation etc.
- e) By the Company without notice, if the employee is found to have given false information regarding prior work experience to the Company about position, compensation and tenure held / received etc.
- f) By the Company if the employee is found to have leaked or parted with any confidential information, source codes, software's etc. belonging to the Company.
- g) By the Company if found making false representation or commitments on behalf of the Company for which the employee does not have any authority

In addition to the above TERMINATION POLICY, it shall further include the following :

(A) In case of employees who are on probation or working as trainee :

1) RO /Select SRO/ARM/DE :

a. By giving 30days (1 month) notice in writing or salary in lieu thereof

OR

b. the company can terminate your services by giving 15 days notice in writing or salary in lieu thereof.

2) Officer staff onwards –ARM/RM :

a. By giving 60days (2 months) notice in writing or salary in lieu thereof

OR

b. the company can terminate your services by giving 30 days notice in writing or salary in lieu thereof.

(B) In case of employees who are confirmed :

1) RO /Select SRO/ARM/DE :

a. By giving 30days (1 month) notice in writing or salary in lieu thereof

OR

b. the company can terminate your services by giving 15 days notice in writing or salary in lieu thereof.

2) Officer staff onwards –ARM/RM :

a. By giving 60days (2 months) notice in writing or salary in lieu thereof

OR

b. the company can terminate your services by giving 30 days notice in writing or salary in lieu thereof.

SEPARATION PROCESS

Employees who come under L0, L1, L2A grade (i.e. Trainee / Executive / Sr. Executive / Senior Consultant / Assistant Manager / Dep. Manager] the notice period if he or she is on probation and/or confirmed will be one (1) month.

Employees who comes under L2B, L3A, L3B, L4 grade (i.e. Lead Consultant, Manager, Regional Sales Head, Business Head, CEO the notice period if he or she is on probation one (1) month and in case if he or she is confirmed it will be two (2) months.

Every employee who is leaving the organization as a result of his resignation or termination, shall hand over all the belongings of the organization / any literature/ product catalogues, CDs or any related content acquired during the course of his employment under his custody to the Head of the Dept. There will be a proper handing over of current responsibilities to a person identified by/ or the head of that team.

Employee will not seek full time or part time job or be involved in any way with any of the clients or competitor's of the company either directly or indirectly during his employment with the Company, and for a period of 12 months after separation from the company for whatever reason

CLEARANCE FORMALITIES

In the event of termination of the employment in terms of resignation, the following procedure is required to be followed after the resignation has been duly accepted by the Dept. Head person. Intimation of the resignation should be given immediately to HR.

- The accepted copy of resignation should be forwarded to Human Resources.
- The actual date of relieving (last working date) should be clearly stated & informed **IMMEDIATELY**. This should be in conformity with company rules.
- The clearance form enclosed as an annexure should be duly filled in and signed by respective authorities and sent to Human Resources on the last working day by the said staff.

For all outstation employees

- A copy of the employees' attendance till last working date should also be sent to HR.
- HR would further process the form and make necessary calculations for leave encashment, salary payable and number of working days till last working date & forward the same to accounts department.
- Accounts would process & then hand over the cheque to the employee.
- An exit interview would need to be conducted by HR. At branches the sole responsibility of the exit interview would rest with the Sales Head. The exit interview form is enclosed as an annexure.

Completion of Clearance Formality :

The Clearance formality is the sole responsibility of the out going employee . The initiation & completion shall be done by the said employee & duly completed form shall be handed over to HR along with accepted copy of Resignation letter on Or after the last working day.

The full & final settlement shall be done after ONE MONTH's period which starts after the last working day of the said staff, subject to clearance of all matters.

The letters shall be issued by HR only after the issue of the final clearance cheque by Accounts. No special case would be entertained for early separation & clearance formality.

Also, note the stipulated notice period that is not completed would be recovered.

LEVELS PREVALENT IN THE ORGANIZATION

The employees in the organization are classified as follows :

L0 - Trainees

L1 - Executives / Consultants

**L2A - Sr.Executives / Sr.Consultants / Officer/ Sr. Officer / Asst.Managers / Deputy
Manager**

L2B - Lead Consultants /Managers / Regional Heads

L3A - SBU Heads

L3B - SBU Heads

L4 - CEO

ANNUAL BENEFITS

All employees shall join the Provident Fund (PF) Scheme according to the Employees Provident Funds and Miscellaneous Provisions Act, 1952. Twelve percent (12%) of the basic pay shall be deducted towards PF and an equivalent amount contributed by the Company shall be credited to employees PF account with the Office of the Regional Commissioner, Employees Provident Funds

Every employee to whom the Provident Fund and Employee's Pension Scheme Act is applicable on joining the organization, shall furnish his/her details and particulars in the prescribed declaration form No.2. He / She is also required to make nomination of a person(s) conferring the right to receive the amount that may stand to his/her credit in the event of his/her death, in Form No.2. An employee can, by filling up new Form No.8, change his/her nomination given earlier.

In case the employee was employed in another Company and was a member of the Employees' Provident Fund, then he/she should apply for transfer of his/her past P.F accumulations to the new account on this company's P.F by filling up Form No.13 in triplicate and processing the same through the old employer. The necessary forms are available with the HR & Admin Dept.

When an employee has not been covered under P.F Scheme earlier, he /she also becomes a P.F member with the company on the date of joining.

Some of the benefits under the P.F Scheme are given below :

1. For purpose of a dwelling house, a flat or for a site for the purpose of a dwelling house for self accommodation if the property stands in the name of the employee.
2. For illness in certain diseases.
3. For marriage of self, children and dependent sister/brother.
4. For post matriculation education of children.

The withdrawals in above cases are subject to continuous membership of 7 years in P.F Scheme. To avail the above benefits, contact HR & Admin Dept for specific forms.

The above withdrawal of accumulations are non-refundable.

A member of the P.F Scheme, can withdraw full amount of accumulation standing to his credit if he has not been employed in any factory or establishment for a continuous period of not less than 60 days by filling up Form No.19 for P.F.

EMPLOYEES PENSION SCHEME, 1995

Out of 12% of the Company's contribution, 8.33 % is diverted to the Pension Fund Scheme as per current applicable rates.

EMPLOYEES STATE INSURANCE CORPORATION

Employees whose gross salary is less than 10,000/- are covered under the ESIC act . 4.75% of Company's contribution and 1.75% of employees contribution of gross salary is deducted from the monthly salary for the same.

LEAVE TRAVEL ALLOWANCE

All confirmed employees shall be eligible for Leave Travel Allowance

1. The scheme covers travel within India only.
2. LTA accrues after one year of service.

LTA shall be paid to all confirmed employees in every financial year subject to a maximum of one month basic pay and shall be paid once anytime in the year against proof of travel and leave.

For those employees who have not availed LTA and not received the LTA during the financial year, such amount shall be paid to them in the month of April of the new Financial year.

Tax will be levied as per applicable IT Rules.

Amount permissible is one months' basic pay in all grades.

MEDICAL ALLOWANCE

All confirmed employees falling under a slab of salary structure shall be eligible for Medical allowance payable from the date of joining.

Amount of allowance is equivalent to one month's basic pay for all grades.

Gratuity Scheme:

All the employees and trainees are covered under the gratuity scheme from the date of joining. All those employees who complete 5 years of continuous service are able to avail the benefit of Gratuity . The member will not be entitled to any benefits of gratuity if he leaves the service before completing 5 years of service.

Statutory Deductions

All statutory deductions towards Provident Fund, Professional Tax, Income Tax, ESIC etc shall be effected from the payments made to the employees in accordance with the Rules and Regulations of the Government as applicable from time to time.

GROUP PERSONAL ACCIDENT INSURANCE POLICY AND MEDICLAIM COVER

All employees, consultants, trainees and office staff of the organization are covered under the Group Personal Accident (G.P.A) insurance policy from the date of their joining in service. The following are amounts of insurance for each category of insured employees.

