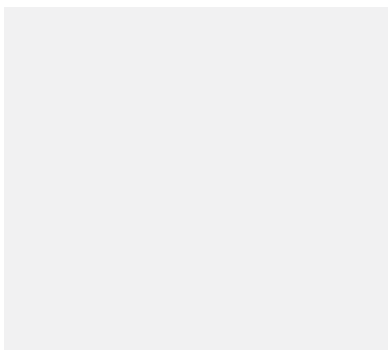




**NASSCOM<sup>®</sup>**

**Human Resource  
Policy Manual**

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# Information About HR Policy Manual



## Purpose

The HR Policy Manual is a compendium of HR policies for employees of NASSCOM. This manual details specific policies and procedures relating to employment, benefits, reimbursements, technology, etc. and the overall work environment.

## Scope

This manual is meant solely for internal use of NASSCOM employees and should not be shared with outsiders. 'Employees' referred to in this document mean regular and full-time employees of NASSCOM.

## General

Suitable information will be provided in case of any change or a new version and the updated version will be hosted on the intranet.

The provisions in the HR Policy Manual may be modified, revoked, or changed by the management, with or without notice, at any time. The provisions and changes (if any) would be applicable to all employees.

Please direct any questions to your Function Head or to the HR for clarification.

This Manual supersedes all the earlier versions and comes into force with immediate effect.

# 1. Introduction

## About NASSCOM

NASSCOM is the industry association for the IT-BPM sector in India. A not-for-profit organisation funded by the industry, its objective is to build a growth-led, sustainable, technology and business services sector in the country.

Established in 1988, NASSCOM's membership has grown over the years and currently stands at over 1,400. The member organisations contribute to 95 per cent of the industry's revenues and have enabled the association to spearhead initiatives and programmes to build the sector in the country and globally.

NASSCOM members are active participants in the new global economy and are admired for their innovative business practices, social initiatives and thrust on emerging opportunities.

NASSCOM is headquartered in New Delhi, India, and has offices in seven other cities including Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, Pune and Thiruvananthapuram.

## Vision

To help the IT and IT enabled products and services industry in India to be a trustworthy, respected, innovative and society friendly industry in the world.

## Mission

- Establish India as a hub for innovation and professional services
- Deepen the IT-BPM industry's footprint in its core markets and beyond, by building strategic partnerships with its customers
- Facilitate growth and maintain India's leadership position as a trusted and safe place to do business
- Be a conduit of change through thought leadership, research, market intelligence and membership engagement
- Work with government to shape policy in all key areas of activities such as skill development, trade and business services
- Provide platforms for members and other stakeholders to interact and network
- Expand the country's pool of relevant and skilled talent

and harness the benefits of ICT to drive inclusive and balanced growth

'Transform Business, Transform India' is the overall objective of NASSCOM and its member organisations.

## Members

NASSCOM members are organisations in India engaged in the business of IT services, BPM, software products, engineering design, internet, e-Commerce and gaming.

India headquartered organisations, multi-national service providers with presence in India and Global In-house Centres' (GICs) of foreign corporations are equally represented in the membership of NASSCOM.

## Team

The NASSCOM team is headed by the President, who reports to the Chairman and the Executive Council. NASSCOM structure has evolved keeping in view the priorities and needs of its members. A fluid organisation structure enables proactive dealing and should be able to:

- Articulate added scope, role and learning opportunities
- Stimulate staff aspirations for career growth and
- Ensure that high performance levels are recognised and rewarded

## Grade Structure

Group	Team	Grades G1-G10	Designations
I	Business Leadership	G10	Senior Vice President
		G9	Vice President
II	Senior Management	G8	Senior Director
		G7	Director/Regional Director
		G6	Deputy Director
III	Middle Management	G5	Senior Manager
		G4	Manager
		G3	Deputy Manager
IV	Junior Management	G2	Senior Associate
		G1	Associate
V	Other Staff (assistants; support staff)	No Level	Office Assistants

\* This grade structure is applicable for all regular and full-time employees of NASSCOM.

## 2. Values and Behaviours

NASSCOM has been built on a strong foundation of values. It has managed to nurture its strong culture of volunteerism among its members and has helped to preserve its institutional memory. The existing values, are laid out below:

- Continue to maintain and enhance trust with all the stakeholders- Members, clients of member companies, governments in India (central and state) and overseas, media, academia and society.
- Remain apolitical and not aligned to any party ideologies. NASSCOM's main objective is to enable the betterment of the country through information technology.
- Be an open platform for sharing best practices among member companies. This could be in areas of client management, human resources, governance, security, and other such areas.
- NASSCOM has propounded a desirable code of conduct to be practiced by member companies. However, this is self regulatory and members are expected to abide by it.
- In every transaction that NASSCOM is involved in, it will adhere to the best principles of fairness, transparency and accountability.
- NASSCOM will not endorse the commercial interests of any company, association or business.
- NASSCOM will show the same level of commitment towards all its members. It will always act without any bias for type, ownership, size or contributions (financial and others) to NASSCOM.
- NASSCOM will strive to retain a free market environment for its member companies. It will oppose any attempts by any lobby to bring in protectionism in the area of their operations.
- NASSCOM will strive to promote and leverage a culture of collegiality, co-operation, openness, harmony, trust and fairness in interactions among its members, including the Executive Council.
- NASSCOM will strive to continue its emphasis on leanness and operational efficiency in its operations.
- In pursuing policies beneficial to member companies, NASSCOM will always keep the overall welfare of the society as an important objective.

- NASSCOM will continue to create mechanisms to strengthen its institutional memory.

### Expectation from each team member

NASSCOM values are our guiding principles and drive our behaviour. Our conduct is based on a shared belief system which is entrenched into the organisation's DNA and guides individual and organisational behaviour.

### Behavioural Expectation from each team member includes:

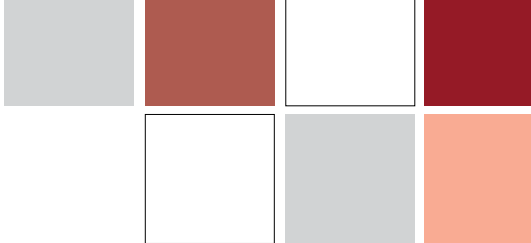
#### Integrity

- Unquestionable integrity in every dealing with all stakeholders
- Personal honesty in thoughts, actions and relationships with internal and external stakeholders
- Transparency in the conducting of day-to-day business
- Ensuring confidentiality of data and information

#### Leadership

- Being proactive and lead from the front
- Being responsive to colleagues, members and other external stakeholders
- Being creative – multiple solutions to a problem
- Being resourceful to enable teams to deliver results
- Taking ownership for self and team's actions

***“It's not hard to make decisions when you know what your values are.”***



### Passion

- Taking pride in what we do
- Enthusiating others with energy and zeal
- Positivity and self-belief
- Exceeding expectations and delivering stakeholder delight
- Managing challenges in a dynamic environment
- Continuously learning and engaging;

### Respect

- Respecting colleagues, customers, members and everyone we interact with
- Encouraging free flow of ideas and communication
- Recognising other's ideas, suggestions and contributions
- Supportive and constructive feedback
- Celebrating differences and cultures