For all grades : Rs. 50,000/- per employee
(Includes all Trainees)

The insurance policy covers the accident risk of all employees for 24 hours round the clock anywhere in India irrespective of the employee being 'on duty' or 'off duty'.

In case of any accident, intimation should be sent or arranged to be sent to the HR & Admin Dept, in writing within 24 hours of the occurrence of the accident. Intimation should be preferably sent by telephone or telegram to the HR & Admin Dept and should be confirmed in writing at the earliest.

Thereafter, the employee will submit to the HR & Admin Dept an insurance claim form as an annexure in duplicate, duly completed in all respects by the employee and by attending doctor along with original bills of medical expenses, cash memos, receipts, doctor's prescription. Any hospitalization expenses incurred during this period will be covered under our Mediclaim Policy.,

The reverse side of the form titled medical report is to be completed by the doctor from whom treatment has been received after the accident, with his signature, registration number and rubber stamp of the hospital.

After receiving the claim form, the HR & Admin Dept. will scrutinize and submit the same to the insurance company and the claims settled by insurance company as per their rules, will be sent in due course of time.

The HR & Admin Dept. shall be informed immediately after the accident , whether the accident is major or minor and seek advice in case of any difficulty.

MEDICLAIM

Employees, consultants and office staff of the organization who are not covered under the ESIC policy, have been covered with their family under the Group Medclaim Insurance Policy from the date of their joining in service.

The following are amounts of coverage for each category of insured employees.

Rs. 50,000 /- per employee (including family)

Hospitalization expenses up to the above amounts will be covered by this policy. This requires minimum hospitalization for 24 hours.

GENERAL POLICIES

GENERAL WORKING HOURS

The core working hours would be between 9.00 a.m to 6.30 p.m.

Depending on work exigencies, employees may be required to work beyond the above mentioned timings.

There are no designated coffee-breaks. Employees should use these in a responsible manner.

WEEKLY OFF

Sundays would be observed as the weekly off

DRESS CODE

Sales and Marketing : All personnel here need to be formally dressed for all customer interactions.

For customer interactions with GMs and above : blazer + tie (added requirement)

Other customer interactions outside and while in office : Tie (added requirement)

Rest of the organization will follow formal dressing everyday with the added requirement for a tie / blazer on special specific occasions.

Smart, informal wear may be worn on Fridays.

OFFICE DECORUM

All employees are required to be co-operative, organized, disciplined and contribute to the overall office ambience in a positive manner.. All telephone interactions with outside clientele, vendors should be handled in a professional and courteous manner.

Every employee shall take proper care to keep his surroundings clean. Smoking is strictly prohibited in the office premises, even after working hours. Work space should be neat at all times particularly at the end of the day.

1) Employees moving out of the office for personal or official work , as well as , late arrivals, should strictly fill the “Late cum On Duty form”, update the e-register & submit the duly completed form at the reception on the very same day.

2) All visitors be seated only in the discussion room & not allowed entry in the workplace, unless unavoidable or if required.

3) Avoid unnecessary loitering / hanging around individually or in groups , in the office or at each other’s workstation . Preferably use intercom for communication.

4) Employees away from their seats for longer intervals, may please switch off the lights, fans , computers / monitors, etc., that are being used by them.

5) Unwanted waste papers be trashed & not be kept / thrown on empty desks or around printer areas.

6) Pantry/cafeteria, will be open from 1.30 pm – 2.30 pm only for lunch. Tea / Coffee will be provided strictly at your desk.

7) For working on off days , please take prior permission of your HOD & intimate the same to HR by mail. The compensatory off can be availed only within a period of one month.

Please attend to office phones around you in the absence of the concerned person & keep the ring tone of your mobile decent & volume appropriate.

Needless to say, employees found ignoring or flouting the above would call for appropriate action.

ANTI HARRASSMENT POLICY :

Our objective is to create an environment in which employees feel respected as individuals, irrespective of their Gender, Grade, Caste etc. All the employees should feel protected from any kind of physical and/or mental harassment and/or abuse at work. Towards this end the management has decided to introduce this policy.

All may please note, the following practices are strictly prohibited

Verbal communications, such as usage of foul language or making graphics or degrading comments about an individual and/or personal/physical characteristics or using epithets or derogatory comments or slurs

Written communications, such as sending inappropriate jokes or comments in print or email or graffiti in and around office premises

Visual acts or displays , such as derogatory cartoons or drawings or posters or inappropriate gestures

Making unwelcome signs , advances or gestures of pervasion towards any gender of Employee

Please note indulgence in any such act/s will bear severe repercussion.

Employees are requested to inform the HR immediately of occurrence of any such acts, on verification of authenticity, suitable warnings, and fines would be levied and/or immediate removal from job.

Employees reporting such matters & working towards maintaining the decorum of the company will be suitably rewarded.

ATTENDANCE SYSTEM

All our branches would observe core working hours between 9.00 a.m. to 6.30 p.m. with an hour lunch break from 1.30 p.m to 2.30 p.m. All employees are required to bear in mind the above timings and discipline themselves to attending office on time.

All employees are required to log into the e-Register everyday. Failure to do so will require the employee to get the absence regularized by the superior and submitted to HR & Admin. Any absence which is not regularized after two email reminders will be treated as leave.

Employees on tour should intimate on email number of days on tour to their Head and to the HR & Admin dept prior to departure.

The branch administration responsibility rests with the Head-Sales and a physical muster should also be maintained, a copy of which should be sent to HR at the end of the month.

All official visits and other out of office movements should be recorded on the Employee Track system, part of the e-Register.

LATE COMING

NOTE THE FOLLOWING CHANGE IN THE HR POLICY RELATED TO LATE COMINGS

1) Upto 3 late marks and delay less than 1 hour (i.e. 3 late marks together)	No Action (From Third late mark – Late cum OD form to be filled)
2) Late for more than 2.30 hours on any one day	If an employee is late by more than 2.30 hour 1/2 day leave will be deducted.
3) More than 3 late marks upto 5 late marks	Deduction of 1 day leave
4) 6 to 8 late marks	Salary deduction , 1/2 day for each days delay
5) More than 8 late marks	Disciplinary Action, Inquiry in addition to salary deduction.

Employees who come 10 mins late from the scheduled time will be considered as late.

Employees who come late due to official work will not be considered as a late provided Late cum On Duty Form duly authorised by HoD is submitted.

Late Arrival form to be filled only after 2 late comings per month .ie. from 3rd time onward, but please ensure it should not become a practice of coming late.

Employees on tour should submit Travel Form duly approved by their HoD to HR.

Once in a month employees can avail short leave of 2 hrs after completing the necessary formalities.

All official visits and other out of office movements should be recorded on the Employee track system, part of E-Register.

Clarification - Attendance Policy

Clarification and guidelines in attendance policy in case of employees travelling (local / outstation) for company work

While on travel the employees do reach late at night or have to leave office early to catch train/flight/bus etc. and therefore, it is felt necessary clarify the attendance policy as below.

1. Termination of Journey –

Employees who reach the city (where they work) after travelling are allowed to attend office late as below

Employees reaching after 10.00 pm up to 12.00 night are allowed to attend the office 2 hours late next day i.e. if an employee reaches at 11.30 pm, he is allowed to attend office at 11 am next day.

Employees reaching after 12.00 night are allowed to attend the office 4 hours late next day. i.e. if an employee reaches at 2.00 am he is allowed to attend the office at 1.30 pm.

The reaching time for this purpose will be arrival time of train/flight/bus at railway station/airport/bust station etc. as the case may be.

2. Start of Journey –

Employees who have to commence their journey during day are allowed to leave office as under

Employees starting their travel before 12.00 noon may not attend office that day.

Employees starting their travel after 12 noon may leave office 3 hours before departure time.

The departure time for this purpose will be scheduled departure time of the train/flight/bus etc. as the case may be.

3. Local Travel –

If an employee has local appointment before 10.30 am, then employee can go directly from his residence to client office.

If client appointment is between 10.30 am and 6.30 pm employee can leave the office 1 hr. to 1.30 hrs depending distance and travel time to the client office.