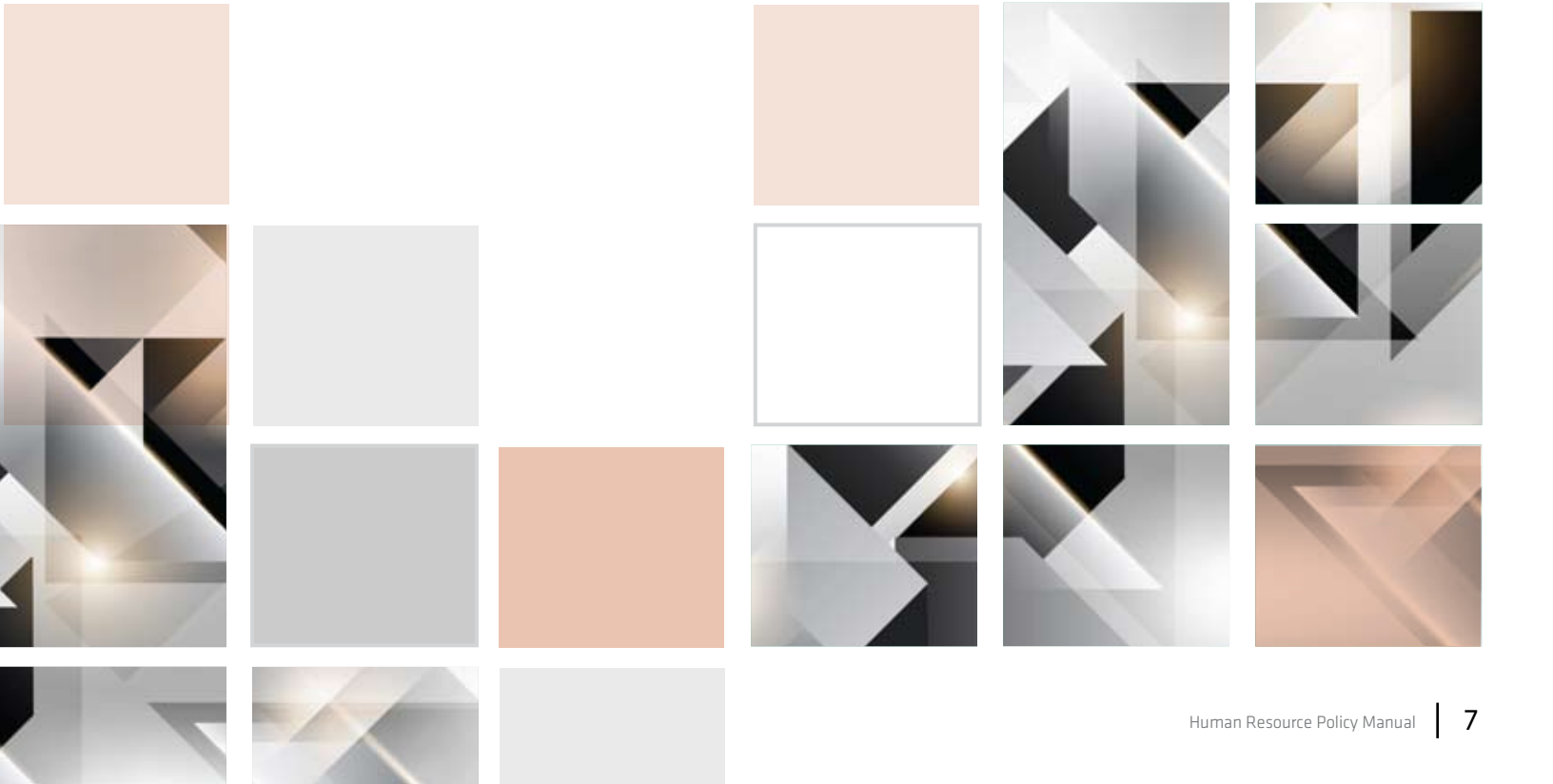
### Teamwork

- Leverage expertise and skills of team members
- Cross-functional responsibilities
- Sharing credit and kudos, seeking ideas and suggestions
- Sharing best practices, experiences and information
- Feedback to encourage change and personal growth

### Ownership

- Professional conduct of responsibility and accountability
- Align with organisational goals and internalise its vision, mission and core values
- Judicious usage of all office facilities and resources
- Ownership beyond defined boundaries
- Adhere to organisational policies and practices

We strictly abide by the POSH Policy and treat sexual harassment at workplace an actionable misconduct.



# 3. Working Hours and Attendance

## Objective

To ensure a disciplined work culture and punctuality, so as to maximise efficiency and ensure responsiveness to stakeholders.

## Working Hours

The work week comprises five days (Monday to Friday), except on declared holidays.

Normal working hours are: 9:30 am – 6:00 pm, with a 30 minute break for lunch. Employees may be required to work beyond official timings or on holidays due to exigencies of work.

On Saturdays, Sundays and declared holidays, office will remain closed, except for those required to come in due to exigencies of work.

Employees are encouraged to effectively manage their time so that they can leave by 6:00 pm. Late work, for exigencies, should be the exception rather than the norm. Staying back late cannot be used as a reason for arriving late the next morning.

Flexi timings is allowed as per the following guidelines:

- The office timing will be from 8:30 am till 5:00 pm and 9:30 am to 6:00 pm
- It would be incumbent on all to have a normal 8.5 hours per day at minimum
- To help the workflow, each employee will need to maintain predictability and regularity in timings and should inform his/her manager accordingly
- Attending any meeting arranged (internal or external) will be binding irrespective of the time involved
- The attendance register should have the noting of time of arrival and exit

## Attendance

An attendance register will be maintained in all NASSCOM offices. It is mandatory for all employees to mark their attendance by signing at the time of both entry and exit; not signing the register will denote absence from work.

In case the employee is going out for a meeting or will be late in coming to office, or is going out of town, it is the responsibility of the employee to inform his/her reporting manager of the same. It is desirable to also inform the front office about the above so that visitors/callers can be given appropriate information.

Apart from official meetings outside office, employees are expected to be in office during the working hours.

## Late Coming

It is the responsibility of the employee to be punctual. Arrival in office beyond 9:50 am will be considered as late coming. Late coming/early departure adversely affects the work culture and the organisation's responsibility to its stakeholders.

The reporting manager will take appropriate action for habitual late coming/early departure as the case may be. If there is a special request as an exception, permission (in advance, whenever possible) should be taken from the reporting manager/regional head (in case of regional offices).

Habitual late coming/early departure will attract action which may include leave deduction and can be stated in the overall performance of the employee during the year.

***“The key is not spending time but investing it.”***



# 4. Business Travel Policy

## Objective

NASSCOM seeks to make an employee's official travel convenient and cost-effective. The purpose of this policy is to lay down the broad guidelines, entitlements and procedures for all business travel for employees.

## General Roles and Responsibilities

- Employees are responsible for compliance to the policy
- Travel should be consistent with business requirements
- Reporting manager is responsible for monitoring adherence to the policy when reviewing travel authorisation requests and expense reports
- Approval authority: Function Head/Director/Senior Director/VP/SVP/President
- Employees must plan their travel in advance, so as to fully utilise discounted fares, multiple flight concessions, etc.
- Anybody travelling on behalf of NASSCOM (e.g. employees, consultants, visitors and candidates for interview) is required to work with the admin office/ regional office. The admin office at both Delhi and other regions will strive to be responsive and will provide most efficient and cost-effective service
- Travel sponsored by external agencies will require an approval by reporting manager
- Reimbursements are restricted to approved travel and for reasonable expenses as per entitlement, unless specifically otherwise approved

## Travel – Planning, Authorisation and Guidelines

- Wherever possible, travel needs to be planned in advance to take advantage of discounted fares
- All domestic travel requests need prior approval from the immediate reporting manager (For the President's direct reportees, intimation to the President will be adequate) (Form 1)
- For international travel, in addition to the approval from reporting manager a formal approval of the President of NASSCOM is required.

- All travel reservations will be done by the admin/regional offices through the designated travel agencies. Any reservations done outside of admin offices/designated travel agency will need approval by the manager
- All employees must stay at lodging arrangements made by the organisation, subject to the maximum limit for lodging indicated later in this policy
- Cancellation or change in itinerary leads to significant or complete loss of fare. Any changes to the travel itinerary after the booking of tickets would need to be explicitly stated in the expense report with reasoning and approved by the manager
- Excess baggage is not reimbursable, unless organisation's equipment/material is being carried
- Economy class of travel will be the mode for all domestic travel for all employees. President of NASSCOM will be eligible to travel by business class
- Senior Director and above levels will be eligible to avail a corporate credit card for business travel and other expenses. Exceptions to this which are need-based would require specific approval of the President

## Local Business Travel (Within the City)

### Entitlement

- Wherever possible, employees must share taxis and use this entitlement judiciously
- All employees are entitled to travel by metered taxi
- The President, SVP and VPs are entitled to travel by Ford Ikon or equivalent unless there are business exigencies
- In case, an employee uses his/her personal vehicle for official travel, the organisation will reimburse expenses at ₹ 10 per kilometre for four wheelers as fuel and ₹ 5 per kilometre for two wheelers
- Parking and toll charges will be reimbursed separately on actuals. The parking slips, toll receipts must be provided for reimbursement

### City-Wise Procedure: Delhi/Regional Offices

- For travel from office, the employees will make a booking with the front office that will organise the taxi

for the staff. Due diligence will be exercised to share taxis wherever possible

- The admin office will coordinate travel timings and booking of cabs to ensure optimum cost
- Employees will submit the taxi usage form with all details suitably filled in (kilometres used/meter reading), travel purpose and submit the same to the front office (Form 2)
- For travel from outside office, the employee can claim the amount spent on transportation through a duly filled claim form which will be reimbursed on actuals, after approval by the reporting manager. If the employee uses his/her own vehicle, they can claim expenses as per rates mentioned in the entitlement section
- Employees who do not use their personal vehicle to commute to office, can use a taxi as a mode of transport to office and back if required to work late (beyond 8:00 pm) or to come early (before 8:00 am) on working days and if they need to be in office on holidays. (\*Habitual latecomers staying late cannot avail the office transport for home drop)
- Claims for reimbursement of personal vehicle usage expenses will be submitted on a monthly basis with a complete log/travel details on a day basis indicating the usage in kilometres, places visited and purpose of travel. Such claims will be approved by the concerned manager/regional head and submitted to the admin for payment.

## Domestic Travel

### i) Entitlement

- President is entitled to travel by air (business class) or train (AC first class)
- All other employees are entitled to travel by air (economy class) or train (first class/AC second class) or air-conditioned car/taxi
- Air travel is not recommended for road journeys up to four hours

### ii) Procedure

- Employee proposing to travel is required to fill the travel request email (annexure) giving details of the date of travel, purpose of travel, place of travel, budget-head

for travel and get it approved from the supervisor. If an advance is required, this should be stated in the approval document

- An approved travel request shall be submitted to the admin office/regional office for all travel and hotel reservations
- The employees are expected to submit travel expenses within 14 work days of completion of the tour. All bills, air tickets, boarding passes must be submitted along with the claims sheet (Form no 3) to the admin office after due approval by the supervisor
- No travel advance will be granted to an employee for a subsequent trip if he/she has not submitted travel expense report
- Expenses for employees using corporate credit cards will be debited to the personal account of the employee until the claim form is submitted

### iii) Accommodation

#### a. Cities Where NASSCOM Offices are Located

Employees in Grade 1-8 shall stay in recommended hotels or service apartments where NASSCOM has negotiated rates or tie-ups. This information is available with the admin in Delhi and with the regional offices

All NASSCOM offices will make arrangements with service apartments in their respective cities to accommodate employee travel. This arrangement would be on a per day usage basis. The admin and regional teams will take periodic feedback from the visiting employees on the quality of service, security and overall arrangement of these hotels/service apartments and change as appropriate.

While no upper limits are specified for Vice President / SVP (Grade 9-10),/President it is expected that the leaders will use their judgement and discretion in selecting the accommodation.