If the appointment is after 4.30 pm then employee may decide not to attend office after the appointment, provided

- Distance between client office to HO more than 10km
- His Dept. Head approved the same and
- HR Dept. has been informed.

LEAVE POLICY

The Leave eligibility shall be computed and operated on a Calendar Year basis.
(January – December)

The number of days of leave entitlement (All types of Leave) will be prorated based on the date the employee joins the organization during the current calendar year.

Leave should be planned well in advance (excepting in exigencies) such that it does not affect day to day work and applied in the prescribed application form attached in the annexure. Leave application Form is available on the intranet, and can be filled up online and sent to the Head for approval. However, prior verbal approval / e-mail approval from the superior is required before proceeding on leave.

All leave should have the prior approval /post ratification of the Department Head. Any leave taken without PRIOR APPROVAL or is not regularized by the Dept.Head; post facto would be treated as “absence without leave” and be processed on “loss of pay” basis. Nevertheless, ‘loss of pay’ is not an automatic option that could be exercised when there is no leave balance. It is a facility to be exercised under genuine circumstances only.

An employee is said to be on “absence without leave” if he/she avails leave without prior intimation or is not ratified subsequently, though he/ she may have leave to his/her credit.

(Any employee going on “absence without leave” in any half year for even 1 day would not be entitled to incentives in that half year. More than 3 days of “absence without leave” would entail serious consequences, even termination from the services of Bharat One.)

Also,

1) Absence for a continuous period without prior approval/sanction/information of your superior (including overstay on leave) for a period of 3 days or more may result in losing your lien on the service

.

2) Absence for a continuous period without prior approval/sanction/information of your superior (including overstay on leave) for a period of 7 days or more, may result in immediate termination of your services.

Extension of Leave: Any extension of Leave should be informed well before expiry of the already sanctioned leave and such extension is valid only if such extension is approved by the Dept Head.

We observe the leave year pattern of January – December for calculation of the below mentioned leaves.

Each employee would be eligible for :

- F Earned Leave (CL) – 15 Days
- f Sick Leave (SL) – 7 days (cannot be encashed)
 - Casual Leave (CL) - 8 days (cannot be encashed)

SICK LEAVE

The employee must inform his / her manager at the earliest in case he / she is unable to attend to work on any specific day. In all such situations, the employee should inform his / her manager of the ailment and the period he / she is likely to be absent from the work. The sick leave must be regularized at the earliest.

1. If the sick leave is of three days or more, the employee should submit a registered medical practitioner's certificate along with the sick leave application.
2. If the nature of illness is prolonged necessitating sick leave over and above the entitlement, the employee can use his Earned Leave entitlement for the shortfall. If there is still a shortfall, the Company may at its discretion allow the employee "sick leave" with pay.
3. The company may at its discretion and depending on the circumstances may ask any of the employees on sick leave to get a medical check up done by a Company specified Doctor, before approving the Sick Leave.

NON AVAILED LEAVE

Non availed CL will lapse after 31st December and cannot be carried forward to the new leave year.

Sick Leave can be carried forward to the New Leave year, up to a balance of 28 days, over and above which sick leave would lapse.

RULES FOR AVAILING LEAVE

Not more than 3 CL's can be availed at a stretch.
CL cannot and EL (earned leave) cannot be clubbed together.

EARNED LEAVE

Employees on completion of One year will be eligible for 15 days earned leave.

Earned leave for a period less than one day is not permissible.

1. EL will be accrued to employees account at the end of each calendar year.
2. Employees on probation cannot avail EL, though the accrual will be on pro-rata basis from the date of joining.
3. Advance EL would be sanctioned up-to the limit of that accrued till the date of application.

LEAVE ENCASHMENT

Earned Leave can be carried forward upto 42 days only beyond which it will lapse.

Leave encashment for Earned Leave can be availed only in the event of separation from the organization and not during the tenure of employment. It is worked out on the basis of Basic salary on a 30 day month.

Earned Leave (7 days and more) will require approval from the Dept. Head before availing the same.

COMPENSATORY LEAVE

Compensatory Leave will not be allowed on occasions for travel for official work on holidays.

Compensatory Leave will be allowed on days when employees have worked for more than 6 hours on a holiday for any project related work at a client's / customer's request and cannot be availed if employee comes to office on a holiday for his own work.

Application for compensatory leave with details approved by the Dept Head.
should be forwarded to HR & Admin Dept.

Compensatory leave is not encashable and should be availed within a month, or else it lapses.

LIST OF PAID HOLIDAYS

The list of national holidays and festival holidays would be announced every year in the last week of the preceding year.

MATERNITY LEAVE

Women employees shall be entitled to Maternity Leave subject to conditions prescribed in ESI Act or Maternity Benefits Act, 1961 whichever is applicable and after completion of one year of employment.

All female employees can avail of 90 days of maternity leave for maximum 2 occasions during their tenure with Bharat One Technologies.

Application for Maternity leave needs to be made at least 2 months prior to proceeding on leave. This application needs to be supported by a certificate issued by a Registered Medical Practitioner indicating the likely date of delivery.

In case of miscarriage or premature delivery, 45 days of Maternity Leave can be availed of after the event. Application for Maternity leave should be supported by a Medical Certificate indicating the exact date of the event.

PATERNITY LEAVE

All male employees can avail of 5 days of paternity leave within a month of his spouse's delivery for maximum 2 occasions during their tenure with Bharat One Technologies after submitting certificate issued by a Registered Medical Practitioner indicating date of delivery.

EXTRAORDINARY LEAVE

Employees are eligible for 3 days of extraordinary leave in the event of loss of any member of his immediate family. This leave requires approval of the CEO.

TRAVEL POLICY

DOMESTIC TRAVEL

To facilitate the travel of employees for business purposes by reimbursing specified expenses in such a manner that the travelling arrangements are comfortable and productive.

All employees who travel on Company business will be covered under this policy. Trainees and consultants will also be covered.

The employees are to use the company's preferred hotels for their stay while on business trips and ensure that the appropriate corporate discounts are extended to them while settling the bills. For convenience, and better planning the Administration department should be consulted.

The following rates are applicable to the employees. Any deviation needs to have a prior approval from the Director/CEO.

CITY CLASSIFICATIONS

GRADE

CITIES

A	Madras, Bangalore, Calcutta, Bombay and Delhi
B	Ahmedabad, Aurangabad, Baroda, Bhuvaneshwar, Chandigarh, Cochin, Coimbtore, Hyderabad, Indore, Jaipur, Madurai, Nagpur, Nasik, Pondicherry, Pune & Trivandrum.
C	All others

A. LODGING & BOARDING ALLOWANCE (inclusive of Taxes)

EMPLOYEE GRADE	A		B		C	
	L	B	L	B	L	B
L0	800	200	500	150	350	150
L1	1500	500	900	400	700	250
L2A & L2B	2500	600	1200	450	900	300
L3A	3000	650	2000	500	1200	350
L3B	4500	750	2500	600	1500	400
L4	At actuals					

Boarding Allowance will be calculated as follows :

0 – 16 hrs : ½ day allowance
16 – 24 hrs : 1 day allowance

- Boarding Allowance will be calculated/ claimed cumulatively as per the tour period subject to provision of actual bills.
- The employee must submit bills for single room accommodation. In the case where employee is accompanied by spouse on the business trip, the employee must pay the differential rate of taking double accommodation and related expenses.
- Any complimentary meals provided by the hotel must not be charged in the daily meal allowances.
- In occasional cases where employees may not be able to produce bills for food, 25% of the above boarding allowance can be claimed for that day, without producing any bills.
- The claims for an entire day should be either with bills (to avail Boarding Allowance as per rules) or as per the above clause if no bills are produced.

B. MISCELLANEOUS ALLOWANCE

Employees under all categories who are travelling out of station are allowed to claim Rs.25/- per day towards miscellaneous expenses like mineral water, newspaper.

C. Flat Allowance

EMPLOYEE GRADE	A	B	C
L0	125	100	75
L1	200	175	150
L2A & L2B	300	250	200
L3A & L3B	450	350	250

—

APPLICABILITY FOR FLAT ALLOWANCE

- **Flat Allowance is applicable only when employee makes his own lodging and boarding arrangement.** Employee can claim FA instead of LBA without producing any bills /vouchers. **When an employee claims FA no other allowances can be claimed.**
- **For Mumbai only : employees can claim FA instead of 25% of Boarding if staying over.**
- For same day return field trips to client locations over 45 kms one way.

Flat Allowance will be calculated as follows :

0 – 16 hrs :	½ day allowance
16 – 24 hrs :	1 day allowance

IMPORTANT

- Cigarette and Liquor expenses will not be reimbursed.
- Staying at ones permanent residence will attract no Allowances except for Misc.Allowance and conveyance at actuals.
- Employees should preserve for submission relevant receipts / tickets to facilitate processing claims.
- In case tickets and supporting vouchers for travel fare is not produced, the lowest applicable fare will be considered for processing claims.

E. LONG STAY DURING TRAINING AT HO

In the event of any such occasions when employees are required at HO for over a week and where the company has made arrangements for lodging and boarding, the employee will not be eligible for any extra allowances apart from conveyance at actuals.

In this period, if the employee makes his own lodging and boarding arrangements, he can claim Flat Allowance only.

However, if the employee does not take any boarding facility at the hotel/guesthouse through the entire day, he may submit claims against food bills up to Rs. 150/-for the whole day.

F. DURING ON SITE PROJECTs/ DEPUTATION

In the event of any such occasions when employees are required to stay away from their place of posting to any client location, for an extended period, the employee is eligible for Lodging and Boarding as per “A” for 7 days. After which, his Boarding Allowance will reduce to 50% that given under “A”.

TRAVEL ADVANCES

1. Travel advance may be drawn by the employee to meet anticipated business expenses during the period of travel after excluding expenses, which would be directly taken care of, by the company and should be intimated to Accounts two days before travel.
2. **Employees who have taken travel advances should clear all food, laundry, telephone bills directly at the hotel.**
3. Advances would be granted on submission of TRF, duly signed by the Dept. Head and should be properly accounted for within seven days of return from the trip.
4. The company would not grant a further advance till such time the earlier advance is cleared, unless in exceptional cases wherein approval from the CEO is mandatory.

CLAIM SETTLEMENT

1. All claims duly approved by the Dept. Head, for a particular business trip must be submitted to the accounts department by the employee giving complete details of the expenses incurred within seven days of return from the business trip.
2. All expenses are required to be in line with the policy laid. If any expenses claimed are over and above the policy amounts, such expenses would require an approval of the CEO/ Director. Expenses not subject to their approval would be disallowed.

TELEPHONE CALLS

The company will reimburse telephone calls made by the employee for business purposes while on tour on submission of the bills.

The telephone calls should be made from the branch offices or STD booths at the location visited as far as possible to avoid the extremely high charges levied by hotels on the telephone calls.

INTERCITY TRAVEL (OFFICIAL TRAVEL)RATE

OF REIMBURSEMENT

EMPLOYEE

<u>GRADE</u>	<u>MODE OF TRANSPORT</u>
L0	II Class Train / Non A/c Bus
L1	IIIrd A/c Train / A/c Non A/c BUS
L2A , L2B	I st Class Train/III rd A/C (Rajdhani)/ II A/c Train/AC Bus / Shared auto
L3A	II A/c Train/ Air - Economy (Prior Approval from Dept.Head)/CEO/ Shared A/C Non A/C Cab / Non a/c rental car when three or more are travelling./
L3B	IIInd AC Train /Air – Economy/ Rental car
L4	Ist AC / Ist Class / Air –Economy/ Rental car

- As a policy, air travel for short distances for ex. Pune – Mumbai, is not allowed except at L4 level.
- For overnight journeys and to attend training programs, trains should be used as the mode of travel. For residential training program, and in cases where the arrangements have been made by the Company for boarding and lodging, the employee will not be entitled to reimbursement of expenses incurred on boarding and lodging.

(within the city – official Travel)

<u>EMPLOYEE GRADE</u>	<u>MODE OF TRANSPORT</u>
L0	Bus / Two Wheeler @Rs.3.85/km
L1	Bus / Two Wheeler @ Rs.3.85/km
L2A	Two wheeler @ Rs.3.85/km/ Auto (at actual)
L2B,L3A,L3B	Two wheeler @ Rs 3.85/km/Auto(At actual) Car Petrol 8.95/ KM Car Diesel 6.05/ KM

All employees who directly commute from residence to client work place or any official place of visit, are allowed to claim only the differential distance rate (i.e between residence to office and residence to client workplace).

The management reserves the right to review policies from time to time when found necessary.

Procedure :

- The employee should fill in the Travel Requisition Form and get the travel plan approved by his /her Dept Head.
- The employee should hand over a copy of the Travel Requisition to Admin at least a week in advance, to enable arrangements to be made.
- The employee should submit the Travel Expenses Statement to F&A within 7 days of return from tour, duly supported, with bills/ vouchers / cash memos etc.
- Any air ticket that is unused should be returned to Admin immediately on return.
- Any deviation to this policy would require prior approval from the CEO.
- All travel has to be authorised by the Department Heads. No deviations from the policy shall be entertained unless duly authorised by the CEO.
- Only billing statements or summary will not be accepted as supporting for claims. If supporting vouchers are not available, the expense shall be disallowed.

MOBILE USAGE POLICY

The company bears air time charges for employees, and each employee is issued a separate letter for this purpose. The grade wise reimbursement of airtime as follows :

L4	: at actuals with National roaming facility
L3B	: Rs.2500/- p.m with National Roaming facility (inclusive)
L3A	: Rs.1500/- p.m with Regional Roaming (inclusive)
L2B	: Rs.500/- p.m (only local) (applicable to those in the field only)
L2A	: Rs.500/- p.m- (only local) (applicable to those in the field only)
L1	: Rs.500/- p.m – (only local) (applicable to those in the field only – and on approval basis)

If any employee incurs expenses more than his eligibility, he /she will produce an itemised bill (at his cost) and reduce his personal call charges from the total bill. Any excess over and above this will be paid by the company.

ASSET RECOVERY POLICY-

(For Laptop, Pen drive, Data Card and other asset)

These are company assets and are issued to certain employees based on their roles and work profile.

Employees are responsible for the general maintenance and upkeep of the assets. Employees are expected to take care of these assets during travel and general handling.

- In the event of finding that an asset issued to an employee was damaged/lost/misplaced due to negligence or mishandling, then the organization reserves the right to recover the amount from the employee.
- For Laptop-the Company will recover an amount equal to 90% market value of the same/similar model on the date of loss/Damage/misplace to the laptop.
- For Pen drive, Net Card and any other assets- the Company will recover 100% market value of same/similar model on the date of loss/Damage/misplace of the assets

TECHONOLOGY AT BHARATONE

TECHNOLOGY USER POLICY

At Bharat One we believe that, it better to focus on the quality and quantity of workoutput rather than the amount of time an employee uses the Internet.

Objective

To ensure that the company's equipment is properly used by various users and certain specified guidelines are followed.

Guidelines or policies are also needed to prevent the electronic disclosure of trade secrets and confidential information and to help prevent the personal use of electronic technology from reducing employee productivity.

To allow the employee to understand what level of personal use is tolerated.

BHARAT ONE TECHNOLOGY POLICY

"You are given access to our computer network to assist you in performing your job. You should not have any expectation of privacy in anything you create, store, send, or receive on the computer system...Without prior notice, the company may review any material created, stored, sent or received on its network or through the Internet or any other computer network."