For key events/meetings, employees may stay at the meeting venue to ensure suitable coordination.

In case, an employee stays with a friend/relative, NASSCOM will reimburse entertainment/gift expenses of up to ₹ 1,000 per night. This amount

does not include food and local travel, which can be reimbursed separately on actuals, based on bills provided.

#### **b. Other Cities**

All employees will exercise due caution in selecting the accommodation that is convenient and yet reasonable and not very expensive.

An employee from (Grade 1-8) can stay and claim reimbursement up to ₹ 5,000 exclusive of taxes per night. This amount is the upper limit. Any deviation will need to be approved by the President with the recommendation of the Senior Director/VP/SVP.

While no upper limits are specified for the Vice President/ SVP (Grade 9-10)/President, it is expected that the leaders will use their judgement and discretion in selecting the accommodation.

#### **iv) Food Allowances**

Employees will be reimbursed for meals on the basis of reasonable expenses.

While no limits are specified, employees are expected to maintain reasonable standards of expenditure on meals in keeping with the place of visit.

#### **v) Other Expenses**

##### **a. Allowable Expenses**

- Conveyance expenses for official work at the place of visit will be reimbursed. Employees are expected to maintain judicious usage for official purposes only.
- Laundry expenses will be reimbursed only when duration of stay exceeds three nights
- Expenses on business entertainment are permitted only with the approval of the concerned VP or President. Business entertainment is defined as entertaining guests who have a direct official association with NASSCOM. These expenses on entertainment and meals must be substantiated by receipts, and information on persons entertained
- Communication costs and costs associated with the use of business offices in hotels or other places for business will be reimbursed

##### **b. Disallowable Expenses**

Expenses incurred by employees on the following items will not be reimbursed:

- Tobacco products
- Books and periodicals
- Expenses on theatre, movies and DVD hire
- Health club/fitness centre/spas
- Alcohol

#### **vi) Claims Procedure**

Employees must claim their travel expenses **within 14 days** from the date of return to office, through duly filled claims form approved by the concerned reporting manager and submitted to accounts (in Delhi)/Regional Head (in regional offices) (Form 3).

Employees must make all air and train ticket bookings through the official NASSCOM authorised travel agent only. Employees should refrain from making bookings through any other travel agency. In exigencies, employees may make direct bookings, as an exception.

The admin/regional team will keep the team updated on the empanelled travel agencies and specific arrangements.

The approved expenses will be reimbursed on a monthly basis to the employee bank account/cheque and due intimation will be provided.

## **International Travel**

#### **i) Entitlement**

- President is entitled to travel business class on all flights
- VP/SVP may travel business class for international flights exceeding five hours.
- Other employees (Grade 1-8) are entitled to travel by economy class

#### **ii) Allowances**

- Employees will be reimbursed the actual expenditure for board, lodging and transport
- These expenses must be reasonable for that location

- The reimbursements will be made on the basis of receipts to support the claims
- The claims/receipts must be approved by the concerned Function Head/Director/Regional Head/Senior Director/VP/SVP
- Up to USD 30 per day can be claimed for incidentals/ miscellaneous expenses without receipts. This can be used for porters, tips, airport trolleys, etc.
- In case an employee stays with friends or family, he/ she can claim USD 100 per day. This amount does not include food and local travel, which can be reimbursed separately on actuals, based on the bills provided
- An employee claiming USD 100 per night cannot claim USD 30 per day for incidentals/miscellaneous expenses
- The employee must use discretion while availing the above facility
- Advance will be sanctioned by the concerned Function Head/Director/Regional Head/Senior Director/VP/SVP
- Employees must obtain travel/medical insurance before they travel outside the country. Insurance will be arranged prior to travel by the admin office

### iii) Other Expenses

#### a. Allowable Expenses

- Conveyance expenses for official work at the place of visit will be reimbursed
- Laundry expenses will be reimbursed only when duration of the stay exceeds three nights
- Expenses on business entertainment are permitted only with the approval of the concerned VP or President. The definition of business entertainment remains the same as that defined for domestic travel

#### b. Disallowable Expenses

The disallowed items (non-reimbursable) will be the same as for domestic travel.

### iv) Procedure

Employees who are to undertake international travel must mandatorily seek prior approval from the President on the purpose and the duration of travel.

Employees must claim their travel expenses within 14 days from the date of return to office, through duly filled claims forms approved by the concerned Function Head/Director/Regional Head/Senior Director/VP/SVP and submitted to accounts in Delhi/Regional Head (in regional offices).

Employees must book their tickets through the official NASSCOM authorised travel agent only. In exigencies, employees may make direct bookings as an exception.

### v) Foreign Exchange

- Foreign currency and Travellers' Cheques (TC) will be arranged through accounts and the finance department
- Employees may use their international cards as and when applicable and claims reimbursements according to the organisation's limits and FEMA rule
- All foreign exchange claims and payments will have to be within the limit set by the RBI and government regulations

### vi) Visas for International Travel

Logistical support for submitting papers for issuance of visas will be provided by the admin office. Approval of the President, NASSCOM is required for any visa processing. For any associated cost related to visa, the President will also approve the visa period. If there is a differentiating fee based on period, the President will approve the appropriate period.

## Insurance

Employees are advised to take insurance cover (accident, medical, loss of baggage) for official travel. NASSCOM would bear the necessary cost.

**“Coming together is a beginning, keeping together is a progress, working together is a success.”**

# 5. Leave Policy

## Objective

The leave policy has been formulated to enable the employees to maintain a healthy work-life balance. Leave is given to the employees for sickness/emergency/personal work/rest and recreation.

## Types of Leave

- Earned Annual Leave (including casual and sick leave)
- Maternity Leave
- Paternity Leave
- Advance Leave
- Leave Without Pay (LWOP)

## General Conditions of Leave

- All leave records and leave calculations shall be synchronised with the financial year
- Grant of leave is subject to the exigencies of work and NASSCOM shall have the discretion to decide on the grant or refusal of it
- Sanctioning authority will be Function Head/Director/Regional Head/Senior Director/VP/SVP
- In case of the President's direct reportees, leave will be approved by the President
- Leave can be carried forward only to the extent of a total of 60 days
- All excess leave taken quarterly shall be adjusted from the remuneration .
- An employee who is absent for more than eight days after the period of leave granted, shall be deemed to have voluntarily left the organisation
- In case the employee returns within eight days, he/she will have to explain to the satisfaction of the leave granting authority, the reasons for the unauthorised extension of leave

## Leave Application

- All leave applications must be made formally to the sanctioning authority by email (Form 4)

- Before proceeding on leave, the employee should ensure that the leave approved by the concerned supervisor has been forwarded to the admin
- In case of emergency, the immediate supervisor is to be informed but the matter is to be followed thereafter via email
- Admin will record the leave post receipt of approval from the concerned sanctioning authority

## Earned Leave

### i) Entitlement

- All confirmed employees will be entitled to 21days of leave in a financial year.
- Holidays will be excluded while computing the days of leave
- It is expected that, except for exigencies, employees will plan their leave in consultation with their immediate supervisor
- Barring exigencies, leave should be applied for at least one week in advance

## Maternity Leave

### Objective

To facilitate expectant mothers to look after themselves and the new-born infant. This leave can be availed for adoption as well.

### Eligibility

All women employees who have actually worked for not less than 80 days in the twelve months preceding the date of her expected delivery shall be entitled to maternity benefits from NASSCOM.

**“It's amazing how much you can accomplish when it does not matter who gets the credit.”**



## Entitlement

Female employees will be entitled to 12 weeks of maternity leave for each delivery, of which not more than 6 weeks may precede the date of her expected delivery. In case of miscarriage or medical termination of pregnancy or tubectomy operation or any illness arising out of any of the aforesaid, a woman employee shall, on production of the following, be entitled to leave as per the applicable law: (a) Medical certificate from the treating gynecologist. (b) Medical certificate from a local gynecologist in case of delivery away from ordinary residence of the employee.

The leave application form must be submitted to Function Head/Director/Regional Head/Senior Director/VP/SVP with sufficient notice on tentative dates of leave.

## Approving Authority

The approving authority is the concerned Function Head/Regional Head/VP/SVP.

## Paternity Leave

### Objective

To facilitate fathers to take care of the new-born infant and the mother.

### Eligibility

All male employees who have completed one year with NASSCOM.

### Entitlement

Male employees will be entitled to two weeks of paternity leave, in conjunction with the delivery dates. This leave must be availed within 30 days of the delivery. The leave entitlement is limited to two deliveries.

In case of adoption, the entitlement is for one week of leave.

In order to avail leave, the leave application form must be submitted with sufficient notice on tentative dates of leave.

### Approving Authority

The approving authority is the concerned Function Head/Director/Regional Head/Senior Director/VP/SVP.

## Advance Leave

If in any circumstance the leave availed is more than the accrued leave, advance leave may be granted for a maximum period of seven days, subject to an overall

entitlement of 21 days leave for the fiscal year. Requests for such sanction will be approved by the Function Head/Regional Head/Senior Director/VP/SVP.

If any employee leaves the organisation, excess leaves availed will be adjusted in the final settlement of accounts.

## Leave Without Pay

### Eligibility

Leave without pay will be given to an employee only in exceptional circumstances which could include personal reasons such as sickness in the immediate family or relevant higher education.

### Entitlement

There is no entitlement for leave without pay. Permission will depend on the reason, period and organisational needs at that time.

### Approving Authority

Leave without pay has to be recommended by the concerned Function Head/Director/Regional Head/Senior Director/VP/SVP. It can only be approved by the President.

## Leave Record

A centralised leave record will be maintained by the administration in New Delhi.

All applications for leave, after appropriate approval, will be forwarded to the Administration by email.

Regional heads must check the monthly attendance register and forward a copy to the admin immediately after the close of the month.

Monthly update is provided by the admin team to all employees to check their record of leaves availed or accumulated.

## Transfer/Relocation Leave

For facilitating relocation and movement of an employee from one city to another, five consecutive days may be allowed as official leave.

This will include the packing, shifting, transition and settling in period.

### Work From Home

Given the nature of NASSCOM's work and need to interact with external agencies, there is no 'work from home' policy. This may be allowed by the President only in very exceptional cases for a limited period, where an employee is still able to discharge his/her normal duties from home but is unable to attend office.

## Leave Encashment

Employees are entitled to encash their pending leave balance at the time of separation from the organisation.

Any adjustment to accumulated leave against the notice period of 30 days will require to be discussed and approved by the Function Head and the President.

Leave encashment is worked out on the basis of the fixed salary and does not include the variable component.

The weekly Saturday offs in the financial year, shall not be eligible for accumulation or encashment by employees.

## 6. Mobile Phone Reimbursement

### Objective

- To cover reimbursement for official calls made using employee personal mobile phones

### Entitlement

- The investment and ownership of the handset will rest with the employee. The organisation will not provide or reimburse the cost of the handset
- Monthly rental charges will be reimbursed for all levels of employees (G1-G10)
- Domestic roaming fees will be reimbursed for all levels of employees travelling on official work
- For international travel, the facility of an international SIM card can be availed by the employee from the admin (in Delhi). The charges for this can be claimed in the travel claims form
- Charges for downloading games, ring tones, etc. will not be reimbursed
- Officers in (G7-G10) can also avail the facility of email-enabled mobile like BlackBerry/iPhone, etc. This phone can be in addition to their existing handset, the organisation will reimburse 80 per cent of the total bill(s). However, bills for email and data services will be reimbursed for only one connection. The investment and ownership of the handset will rest with the employee

- In all cases, reimbursement is intended only for official calls. Up to 80 per cent of the total bill amount will be reimbursed, as long as the total is within reasonable limits. The reimbursement can be availed up to a maximum limit of ₹ 2,000 per month. This will be applicable for Grades (1-6)
- For grade seven and above i.e. directors and above, their immediate supervisor will approve the reimbursement if it is higher than ₹ 2,000 per month

### Process

- To claim reimbursement on calls, the employee will submit the bill on monthly basis with calculation of 80 per cent of the total amount. The reimbursement will be on postpaid connection only
- The charges for international calling card would be claimed as a part of travel claims form

**“Vision without action is day dream, action without vision is a nightmare.”**

# 7. Policy for Recruitment and Staffing



- A. Selection and Recruitment Policy
- B. Engagement of Temporary Staff
- C. Internship
- D. NASSCOM Fellowship Program



# 7A. Selection and Recruitment Policy

## Objective

- To attract the best talent for the role at the optimum cost while ensuring that the recruitment process is fair and transparent
- To help ensure that there is an equal opportunity provided to all candidates, there is no discrimination on any ground, and that the selection is based purely on merit

## Scope

This guideline/policy is applicable for all recruitments for NASSCOM at all grades in the organisation.

## Procedure

### a. Personnel Requisition Process

- The staffing/human resources plan will be approved by the President as a part of the annual budget
- The Function Head/Director/Regional Head/Senior Director/VP/SVP concerned will provide the following inputs to the HR department for each position; job description, designation, key responsibilities, reporting relationship, qualifications, proposed gross compensation
- Based on the above, the HR department will initiate the talent search
- The creation of any new position or post during the year can only be authorised by the President
- All employees will be issued an appointment letter detailing the terms and conditions of service. Irrespective of the position, each employee will be on six months of probation from the date of their joining. (Annexure 1)
- Post probation, based on a performance review, confirmation letter will be issued, signed by the President (Annexure 2)

### b. Selection/Recruitment Process

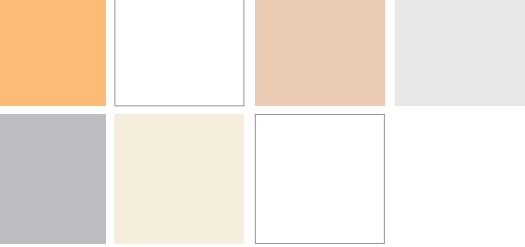
- After consultation with the President and concerned supervisors on feasibility of an internal job posting for the position, HR will give an opportunity to internal candidates to apply for the role. At the same

time, suitable candidates will be invited through the placement agencies and web posting

- HR will shortlist the candidates and conduct the first round of interview, followed by the Function Head/Director/Regional Head/Senior Director/VP/SVP
- The final selection based on assessment of two senior team members will be made with the offer letter signed by the President. In case of exigencies where the President is not available, the offer letter may be signed by the SVP, to be subsequently ratified by the President
- For senior managers and above, all selection will be conducted after interview with the President. For other grades, the President may selectively meet the shortlisted candidates, if required
- An Interview Assessment Sheet shall be filled for all the candidates interviewed
- HR will ensure two reference checks, documented in the specified format. The offer of employment will be made only on receipt of satisfactory references
- The compensation package must be approved by the President
- Accounts will be responsible for salary structuring, keeping in mind the compensation structure of the organisation
- The decision will be conveyed to the selected candidate by HR within two weeks of the interview, through an offer letter approved by the President
- The candidate will be given the job offer with a deadline of three working days to respond through his/her signature on a duplicate copy of the offer letter
- If recruited through external placement consultants, consultant fees will be paid as per the agreed terms and conditions after the joining of the employee
- If none of the selected candidates accept the offer, the selection process will begin all over again

### c. Contractual Employment

- For certain specific or senior positions, appointment can be of contractual basis and will be governed by the terms and conditions of the contract
- These appointments will be on a case-to-case basis after approval by the President

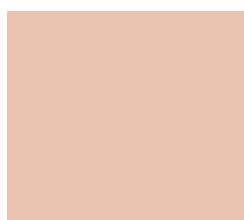
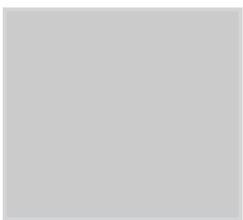
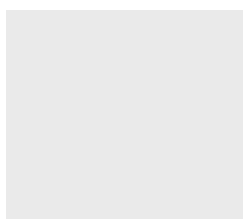
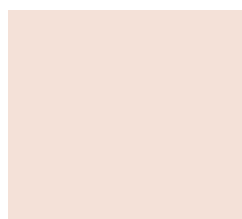
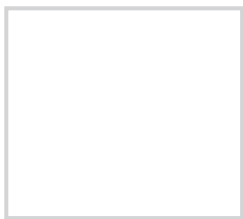
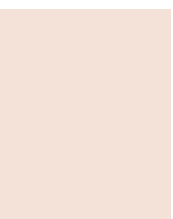
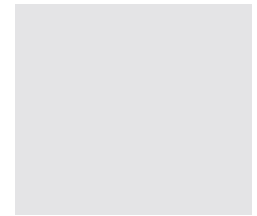
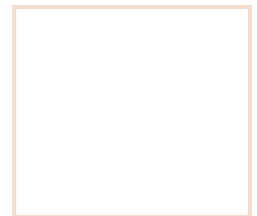


## Applicability

All regular recruitments shall follow the above process.

## General

All efforts will be made to give candidates a positive impression of the organisation, through all correspondence, conversation and interviews. Travel arrangements will be made for outstation candidates invited for interviews.



# 7B. Engagement of Temporary Staff

## Objective

Facilitate specific temporary requirement of manpower (e.g. tele-calling, data entry, coordination, surveys) for a specific duration. This temporary engagement can be made at a nominal cost to the organisation. Such temporary manpower will be governed by the terms of the contract and does not establish any employment relationship. Going forward, a recruiting agency may be engaged to facilitate employment of persons as 'Temporary Staff'

## Scope

- Short Assignments: For specific events/activities, temporary staff may be hired for a maximum duration of four months. Any extension to this will need specific approval from the VP/SVP
- Project Assignments: For specific projects that are of medium term (6-24 months), temporary staff may be hired for coordination activities. This can only be done with pre-approval of the President

## Profile of Candidates

Candidates with good verbal communication skills and/or expertise in using MS Office.

## Procedure

- The Function Head/Regional Head will decide on the nature of the requirement, the number of persons required, the time duration and the compensation to be paid
- This would need to be sanctioned and approved by the Vertical Head/VP/SVP
- A copy of the approval will be sent to HR for offer letter and records
- The Function Head or the assigned superior would brief and guide the temporary staff on the task. It is important that the task is well-defined and appropriate tracking is being done to measure the effectiveness of the role and responsibility
- The Function Head/assigned superior shall verify the attendance of the temporary staff
- The Vertical Head/VP/SVP will be the authorised signatory for issuance of experience letter/work certificate, if any

- Payment for the temporary staff on short-term assignments will be on a daily basis for working days and will be made monthly or on completion of the assignment, on the basis of invoice from the temporary staff with appropriate verification by the supervisor
- For project assignments, a fixed monthly remuneration will be provided. Leave for such staff may be approved by the Function Head up to one day of each working month. This will be applicable only in cases where the arrangement is for more than three months and up to a maximum of 24 months. Any exception to this will need the approval of the President
- The temporary staff will need to follow all necessary processes laid down by the organisation



# 7C. Internship

## Objective

The purpose of the internship is to provide hands-on exposure to students undergoing a professional course. The benefit to NASSCOM is in the form of new ideas and fresh perspectives and also for some special projects which are short-term or one-time in nature.