LISTED BELOW ARE SOME DO's and DON'T's to help you understand the above

1) Internet Usage Policy :

- a) Users are requested not to give their password to anybody and password should be of minimum 13 characters (Alpha, Numeric and Special Characters).
- b) Not to download anything from any site.
- c) Not to install any download manager software's which consume more bandwidth like DAP, Gator, Gozilla, etc.
- d) Not to run songs directly from the websites as it consumes more bandwidth.
- e) Browsing and Storing of offensive content of any kind, including pornographic material, hacking tools and sites is strictly prohibited and action will be taken as per the decision of the management.
- f) Not allowed to send business-sensitive information by e-mail or over the Internet.
- g) Dispersing corporate data to [this organization's] customers or clients without authorization.

2) Email Policy :

- a) Sending mail to noreply@mybharatone.in or group email id's for official purpose with prior permission only.
- b) Users are requested not to open any mail from unknown person/site.
- c) Users are requested not to run any attachment whose extension is *.exe, *.pif, *.scr and any other file type.
- d) Mail ID's will be the first name with first alphabet of surname, Ex : bhuvang@mybharatone.in.
- e) Mass mailing is not allowed.
- f) Send Zipped files as attachments.
- g) Download mails manually.

3) User Policy :

- a) Users are responsible for their own data, i.e. data on master1\users and data on their workstations. Keep second copy of important files on master1\users and one on their machines. At all times, keep two copies of critical data files.
- b) Do not share your hard drives as it may cause to lose of data.
- c) Antivirus updates are to be done as soon as mail is received from Administrator.
- d) Not to bring any hardware from outside.
- e) Not suppose to open the systems without permission of Administrator.
- f) Not suppose to install any software with out permission.
- g) Do not keep any video or songs on master1\users or any server.
- h) Don't keep any unwanted things on master1\users or any server.
- i) Data on CD's will not be written till Department head approves.
- j) Password of NT will be changed in every 42 days.
- k) Not suppose to delete any file or data of others without prior permission of particular data.
- l) Users are not supposed to use more then 500 MB of space on master1/users.
- m) Visitors are not allowed to sit at and use employee machine.
- n) Users are supposed to only use software which they are authorized to.

4) Cost Saving Measures :

- a) Photo Copy Prints.
- b) Avoid Color Prints.
- c) Print at Low resolution.
- d) Print on both sides of paper.
- e) Preview your page – Always.**
- f) Switching of light, AC's and other power hungry devices.
- g) Switch off your PC's in Non working Hours/ Coffee breaks/ Lunch at least monitors as it consumes 60% of power.

Users are requested to co-operate and adhere to these norms. Violators of the policy would be strictly dealt with.

BUSINESS / VISITING CARDS and Identity Cards

Business /Visiting cards are provided by the company to all employees who are required to visit other offices. The design of the business card is common for all categories.

Name and designation of the employees is printed on the card along with Company logo, address, telephone numbers, fax number, dept e-mail id, company website and mobile nos. Requisition of such cards should be forwarded to the HR & Admin Dept.

TRAINING AND DEVELOPMENT

PROFESSIONAL GROWTH

There is no restriction/ limit for growth in the organization. Growth is linked to performance, potential and organizational requirements.

The employee is encouraged to identify suitable avenues for his / her growth. Career path is determined by the employee as well as the organizational needs.

The organization would periodically assess its employees for grooming them for more responsible and key positions in the organization. Job rotations will also be encouraged.

TRAINING

Training is an ongoing process.

We will arrange both internal and external training.

The employee as well as the organization identifies the training needs of each employee, which is decided jointly by the employee and senior employee of the organization.

An annual Training Calendar is drafted based on the training needs and recommendations and an annual budget is adhered to. Employees will be nominated to various training programs by their own Heads and / or HR. We are committed to moving to a 365 days training calendar shortly.

Training is not limited to formal training sessions, but will also include on the job and informal training opportunities – like learning sessions to be conducted in house.

PROCEDURE FOR TRAINING TO BE UNDERTAKEN

- Details of training program (brochures etc) along with requisite approval from the CEO should be given to HR for Registration procedure.
- In cases where HR recommends the necessary training, approval is sought from the Head and the CEO for availability of time and resources.
- HR would process for the cheque payment and the cheque would be handed over to the participant to be taken along on the actual date of the training.
- Following the external training, employees should share the learning with their team members on a formal level.
- Employees should submit copy of the training completion / certification / participation document to HR on return.

PERFORMANCE MANGEMENT SYSTEM

ANNUAL APPRAISAL SYSTEM

Our firm belief in the capabilities of human resource and their ability to change and develop themselves continuously thus enabling improvement and efficiency forms the basis of our appraisal system.

We are open to learning, and would endeavor for successful performance.

To generate adequate feedback to the employee for improvement in performance.

Procedure

A month or 15 days before the confirmation / annual appraisal due date, the appraisal form would be sent to the appraiser.

The appraiser is required to hand over the appraisal form to the employee.

The employee in turn would fill in the self-appraisal and hand over the same to the appraiser for his feedback and ratings.

It is mandatory that the feedback of the appraiser be shared with the employee through appraisal discussion.

The form, would then be handed over to Human Resources, who in turn would meet up with the employee for a discussion.

The probation appraisal and annual appraisal form is enclosed as an annexure

ACTIVITY / ASSIGNMENT TRACKING SYSTEM

We have an objective setting exercise, which is an integral part of our Appraisal System. It has been introduced and the form is enclosed as an annexure.

Objectives

- Focus on key result areas, which would be appraised at the end of the year.
- Planning, in advance for contingencies.
- Offers a forum between appraiser and appraisee to mutually set up achievable objectives.
- Provides a base for performance appraisal.

COMPENSATION

- Compensation in Bharat One is based on Industry norms and performance.
- Compensation will be reviewed annually during the 1st quarter of the new financial year along with the appraisal.
- In addition to take home salary, awards will also form part of the compensation.
- At entry levels, salaries of new entrants are based on qualifications and market situation. Once in the organization, increments will be based on performance.
- All employees are covered by the Provident Fund, as per the Act.
Salaries and perks vary according to the levels held by the members.

EMPLOYEE RECOGNITION POLICY

Objective : To build a culture, where due appreciation and recognition is given to deserving employees.

Types of Awards

1. On the Spot Recognition

This type of a recognition, can be given at the discretion of the Dept Head and needs to be decided on the spot, for any deserving performance or stupendous success or achievement.

Such a quick recognition can be given for any good work, for which there can be no delay in applause or appreciation.

Procedure

A special space would be kept reserved for this on the notice board at HO. Dept Heads can put up an appreciation note with immediate effect on the notice board.

Along with this a public announcement in front of the whole department would add to the esteem of the employee.

2. Employee of the Month

Over and above on the spot appreciation system, a deserving employee will be awarded an “ Employee of the Month” accompanied by a formal Appreciation letter.

Such a recognition system could be based on the following themes / achievements.

- Consistent attendance prior to Official office timing
- Conservation of resources or achievement of considerable savings
- Best maintained workstation
- Contribution in terms of innovations / new ideas
- Extending full support and help cross functionally.

Such a recognition can be awarded with any non cash incentives, some of them are as mentioned below :

- a) Paid time off
- b) Reserved Parking space
- c) Public Recognition and handing over the appreciation letter
- d) Awarding low cost company related merchandise / gift items
- e) Lunch Vouchers.

3. Team Recognition

Recognition of employees who have collectively worked on a common assignment, and achieved success, or teams / departments who have done a consistent good job are eligible to receive a suitable award or recognition.

Team recognition could be done on a quarterly basis, on the achievement of targets calculated on a quarterly basis.

Criteria for Eligibility of Team Recognition

- a) Achievement of set targets – which need to be quantifiable
- b) Successful completion of assignment – quantify where ever possible
- c) Dept. wise achievement of targets / timely completion of projects etc.

Please note that such recognition needs to be given only for completion or achievement as the case may be of a particular target or assignment, and not for efforts taken by a team eg : late sitting etc.

Care should also be taken that such recognition is not too frequent and not done for every assignment / task which falls under the work preview.

Recognition would be in the form of any one of the following :

- a) Movie tickets for the whole team
- b) Mc. Donalds's lunch for the whole team
- c) A small gathering for the team – snacks etc arranged at Company expense.