## Scope

- To leverage the capabilities of students enrolled in a professional course e.g. undergraduates enrolled in engineering or graduates doing their post graduation in management, internships may be offered
- Students will be assigned specific projects and work closely with assigned mentors. At the end of the period, the intern will summarise the output of the assignment

## Profile of Interns

Students enrolled for a professional degree and possessing good communication skills and learning ability.

## Stipend

Undergraduate interns may be paid up to ₹ 10,000 per month as stipend and a graduate intern up to ₹ 15,000 per month. A higher stipend can be considered in cases of niche specialisation or more experience.

## Procedure

- The Function Head/VP/SVP will decide on the nature of the requirement, the number of persons required, the time duration and develop outcome specific of the project
- HR will maintain the records for offer letter
- The function head or the assigned superior would brief and guide the intern on the task
- It is important that the task is well-defined and appropriate tracking is being done to measure the effectiveness of the role and responsibility. Due attention is to be given for objectives desired from the project and mentoring the intern

- The mentor should spend time in coaching and guiding and ensure that the intern carries a good image of NASSCOM
- The function head/assigned superior shall take care that the interns so engaged matches the internal expectation in terms of values and behaviour of other employees
- In case of travel required for official purpose, the guidelines for travel policy will apply. Travel should be approved by the function head
- The function head will be the authorised signatory for issuance of work certificate, if any
- Payment will be made monthly or on completion of the project, on the basis of invoice from the intern with appropriate verification by the supervisor

**“Goals provide the energy source that powers our lives. Goals concentrate our energy.”**

# 7D. Fellowship Program

## Objective

To leverage the expertise of industry professionals to work at NASSCOM on specific initiatives and to offer them a unique opportunity to broaden their learning and development as well as play a key role in contributing to the overall industry growth in India. These initiatives could exist both at the national and regional level.

## Process

Interested member organisations will submit appropriate resumes best suited for the nature of activities. Depending upon the aptitude, experience, location, etc. NASSCOM will associate the individual to a specific opportunity.

## Profile of Fellows

### Typical Candidate Profile

- Industry experience of 8-10 years
- Should have been with the current organisation for at least three years
- MBA, CA or relevant professional qualification
- Good articulation and analytical skills
- Programme management skills and ability to take end-to-end ownership
- Should view working with NASSCOM as an aspirational goal

## Duration and Other Terms

- Planned as a year-long programme, 'NASSCOM Fellows' will work with the NASSCOM team to structure, research and programme manage specific initiatives
- This would require working with the current team and opportunity to meet and interact with cross-section of industry experts
- The selected candidate/s will need to disassociate with the organisation activities (except HR/finance) and work as a NASSCOM team member. Some roles may allow individuals to work from home or use their organisation facilities on need basis

- NASSCOM will issue an agreement to the 'Fellow/s' regarding the terms and conditions of engagement
- NASSCOM member organisations that participate in this programme will pay the salary of the employee and NASSCOM will take care of the travel and incidental expenses, For special program, NASSCOM may agree to pay a part of the salary also.
- The person/s will also be eligible for participation in team activities, specific trainings and the annual offsite

NASSCOM may issue a certificate to the 'Fellows' at the conclusion of the programme to recognise their contribution to NASSCOM and the industry.



# 8A. Policy for Internal Job Posting

## Objective

This policy aims to enable NASSCOM to fill job positions by drawing from the pool of internal candidates possessing the desired qualifications/experience to execute the role, and to promote talent from within, whenever possible.

organisation via email and notify finance, admin and internal IT functions for the relevant changes to be made

## Scope

All employees of NASSCOM.

## Procedure

### a. Identifying Open Position

- When a position becomes available, the function head will complete a resource requisition document and submit it to the HR
- HR and the function head will review the resource requisition document to decide if the resource position can potentially be filled from within NASSCOM
- All available positions will be uploaded on the 'career section' of NASSCOM website
- Any employee desirous of applying for the said position may send their request to HR via their manager

### b. Evaluation and Selection

- Evaluation of the internal candidate and selected external candidates will then be undertaken to determine the best fit for the role
- HR will notify the employee if the employee does not meet requirements
- In case of a positive response from both the outgoing and incoming function heads and selection for the role, the decision will be approved by the President. Post the approval, transfer and plan for replacement and knowledge transfer of the outgoing employee will be completed within specific timelines
- HR will coordinate the date of the employee transfer which should not exceed three months from the date of selection notification to employee
- HR will communicate the movement within the



# 8B. Induction Policy

## Objective

To help new employees...

- Become familiar with the vision, mission, core values and objectives of the organisation
- Gain an overview of the organisation in relation to its structure, services and future plans; meet other employees within the organisation
- Understand their role as an individual and part of a team, in the achievement of organisational goals

## Scope

All newly recruited employees.

## Procedure

The process of induction will start from the first day of joining and after completion of joining formalities.

### **i) Orientation programme for all new employees would be to provide information about:**

- Introduction of the organisation
- Vision, mission and values of NASSCOM
- Structure of the organisation and functions of different verticals
- HR policies as per existing HR Policy Manual

### **ii) For newcomers joining the corporate office, HR will make the introductions to the staff and also send an email to the team informing about the new joining.**

- All functional heads will take time and meet the newcomer and inform him/her regarding his/her function
- For a newcomer in the regions, the regional head will facilitate smooth joining and a visit to the corporate office will be arranged at an appropriate time

### **iii) Other issues to be arranged by the admin for the newcomer at the earliest: (as applicable)**

1. Allocation of office space
2. Purchase or allocation of office equipment including:

- Laptop
  - Telephone/desk/chair
  - Official email id
3. Business cards
  4. Account opening in organisation's specified bank and branch for crediting salary

**“Three rules of work: From clutter, find simplicity, from discord find harmony, from difficulty find opportunity.”**



# 8C. Performance Management System

## Objective

To develop an integrated process of objective setting, assessment and evaluation that will support individual employee and organisational growth and help create a performance-driven culture. The performance management system aims to create a high performance team.

## Scope

All confirmed employees, Grade 1 onwards, will be eligible for the annual review.

## Performance Planning and Key Result Area (KRA)

The Performance Planning is an important part of the Performance Management System as it makes the objectives of the organisation and individual performance clear and simple. The guiding principles for KRA setting would be:

- NASSCOM vision and mission statement
- Unit mission/goals; individual job description
- Previous period's performance goals and/or assessment
- KRA's should follow the 'SMART' principle of being 'Specific, Measurable, Achievable, Realistic and Time-Bound

## Performance Assessment

- The Appraisal review cycle is from April to March
- The performance appraisal form is sent by HR through email to all employees detailing the timeline process to be followed (Annexure 3)
- The process includes self-introspection, self-appraisal by the employee, the concerned functional head and the reviewer
- Post review by the President, appraisal discussions of reviewers with their respective individual team members will take place
- Salary revision if any affected for the financial year

## Career Development

- Inputs from the performance review exercise can be used for planning the career development of the individual
- To ensure the growth of an individual, development strategies like training, coaching, mentoring, job rotation and job enlargement may be deployed
- To achieve career enhancement, areas for development needs to be identified with focus on the current as well as future job responsibilities of the employee
- Promotions will be based on the performance rating and the potential for moving into the next level

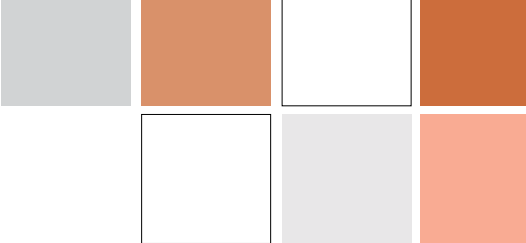
## Guidelines for Appraisal

- Every individual should receive ongoing feedback during the year and a formal annual performance assessment/appraisal
- During the assessment sessions, the appraiser should create an open and approachable environment in which a two-way discussion can be made possible with the employee
- The employee on his/her part should be willing to give and receive proper feedback during the assessment session
- Performance assessment discussion should cover how the year that went by was for the employee, what he/she has achieved, how was it done and what the way forward is for the employee
- Both the appraiser and the employee should have all the facts and data to support the employee's KRA performance achievements ready with them during the appraisal discussions so that any ambiguity in the target achievement can be cleared immediately

## Continuous Learning and Development

- The various activities at NASSCOM require different sets of experience, knowledge domain and competencies. Many initiatives require specific domain knowledge but as NASSCOM plays its role as the aggregator, employees need to be geared towards programme management and not necessarily deep domain skills

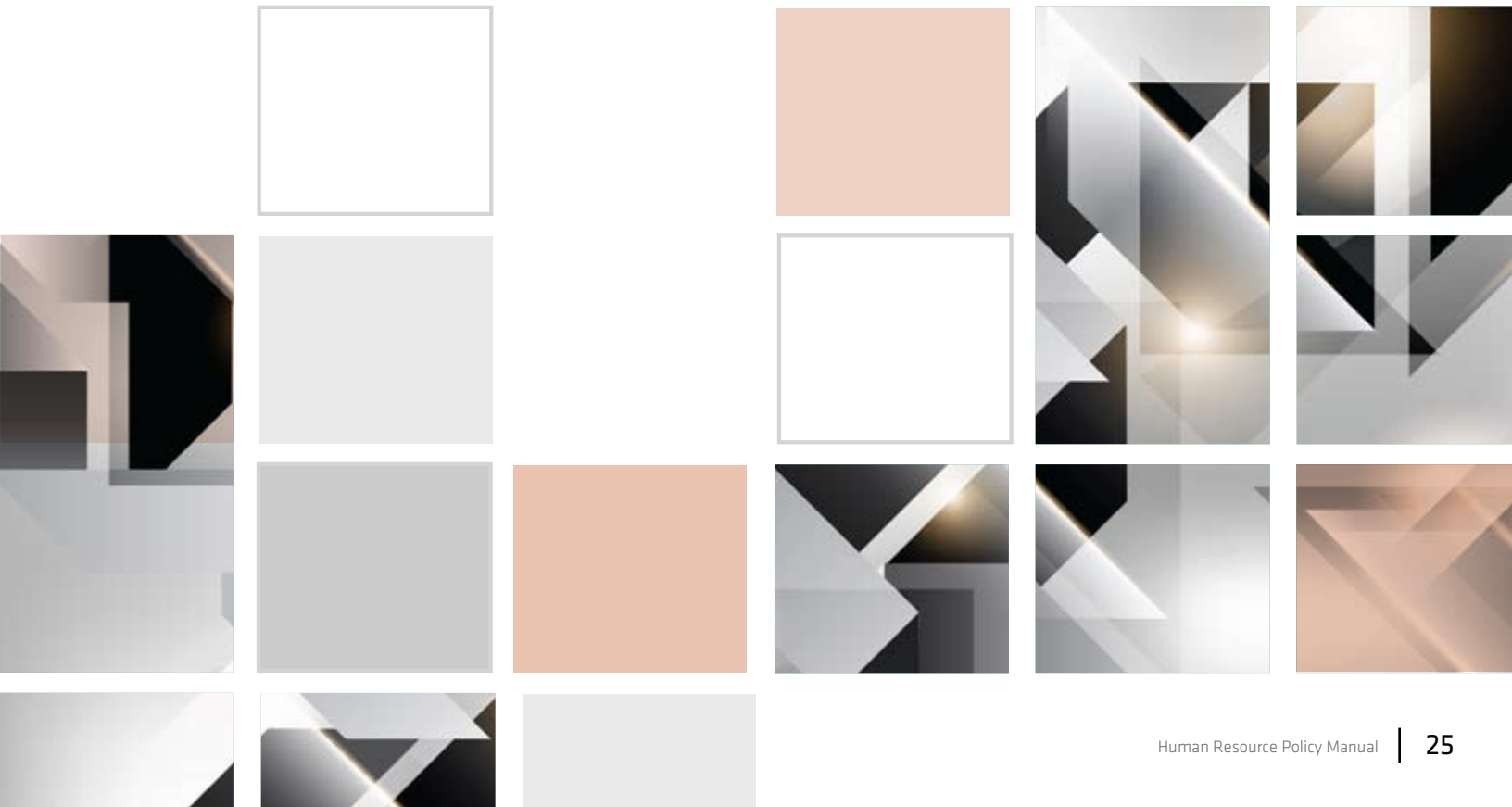
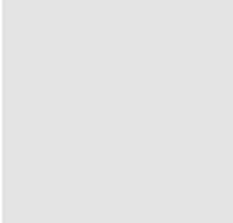
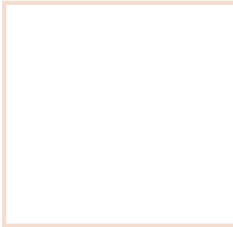




- In the prevailing dynamic situation, in order to meet the expectations of our members, employees are encouraged and offered opportunities to enhance their skills level on a continuous basis
- The feedback received as per the annual performance appraisal exercise also helps in identifying the training needs. Some of the key needs relate to communication skills, relationship management,

programme management and building a high performance team

- Keeping in view the challenges of a small and diverse work team spread over different locations, effort is made to arrange relevant training workshops by leveraging our member organisations. Industry veterans, professional consultants and HR experts address the need through our events and also through customised training workshops



# 9. Laptop Policy

## Objective

This policy aims to provide guidelines for the eligibility, procurement and use of Laptops for NASSCOM employees.

## Procurement of Laptop Computers

NASSCOM will procure Laptop computers and associated peripherals only via the Administration Team at Delhi.

The team in-charge of IT at the Delhi office (here after referred to as Technology team) will advise on suitability of laptop and peripherals as required.

The current configurations that have been approved can be obtained from the Technology team. The Technology team will review the configurations on half-yearly basis.

## General

- All staff (irrespective of grades) can use laptops if they need to work across locations or travel for work on a regular basis or need to work from home frequently.
- In case of a new incumbent coming at an existing position the laptop returned by the old employee on exit will be used.
- If the laptop is over three and half years old it will move to the laptop pool and a new laptop will be procured.
- Technology team will install the licensed version of the required software /backup applications on the user laptop. We don't allow piracy please do not load pirated software's.

## Management of Laptop Computers

- Users who leave the organization are responsible for handing over the laptop in absolute working condition together with any additional equipment relating to the laptop. It is also essential that all official data be retained in the laptop.
- Staff based in Delhi must return their laptops to the Technology team on or before the relieving date.
- Staff based in Regional Offices must return their laptops to the concerned Regional Director / Head on or before the relieving date.

- Any changes related to location of equipment should be notified to the technology team.
- For prevention of data theft all laptops would have a password which will have to be changed every 45 days.

## Loss, Damage, Replacement and insurance

- The physical security of the allocated laptop is the employee's personal responsibility, so all reasonable precautions must be ensured. The employee must be sensible and stay alert to the risks.
- It is the employee's responsibility to take appropriate precautions to prevent damage to or loss/theft of the laptop and other assets.
- Damage or loss for the first time in the laptop cycle time will be informed to the function head and repair work will be undertaken by the organisation.
- Repeated occurrence by the employee will be deemed as negligence towards office property. This will attract a penalty of cost debit towards the recovery of the expense incurred.
- If the laptop is lost or stolen it must be reported to the Technology and Admin team immediately.
- For theft or loss out of office, Admin team will assist in reporting this to local police station as well. The police report should include the serial number for the lost computer. A copy of the police report must be shared within 48 hours of the discovery of the loss for insurance claim
- All staff members must secure their data through passwords and regular backup to prevent data loss.
- Staff members will be eligible for replacement of the existing laptop after a minimum laptop age of 3.5 years. The need for replacement of a laptop will be evaluated on the basis on report by the Technology team confirming that there placement is needed and necessary. An exception to this rule may be signed off by the President.
- All Laptops will be insured by the administration team under an All Risk Cover.

## Laptop Pool

- Laptops that are more than 3.5 years old and have been replaced will move to a “Laptop Pool”.
- The laptops in this pool can be used as temporary substitute machines if any of the primary machines used by staff is not functioning or for specific needs e.g. conference presentations.
- Each NASSCOM office will have at least 1 laptop for the pool.
- All pool laptop requirements must be sanctioned by the concerned Regional Head/ VP / SVP.
- All pool laptops will be issued by Administration in Delhi and by Regional Head at the Regional offices.
- Pool laptops are NOT meant to be primary machines and are not to be used by staff or their daily use.
- Pool laptops that are more than 1 year old (i.e. total age of laptop is more than 4.5 years) will be written-off / discarded/ donated with proper documentation. This should only be given to NASSCOM Foundation even if it is to be donated to a specific person it should be routed through NF.

## Data Cards

- For employees who need to travel for work frequently, a data card to connect the Laptop to the Internet can be procured with approval by the relevant Vice President.
- The Data card is provided to employees to facilitate online access while one is outside the office premises and as a fall back option.
- The current permission plan for the data card is of 2.5 GB of free usage per month. All extra usage charges will have to be borne by the employee.
- There may be exceptional circumstances (very long duration of travel, internet access failure in office. etc) – in which case, the relevant functional head will need to approve the usage. Since these cards have been issued to the employees of NASSCOM, they should not be used by anyone else including family members or friends.

## Bring-Your-Own-Device (BYOD)

The policy applies to all employees, Fellowship program, Temporary staff, Visitors using the following devices:

- Non NASSCOM issued Laptops
- Mobile phones, PDAs and smart phones with Email Access

## Laptops

- Users are not permitted to connect their personal laptops on the office network without the approval of the Technology Team.
- For staff on Fellowship programs, they are allowed to use their existing device under following conditions:
  - Antivirus has to be updated
  - Windows updates have to be enabled
  - Backup Software would be installed to backup a particular folder where NASSCOM related things are saved.
- Any other visitors are ONLY allowed to connect on guest network.

## Mobiles/Tablets

- Employees need to ensure that a Mobile Device that is used to access email is locked by a password.
- In case of the device getting lost or misplaced, the Technology team should be informed immediately so that the device can be wiped out to factory reset.
- In case of employee selling the device or handing it over to someone else, ensure that device data is completely wiped and the technology team is informed.
- Please note - number of sign-in failures before device data is wiped out will be set at 8, so if the wrong password is entered more than 7 times, the entire device data will be automatically erased.

# 10. Confidentiality Policy

## Objective

Owing to the nature of work at NASSCOM, many employees would be handling confidential information that is critical not only for NASSCOM, but also for other organisations and individuals. Integrity, one of the expected core values for all employees, includes maintaining the sanctity of all confidential information.