4. Vacation Get Away Awards

Individual awards for achieving targets or completing projects or other deadlines or for excellence in delivery, will be nominated by their Dept. Heads and a Vacation Get Away voucher for Rs. 5000/- will be awarded to the winner on a monthly basis.

The organization would not pay for travel during the same and the payment would be made against actual holiday taken at any resort / hotel.

5. Wedding Gift

Confirmed Employees who get married during their employment will be gifted with Complimentary gift or Cash by the Company. Sr. & Jr.

Positions : Rs. 2,000/-

Manager & All above : Rs. 3,000/-

INTERNAL EMPLOYEE COMMUNICATIONS POLICY

An open system of communication forms a healthy working environment and sustains healthy working relationships.

The organization is what its people are and with this belief we encourage “speak up’s” and employees who would voice their suggestions, feelings and opinions about issues to their seniors. Let us work together towards an open door policy.

OBJECTIVE OF INTERNAL COMMUNICATION

Effective internal employee communication is an important tool that can be used to bring in transparency across the organization. This can be achieved by :

- Creating awareness (trends and technology)
- Sharing of information
- Encouraging participation
- Identifying and addressing organizational and employee needs
- Inviting innovation

MODES OF COMMUNICATION

I. Meetings

A formal way of communication is through meetings. Functions, which involve a high degree of independent working, travel and are multi locational must have regular meetings and department heads must ensure this aspect.

At the Corporate Office, we have the following groups which meet on a regular basis :

a) BUSINESS MANAGEMENT GROUP MEETING

The BMG comprises of the Departmental Heads who meet with the CEO twice a month.

b) BUSINESS REVIEW MEETING

The members of the sales and marketing team and the members of the Delivery Team would meet with the CEO on the first of every month for a comprehensive business review.

c) TECHNOLOGY REVIEW MEETING

The Technology Heads would meet the CEO of every month.

d) HR MEETINGS

The HR team meets the CEO on the first of every month.

e). EMPLOYEE RELATIONS MEET

HR team would meet with various departments on a quarterly basis. These meetings will be conducted by Human Resources to keep the communication channel open for all employees and for discussing HR related issues, which the employees are likely to have.

I. INTRANET

The company intranet would be one of the communication modes. All important communication with employees would be posted on the intranet in addition to regular e-mail use.

- Suggestion Box (suggestions will be addressed twice a month at the BMG meetings which take place at the corporate office. Anonymous suggestions will not be entertained)
- Press Room
- Business Intelligence
- Highlights
- Training Calendar
- Events Calendar
- Articles / Inspirational short stories
- CEO's Desk

III. ALL INDIA MEET

This will be held in mid April of every year. The focus of the Annual Meet would be to review the last financial year and to discuss and finalize the overall business strategy and the sales and marketing plan for the coming year. This forum will also be used to discuss infrastructure / operational requirements to support the Sales and Marketing Plan and its impact on the Annual Budgets.

IV. BULLETIN BOARDS

This mode will be used to display official communication, significant news, achievements and forthcoming events related to the organization and employees.

V. TELECONFERENCING / CHAT SESSIONS

This mode could be used for facilitating detailed business discussion with respective teams / dept. heads.

VI. EMAIL

This facility is already in use and employees are encouraged to use it more aggressively. Employees are required to use official email ids for sending and receiving all official communication.

VII. SPEAK EASY SESSIONS

These sessions can be used to share personal and professional experiences. This will help facilitate bonding with each other. These will form part of the training events calendar and will be notified to all.

VIII. OPEN FORUM WITH THE CEO

This forum is available to put forth individual issues / queries of official nature. Employees should approach HR for setting up a convenient date.

IX. EMPLOYEE HANDBOOK

All policies pertaining to the regular functioning of the organization will be communicated through the Employee Handbook.

COMPANY EVENTS

Objective : To appreciate and get together for special occasions and celebrate within the organization

Events that are marked as Special :

I. BHARAT ONE FAMILY DAY

Bharat One Day can be celebrated with all the employees on the day Bharat One was registered i.e. 19th December. A lunch hosted by the company followed by an entertainment session will be the agenda for the celebration.

II. ANNUAL PICNIC

To encourage bonding among employees, an annual picnic on a pre decided date, will be organized. Such a picnic would be to a place where a same day return trip is possible.

III. DIWALI GET TOGETHER

On the occasion of Diwali, the company sponsors a small get together for snacks and coffee along with customary sweet distribution practice. The Regional head can take care that the same practice continues at the regions too.

IV BIRTHDAY CELEBRATIONS

The special occasion of celebrating employee birthdays will be done once a month, possibly on the last working date. The Regional Sales Head can take care that the same practice continues at the regions too. A cake cutting ceremony is held to celebrate all birthdays during the month.

ROLES AND RESPONSIBILITIES

1. Regional Office Roles And Responsibilities :

As a Regional Officer at Vibrant India Services and Affiliates Private Limited, your role is crucial in ensuring the smooth functioning of the Seva Kendras (Service Centers) in 10 Gram Panchayats under your jurisdiction. Your primary responsibility is to oversee and manage the operations of these Seva Kendras efficiently and effectively to achieve the company's targets. Below are your key roles and responsibilities:

1. **Operational Management:**
 - Oversee the day-to-day operations of 10 Seva Kendras located in 10 Gram Panchayats.
 - Ensure that all Seva Kendras are operating efficiently and providing high-quality services to the citizens.
 - Monitor the performance of Seva Kendras regularly and take necessary actions to address any issues or bottlenecks.
2. **Team Management:**
 - Supervise and provide guidance to the Seva Kendra managers and staff.
 - Conduct regular meetings and training sessions to ensure that the team is well-equipped to meet their targets.
 - Motivate and support the team to achieve their performance goals.
3. **Customer Service:**
 - Ensure that excellent customer service is provided to all citizens visiting the Seva Kendras.
 - Handle escalated customer issues and ensure timely resolution.
 - Implement measures to improve customer satisfaction levels.
4. **Target Achievement:**
 - Work towards achieving the targets set by the company for service delivery, citizen outreach, and other key performance indicators.
 - Develop and implement strategies to meet and exceed the set targets within the specified timelines.
5. **Compliance and Reporting:**
 - Ensure compliance with all company policies, procedures, and government regulations.
 - Prepare regular reports on the performance of the Seva Kendras and submit them to the higher management.
6. **Community Engagement:**
 - Build and maintain strong relationships with the local communities and Gram Panchayat authorities.
 - Organize outreach programs and awareness campaigns to promote the services offered by the Seva Kendras.
7. **Continuous Improvement:**
 - Identify areas for process improvement and implement necessary changes to enhance the efficiency and effectiveness of Seva Kendra operations.
 - Stay updated on industry best practices and incorporate them into the operations.

As a Regional Officer, your dedication, leadership, and strategic thinking will play a vital role in achieving the company's objectives and making a positive impact on the communities we serve

2. Senior Regional Office Roles And Responsibilities :

As a Senior Regional Officer at Vibrant India Services and Affiliates Private Limited, your role is critical in ensuring the effective management and performance of 10 Regional Officers, each responsible for overseeing 10 Seva Kendras in 10 Gram Panchayats. Your primary responsibility is to provide leadership, guidance, and support to the Regional Officers to ensure the achievement of the company's targets. Below are your key roles and responsibilities:

1. Leadership and Team Management:

- Provide leadership and direction to a team of 10 Regional Officers.
- Support and mentor Regional Officers to help them achieve their targets and develop their skills.
- Conduct regular performance reviews and provide constructive feedback to enhance the performance of the team.

2. Operational Oversight:

- Oversee the operations of 100 Seva Kendras located across the region.
- Ensure that all Seva Kendras are operating efficiently and delivering high-quality services to the citizens.
- Monitor the performance of Seva Kendras and Regional Officers, and take necessary actions to address any issues or bottlenecks.