## Procedure

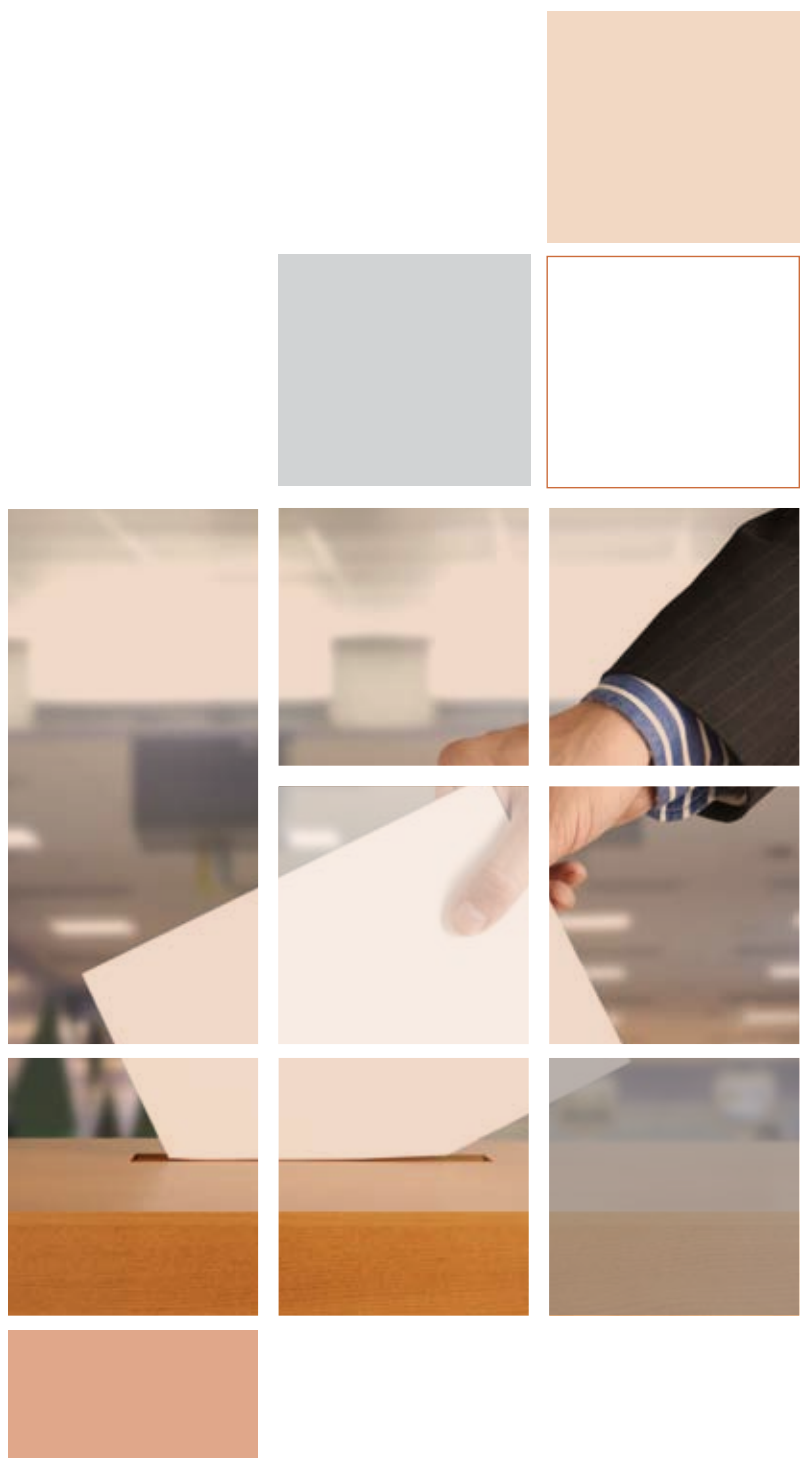
- Any employee, who has reason to believe that the confidentiality of the organisation is being violated, should immediately bring any such instance to the notice of the HR or the concerned Function Head/Regional Head/Senior Director/VP/SVP/President
- To ensure the sanctity of confidential information, each employee will ensure the safekeeping of all official documents, records or notes in whatever manner stored (including matter in computer memory) for which he/she is responsible
- He/she will also ensure the safe custody of all storage devices and stored matter and any documents which are transported outside the office
- Member confidential information, policy documents, research data and reports, all databases are the exclusive property of NASSCOM and cannot be used by employees for any activity/tasks outside the official scope of work assigned to them
- All employees may be made to sign a non-disclosure agreement. Violation of the terms of this agreement can lead to disciplinary action and or termination of services
- Employees leaving NASSCOM cannot carry/upload/forward any information collected/maintained/built by them during their assignment with NASSCOM

## Guidelines

The discipline of confidentiality is best when it is self-imposed. Therefore, the attempt of NASSCOM will be to make people aware of the dangers due to lack of confidentiality or indiscretion, rather than impose penalties.

However, in the event that there is a major breach of confidentiality leading to the leak or misuse of any

sensitive information, it may lead to the termination of the concerned employee, if he/she is proved responsible for such a breach.



# 11. Information Security and Social Media Policy

## Information Security

NASSCOM seeks to ensure that all the electronically and physically maintained information is secure by compliance of the following rules:

- While NASSCOM has not barred occasional personal use of computers, these are meant for official work. Therefore, employees shall not have privacy protection in their use of NASSCOM computers and networks
- Usage of social networking sites for personal activities is not permitted from the workplace. Employees are encouraged to maintain self-discipline
- All unwanted documents of restricted information that are generated in the course of work/copying/printing must be destroyed
- Use of NASSCOM computing power for personal gain or in a manner inconsistent with professional conduct or inconsistent with the confidentiality policy is strictly prohibited, e.g. downloading inappropriate material from the internet, sending chain/mass mails, which do not have a legitimate business purpose
- Employees are not authorised to access another co-worker's computer without the employee's express consent or Function Head/Regional Head/VP/SVP's approval
- Usage of pirated software on NASSCOM computers is not permitted
- Employees must refrain from installing/downloading software from external sources; any such requirement will be first assessed by the IT department, who will undertake/supervise such installation
- Employees must log off and shutdown their workstations before leaving for the day
- Employees must not make any comments publicly or electronically that may be misconstrued as representing NASSCOM views unless they are authorised to speak for the organisation
- No office information/data may be copied or transmitted for personal use or for the use of any outsider, unless duly authorised by the Director/Regional Head/Senior Director/VP/SVP/President

The technology team/support staff will carry out a check every six months to ensure that all computers conform to

the policy. A report on exceptions will be shared with the President.

## Social Media Policy

### Scope

All Forums, file sharing sites, portals, blogs and other social networking channels that are operated by NASSCOM employees.

### Instructions for Employees

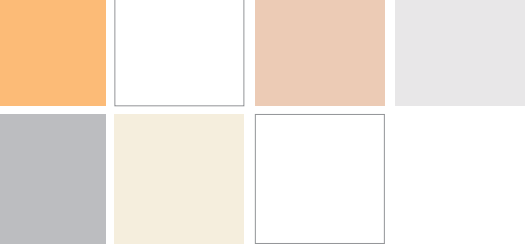
- All interactions should be professionally relevant
- Employee should adhere to principles of conduct and professionalism that govern other in-person and workplace communications
- Abusive, harassing, defamatory, obscene, offensive, provocative, promotional, irrelevant, deceptive, or hateful content should not be published

### Maintaining Confidentiality – Prohibited for Sharing

- Announcements, documents, discussions or other information shared in internal meetings
- Internal emails, notes, memos and other interpersonal communications
- Internal documents not specifically marked for external distribution
- Continually review community contributors, contributions, and content and enforce adherence to the organisational code of conduct, as well as community expectations for conduct and information value
- Cite original sources when referencing or leveraging someone else's work. If possible, a link to an online reference for the source work should be included. This protects copyright acts and fair use laws

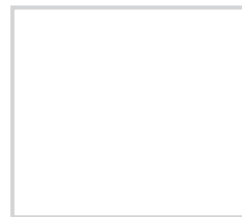
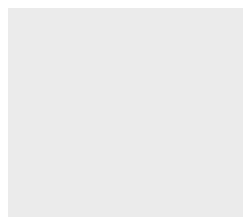
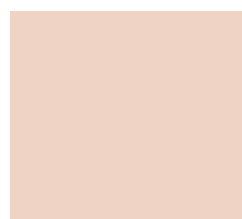
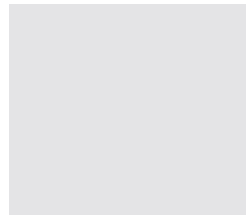
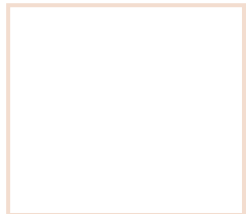
### Implementation

- While we encourage self-moderation, any views expressed are the employee's own and are not endorsed by or necessarily representative of NASSCOM. NASSCOM reserves the right to remove any content



without any formal notice. Decision to this respect is final

- NASSCOM will also identify all social channels that can be used by employees as official NASSCOM channels – this needs the written approval of Functional Head/VP/SVP
- Usage of NASSCOM-issued official id for all official channels across platforms is mandatory. Gmail, Yahoo! or similar account cannot be used



# 12. Relocation and Transfer Policy

## Objective

To make the relocation process smooth and convenient for the employee.