3. Target Achievement:

- Work closely with Regional Officers to develop strategies for achieving the company's targets for service delivery, citizen outreach, and other key performance indicators.
- Monitor the progress towards targets and take proactive measures to ensure targets are met within the specified timelines.

4. Quality Assurance:

- Implement quality assurance measures to ensure that services provided by the Seva Kendras meet the highest standards.
- Conduct regular audits and inspections to identify areas for improvement and implement necessary changes.

5. Compliance and Reporting:

- Ensure compliance with all company policies, procedures, and government regulations.
- Prepare regular reports on the performance of Seva Kendras and Regional Officers and present them to the higher management.

6. Stakeholder Management:

- Build and maintain strong relationships with key stakeholders, including local communities, Gram Panchayat authorities, and government agencies.
- Collaborate with stakeholders to address any issues or concerns and promote the services offered by the Seva Kendras.

7. Continuous Improvement:

- Identify opportunities for process improvement and innovation to enhance the efficiency and effectiveness of Seva Kendra operations.
- Stay updated on industry best practices and incorporate them into the operations.

As a Senior Regional Officer, your leadership, strategic thinking, and ability to drive results will play a crucial role in achieving the company's objectives and making a positive impact on the communities we serve.

3. Assistant Regional Manager Roles And Responsibilities :

As an Assistant Regional Manager at Vibrant India Services and Affiliates Private Limited, your role is pivotal in providing support and assistance to the Regional Manager in effectively managing the operations and performance of the assigned region. Your primary responsibility is to ensure the smooth functioning of the Seva Kendras (Service Centers) across the region and to assist the Regional Manager in achieving the company's targets. Below are your key roles and responsibilities:

1. **Support to Regional Manager:**
 - Assist the Regional Manager in overseeing the operations of the assigned region.
 - Support the Regional Manager in developing strategies to achieve the company's targets for service delivery, citizen outreach, and other key performance indicators.
2. **Team Management:**
 - Provide guidance and support to three Senior Regional Officers, each responsible for overseeing 10 Regional Officers.
 - Assist Senior Regional Officers in managing and mentoring their teams of Regional Officers to ensure the efficient functioning of the Seva Kendras.
3. **Operational Oversight:**
 - Monitor the performance of Seva Kendras and Regional Officers under your jurisdiction.
 - Conduct regular reviews and inspections to ensure that all Seva Kendras are operating efficiently and delivering high-quality services to the citizens.
4. **Target Achievement:**
 - Work closely with Senior Regional Officers and Regional Officers to develop action plans for achieving the company's targets.
 - Monitor progress towards targets and take proactive measures to address any issues or bottlenecks.
5. **Quality Assurance:**
 - Implement quality assurance measures to ensure that services provided by the Seva Kendras meet the highest standards.
 - Conduct regular audits and inspections to identify areas for improvement and implement necessary changes.
6. **Compliance and Reporting:**
 - Ensure compliance with all company policies, procedures, and government regulations within the assigned region.
 - Prepare regular reports on the performance of Seva Kendras and Regional Officers and provide updates to the Regional Manager.
7. **Stakeholder Management:**
 - Build and maintain strong relationships with key stakeholders, including local communities, Gram Panchayat authorities, and government agencies.
 - Address any issues or concerns raised by stakeholders and work collaboratively to promote the services offered by the Seva Kendras.
8. **Continuous Improvement:**
 - Identify opportunities for process improvement and innovation to enhance the efficiency and effectiveness of Seva Kendra operations within the assigned region.
 - Stay updated on industry best practices and incorporate them into the operations.

As an Assistant Regional Manager, your support, leadership, and ability to drive results will be instrumental in achieving the company's objectives and ensuring the successful functioning of the Seva Kendras across the assigned region.

4. Regional Manager Roles and Responsibilities :

As a Regional Manager at Vibrant India Services and Affiliates Private Limited, your role is pivotal in providing leadership, guidance, and support to ensure the efficient management and performance of the assigned region. You will be responsible for overseeing the operations of 250 Seva Kendras across 250 Gram Panchayats. Your primary objective is to drive the achievement of the company's targets through effective management of the Assistant Regional Managers, Senior Regional Officers, and Regional Officers. Below are your key roles and responsibilities:

1. Leadership and Team Management:

- Provide strong leadership and direction to a team of five Assistant Regional Managers.
- Support and mentor Assistant Regional Managers to ensure effective management of their respective regions.
- Ensure alignment of Assistant Regional Managers, Senior Regional Officers, and Regional Officers with the company's objectives and targets.

2. Operational Oversight:

- Oversee the operations of 250 Seva Kendras located across the assigned region.
- Ensure that all Seva Kendras are operating efficiently and delivering high-quality services to the citizens.
- Monitor the performance of Seva Kendras, Assistant Regional Managers, Senior Regional Officers, and Regional Officers, and take necessary actions to address any issues or bottlenecks.

3. Target Achievement:

- Develop strategies and action plans for achieving the company's targets for service delivery, citizen outreach, and other key performance indicators within the assigned region.
- Monitor progress towards targets and take proactive measures to ensure targets are met within the specified timelines.

4. Quality Assurance:

- Implement quality assurance measures to ensure that services provided by the Seva Kendras meet the highest standards.
- Conduct regular audits and inspections to identify areas for improvement and implement necessary changes.

5. Team Development:

- Conduct regular training sessions and workshops for Assistant Regional Managers, Senior Regional Officers, and Regional Officers to enhance their skills and capabilities.
- Foster a culture of continuous learning and development within the team.

6. Compliance and Reporting:

- Ensure compliance with all company policies, procedures, and government regulations within the assigned region.
- Prepare regular reports on the performance of Seva Kendras, Assistant Regional Managers, Senior Regional Officers, and Regional Officers and present them to the higher management.

7. Stakeholder Management:

- Build and maintain strong relationships with key stakeholders, including local communities, Gram Panchayat authorities, and government agencies.
- Address any issues or concerns raised by stakeholders and work collaboratively to promote the services offered by the Seva Kendras.

8. Strategic Planning:

- Develop and implement strategic plans for the growth and expansion of Seva Kendra operations within the assigned region.
- Identify opportunities for business development and expansion and present them to the higher management.

As a Regional Manager, your leadership, strategic thinking, and ability to drive results will play a crucial role in achieving the company's objectives and making a positive impact on the communities we serve.

5. Regional Technical Officer Roles and Responsibilities:

As a Regional Technical Officer at Vibrant India Services and Affiliates Private Limited, your role is pivotal in ensuring the timely and accurate processing of applications from Seva Kendras across 5 districts. Your primary responsibility is to oversee the processing of government applications for subsidies, loans, and other documents, ensuring high-quality output within specified timelines. Below are your key roles and responsibilities:

1. **Application Processing Oversight:**
 - Oversee the processing of applications received from Seva Kendras across 5 districts to ensure timely and accurate processing.
 - Ensure that all applications are processed in compliance with government regulations and guidelines.
2. **Quality Assurance:**
 - Implement quality assurance measures to ensure that all processed applications meet the required standards of accuracy and completeness.
 - Conduct regular audits and inspections to identify areas for improvement and implement necessary changes.
3. **Team Management:**
 - Supervise and provide guidance to more than 5 Technical Managers, each responsible for managing 50 - 100 data executives.
 - Support and mentor Technical Managers to ensure efficient processing of applications by their respective teams.
4. **Resource Allocation:**
 - Allocate resources effectively to ensure that processing targets are met within the specified timelines.
 - Monitor workload and adjust resource allocation as needed to maintain efficiency and productivity.
5. **Training and Development:**
 - Conduct regular training sessions for Technical Managers and data executives to ensure that they are equipped with the necessary skills and knowledge to perform their duties effectively.
 - Provide ongoing support and guidance to ensure continuous improvement in processing efficiency and quality.
6. **Compliance and Reporting:**
 - Ensure compliance with all company policies, procedures, and government regulations related to application processing.
 - Prepare regular reports on application processing activities, including turnaround times, productivity, and quality metrics, and present them to the higher management.
7. **Stakeholder Management:**
 - Build and maintain strong relationships with key stakeholders, including government agencies and other relevant authorities.
 - Address any issues or concerns raised by stakeholders and work collaboratively to ensure smooth processing of applications.

8. Continuous Improvement:

- Identify opportunities for process improvement and automation to enhance the efficiency and accuracy of application processing.
- Stay updated on changes in government regulations and guidelines related to application processing and ensure that all processes are updated accordingly.

As a Regional Technical Officer, your attention to detail, leadership skills, and ability to drive results will play a crucial role in ensuring the timely and accurate processing of applications, ultimately contributing to the success of our organization and the satisfaction of our clients.

6. Technical Manager Roles and Responsibilities:

As a Technical Manager at Vibrant India Services and Affiliates Private Limited, your role is essential in ensuring the efficient processing of government applications for subsidies, loans, and other documents. You will be responsible for managing a team of 50 - 100 data executives, ensuring that they process applications accurately and within specified timelines. Below are your key roles and responsibilities:

1. **Team Leadership:**
 - Provide strong leadership and guidance to a team of 50 - 100 data executives.
 - Motivate and support the team to ensure high levels of productivity and quality output.
 - Conduct regular performance reviews and provide constructive feedback to enhance the performance of the team.
2. **Application Processing:**
 - Oversee the processing of government applications received from Seva Kendras within your assigned district.
 - Ensure that all applications are processed accurately and in compliance with government regulations and guidelines.
 - Monitor the progress of application processing and take necessary actions to meet the specified timelines.
3. **Quality Assurance:**
 - Implement quality assurance measures to ensure that all processed applications meet the required standards of accuracy and completeness.
 - Conduct regular audits and inspections to identify areas for improvement and implement necessary changes.
4. **Resource Management:**
 - Allocate resources effectively to ensure that processing targets are met within the specified timelines.
 - Monitor workload and adjust resource allocation as needed to maintain efficiency and productivity.
5. **Training and Development:**
 - Conduct regular training sessions for data executives to ensure that they are equipped with the necessary skills and knowledge to perform their duties effectively.
 - Provide ongoing support and guidance to ensure continuous improvement in processing efficiency and quality.
6. **Compliance and Reporting:**
 - Ensure compliance with all company policies, procedures, and government regulations related to application processing.
 - Prepare regular reports on application processing activities, including turnaround times, productivity, and quality metrics, and present them to the Regional Technical Officer.
7. **Stakeholder Communication:**
 - Liaise with stakeholders, including Regional Technical Officer, to address any issues or concerns related to application processing.
 - Ensure effective communication within the team and with external stakeholders to facilitate smooth processing of applications.

8. Continuous Improvement:

- Identify opportunities for process improvement and automation to enhance the efficiency and accuracy of application processing.
- Stay updated on changes in government regulations and guidelines related to application processing and ensure that all processes are updated accordingly.

As a Technical Manager, your leadership, attention to detail, and ability to drive results will play a crucial role in ensuring the timely and accurate processing of applications, ultimately contributing to the success of our organization and the satisfaction of our clients.

7. Data Executives Roles and Responsibilities :

As a Data Executive at Vibrant India Services and Affiliates Private Limited, your role is vital in ensuring the accurate and efficient processing of government applications for subsidies, loans, and other documents. You will be responsible for processing a high volume of applications with precision and within specified timelines. Below are your key roles and responsibilities:

1. Application Processing:

- Process government applications received from Seva Kendras within the assigned district.
- Ensure that all applications are processed accurately and in accordance with government regulations and guidelines.
- Review application documents thoroughly and verify information provided.

2. Data Entry and Management:

- Enter application data accurately into the company's database or software systems.
- Ensure the integrity and security of all data entered into the system.
- Maintain accurate and up-to-date records of all processed applications.

3. Quality Assurance:

- Perform quality checks on processed applications to ensure accuracy and completeness.
- Identify and rectify any errors or discrepancies in the application data.
- Follow quality assurance procedures and guidelines to maintain high standards of work.

4. Timely Processing:

- Work efficiently to process applications within the specified timelines.
- Prioritize tasks effectively to meet processing targets and deadlines.
- Escalate any issues or delays to the Technical Manager or relevant authority.

5. Documentation and Reporting:

- Prepare and maintain documentation related to application processing activities.
- Generate reports on application processing metrics, including turnaround times and productivity.
- Provide regular updates on the status of applications to the Technical Manager.

6. Compliance:

- Ensure compliance with all company policies, procedures, and government regulations related to application processing.
- Adhere to data protection and confidentiality guidelines at all times.

7. Communication:

- Communicate effectively with team members and supervisors to coordinate workflow and address any issues or concerns.
- Liaise with Seva Kendras or other relevant stakeholders to obtain additional information or clarification on applications.

8. **Continuous Improvement:**

- Identify opportunities for process improvement and efficiency gains.
- Provide feedback and suggestions to the Technical Manager for process enhancements.
- Stay updated on changes in government regulations and guidelines related to application processing.

As a Data Executive, your attention to detail, accuracy, and ability to work efficiently will play a crucial role in ensuring the timely and accurate processing of applications, ultimately contributing to the success of our organization and the satisfaction of our clients.

8. Quality Manager Roles and Responsibilities :

As a Quality Manager at Vibrant India Services and Affiliates Private Limited, your role is paramount in ensuring the accuracy and integrity of processed documents, including customer data and applications for subsidies, loans, and other government services. Your primary responsibility is to oversee quality assurance processes, identify errors, and ensure corrections are made promptly. Below are your key roles and responsibilities:

1. **Quality Assurance Oversight:**
 - Develop and implement quality assurance processes and procedures to ensure the accuracy and completeness of processed documents.
 - Establish quality control measures to detect errors and deviations from established standards.
2. **Error Identification and Correction:**
 - Conduct thorough reviews of raw documents and processed applications to identify errors, discrepancies, and inaccuracies.
 - Verify the accuracy of customer data and application information against established criteria and guidelines.
 - Collaborate with data executives, technical managers, and other relevant stakeholders to rectify errors and ensure corrections are made promptly.
3. **Documentation Review:**
 - Review all documentation related to customer data and application processing to ensure compliance with company policies, procedures, and government regulations.
 - Verify the completeness and accuracy of supporting documents and records.
4. **Training and Guidance:**
 - Provide training and guidance to data executives and other team members on quality assurance processes, standards, and best practices.
 - Conduct regular coaching sessions and workshops to enhance the team's understanding of quality requirements and error prevention techniques.
5. **Performance Monitoring:**
 - Monitor the performance of data executives and other team members to assess adherence to quality standards and identify areas for improvement.
 - Track key quality metrics, such as error rates and correction turnaround times, and take corrective action as needed.
6. **Continuous Improvement:**
 - Identify opportunities for process improvement and efficiency gains within the quality assurance function.
 - Implement corrective and preventive actions to address root causes of errors and enhance overall document accuracy and quality.
7. **Communication and Reporting:**
 - Communicate effectively with team members, supervisors, and other stakeholders to address quality-related issues and concerns.
 - Prepare regular reports on quality assurance activities, including error trends, corrective actions, and process improvements.

8. Compliance and Audit Support:

- Ensure compliance with all relevant regulatory requirements and industry standards related to document processing and quality assurance.
- Support internal and external audits by providing documentation, conducting audits, and addressing audit findings as necessary.

As a Quality Manager, your attention to detail, analytical skills, and commitment to excellence will play a critical role in ensuring the accuracy and integrity of processed documents, ultimately contributing to customer satisfaction and regulatory compliances

GENERAL

1. Employees should contact HR, in case of any clarifications.
2. The Company may, notwithstanding the eligibility and terms mentioned above, at its discretion amend, modify or withdraw this policy.
3. Any deviation from the provisions made in the clauses in the policy will require the prior approval of CEO based on the recommendation of Head- Human Resources.

Reviewed by : Ms. Seema Shaikh, Manager HR & Admin.

Approved by: Mr. Gowtham Prabhu