## Eligibility

Relocation can be done in the following circumstances:

- To meet the needs of the organisation
- Subject to feasibility and vacancy, a request from an employee regarding the transfer/relocation
- An employee transferred from one location to another for a period of more than six months, where transfer includes shifting of residence
- A new employee who has to relocate from his/her current location of residence to take up the role with NASSCOM

## Procedure

### i) New Hire

- For a new employee, HR will issue an offer letter to the employee with a pre-determined relocation date and inform accounts and admin of the relocation via email with a copy to the function head. The relocation should not be later than three months of joining
- The employee can claim expenses through a duly filled relocation/transfer expense claims form, approved by the concerned Function Head/Regional Head/VP/SVP/President and submit it to accounts (for Delhi)/regional head (for regional offices)
- The reimbursement will be paid directly to the employee. In special cases, an advance may be given to the employee based on approval from the concerned VP/SVP or the President

### ii) Existing Employee

- In case of transfer of an existing employee, HR will issue a transfer letter to the employee, duly signed by the President, authorising the transfer
- The employee can claim expenses through a duly filled relocation/transfer expense claims form, approved by the concerned Function Head/RD/VP/SVP/President

and submit it to accounts (for Delhi)/regional director (for regional offices)

- The reimbursement will be paid directly to the employee. In special cases, an advance may be given to the employee based on an approval from the concerned VP, SVP or the President
- If the transfer/relocation is from one city to another necessitating travel and shifting of one residence to another with household effects, maximum of five consecutive days shall be allowed for such relocations. This will include shifting/transition and settle in period
- The employee should ensure proper transition of his/her work to the concerned functional head

### iii) Entitlement

The employee will be entitled to a reimbursement against actuals, to a maximum of one month's gross salary, payable towards resettlement expenses. This will be worked out on the basis of the fixed cost to organisation and will not include the variable component.

The following expenses may be reimbursed, on the basis of supporting bills/receipts:

- Packing expenses on actuals by a recognised packer
- Transportation expenses on actuals by a railway or transport firm
- Transportation of personal vehicle by train or road on actuals
- Travel expenses of self, spouse, dependent children and the dependent parents living with the employee at the time of the relocation/transfer, will be reimbursed on actuals as per the employees' entitlement in the travel policy
- Brokerage for the house to be leased based on prevailing rates/norms in the city of relocation
- Cost of accommodation and local travel at the new location for a maximum period of two weeks. The reimbursement will be on actuals based on the bills submitted

# 13. Dress Code

## Objective

NASSCOM expects all employees to be attired in a manner that is appropriate for the work/meetings scheduled for the particular day.

NASSCOM's corporate attitude promotes a dress code that is professional and comfortable.

## Guidelines

Employees are expected to dress professionally. For formal/official meetings, jeans and T-shirts are not considered appropriate. These are allowed as Friday dressing. However, in case of meetings and appointments arranged, the dress should be formal.

Suggested guidelines to professional dressing are:

### Men

- Full/half sleeves shirts and trousers

- Formal shoes with socks
- Tie for meetings and if representing NASSCOM in social or official gatherings

### Women

- Indian or Western formals

In general, while there cannot be fixed dictums in the light of the diversity of our climate, culture and clientele, NASSCOM employees are expected to dress and follow personal appearance standards that are in keeping with the organisation's image as a professional, international and efficient trade body representing a major Indian industry. While some team members may not have a customer facing role but casually dressed employees do not communicate a professional approach to external visitors to the office.

Any dress deemed inappropriate or unprofessional may be addressed with the individual by his/her manager on an individual basis.



# 14. Benefits Policy

## Gratuity

### Objective

The objective is to provide social security to an employee when the person retires. Gratuity is governed by the Payment of Gratuity Act of 1972.

For this purpose, NASSCOM has taken an insurance policy with Aviva Life Insurance.

### Eligibility

All employees of NASSCOM who have rendered a continuous service of five years or more.

### Payment

An employee is eligible to receive gratuity at the rate of 15 days basic salary for every completed year of service.

### Calculation

Gratuity will be calculated on the following basis:

$(\text{Last monthly basic salary} \times 15) / 26 \times \text{number of completed years of service}$

## Provident Fund

### Objective

The objective is to provide financial security to an employee when the person retires or leaves the organisation.

### Eligibility

Every employee of NASSCOM is covered under the Provident Fund scheme from the day he/she joins the organisation.

### Contributions made to the Provident Fund

- The employee and NASSCOM contribute 12 per cent of basic salary each
- These contributions are a part of the Cost-to-Company (CTC) of the employee
- The amount is credited to the Provident Fund account as per the rules for Provident Fund

## Medical Insurance

### Objective

- To provide all employees of NASSCOM and their dependent family members with medical security and assistance in case of an emergency
- The personal accident and group medical insurance policy covers disablement on account of accidents, reimbursement of hospitalization expenses for illness/disease or injury sustained
- For extending this benefit, NASSCOM has taken a suitable insurance policy

### Entitlement

All NASSCOM employees are covered and entitled as per their grade/designation in the organisation. Details on individual coverage can be obtained from the admin (Delhi).

### Procedure

- The insurance policies will be taken for all employees by the admin based at Delhi
- Admin will get insurance forms filled by new employees on joining NASSCOM
- The premium for the insurance policies will be borne by NASSCOM
- Upon promotion/change to higher level, it will be the responsibility of the admin to enhance the sum insured and inform the employee accordingly from the next renewal of policy
- The insurance scheme will aim to provide cashless insurance across different cities and hospitals in the country. Due intimation and copies of the bills will be provided to the admin team
- In the event of hospitalization and cashless scheme not being available, the employee has to intimate in writing about his/her sickness with a doctor's certificate to NASSCOM and to the insurance firm
- The employee should submit the claim in the prescribed form along with the doctor's certificate of fitness and bills within 60 days of discharge from the hospital. These will be forwarded by the admin to the insurance firm

- All bills/claims under the policy will be handed over to the admin within a reasonable time frame as provided in the policy document. The admin will have the responsibility to follow up with the insurance firm on behalf of the employee
- All claims will be settled as per the policy of the firm providing the insurance cover. NASSCOM will not be responsible for any disallowance of claim by the firm providing the insurance
- The procedures may change from time-to-time, as laid down by the insurance firm. All such changes will be intimated to the employees via email

**Addendum: Insurance Cover for Retiring employees**

- 1) Subject to the other terms of the insurance policy, the organization will offer continuity of the group mediclaim insurance cover for its retired employees. The individual will make application to HR department and will be responsible for directly paying the insurance premium post their respective retirement. This offer is available for all the employees retiring w.e.f. 1 October 2013.
- 2) NASSCOM shall not be held responsible for any dispute resulting from receipt of premium, or processing or disbursement of claims, or any other matter whatsoever.

## Corporate Health Check-Up Plan

### Objective

To facilitate health assessment and preventive health management amongst employees.

### Entitlement

1. Comprehensive health check-up once in two years for employees in the age group below 40 years and annually for employees in the age group of 40 years and above.
2. This formal health check-up should be done in a reputed full service hospital offering executive health check facility. This may also include diagnostic clinics providing comprehensive executive health check-up plan.
3. Reimbursement of check-up fees of reputed hospitals will be up to a maximum of ` 3,000 per employee which should cover most of the normal routine tests. Any amount spent over ` 3,000 to be borne by the employee.

### Procedure

1. Submit an application for reimbursement along with the money receipt for the check-up in original duly signed and verified by the employee (Form 5)
2. The employee will get the comprehensive health check-up done as per the executive health check-up plans of reputed hospitals.
3. Typical tests covered under such plans are as given in the annexure. Your physician may recommend a suitable test plan for you.
4. Based on the medical assessment report, the employee should take up necessary measures for their personal health management.

# 15. Retirement Policy

## Objective

To lay down the guidelines for retirement.

## Scope

All regular employees

## Guidelines

- The retirement age for all employees excluding the President is 60 years
- For the President, NASSCOM, the terms and conditions of employment, including but not limited to age of retirement will continue to be determined by the executive council or an executive council-appointed committee
- The retirement from the organisation will be at the end of the month in which the age of 60 years is attained

# 16. Exit/Termination Policy

## Objective

This policy governs separation and exit from employment at NASSCOM.

NASSCOM recognises the cost of losing staff in terms of financial impact, lost skills and experience, weakening of established teams and networks, reduced corporate knowledge and lower staff morale.

The policy identifies the terms under which separation can occur and enables the exit to be conducted in a mutually beneficial environment (in terms of suitable handover and valuable feedback).

## Scope

This policy covers all regular employees of NASSCOM who wish to end their services.

Separation can occur in the following circumstances:

- Retirement conditions as given under chapter 15
- Resignation
- Abandonment of employment/unauthorised absence
- Termination

## Resignations

Resignation information to the management can be made in writing via a letter and duly signed by the employee. It should be addressed to the Function Head/Regional Head/VP/SVP and be clear about the date that the employee wishes to exit on.

The employee must get the resignation to be accepted in writing by the Function Head/Regional Head/VP/SVP.

## Notice Period

- NASSCOM requires all employees to provide one month notice or salary in lieu thereof
- In exceptional circumstances, the notice period on recommendation of the Functional Head/VP/SVP may be reduced as approved by the President

## Exit Interview

- All employees who leave NASSCOM are able to provide valuable information on their experience while they worked here. This information can be used to improve policies, procedures and practices with the aim of increasing appropriate grades of staff retention
- In the period between the notification of separation and the staff member's final day of employment, they will be approached by the HR to provide feedback about their employment and reasons for leaving. The information collected will be retained by the HR

The information so collected will be shared with the President and the concerned HOD with utmost confidentiality.

## Abandonment of Employment/ Unauthorised Absence

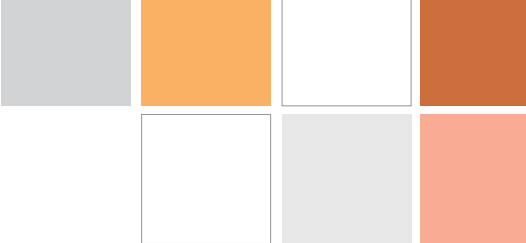
- An employee absent for 30 calendar days or more than eight days after the period of leave granted shall be deemed to have voluntarily abandoned/left the organisation
- The organisation shall deem this as an automatic relinquishment of employment with NASSCOM
- The organisation is not liable to pay any notice pay
- Full and final settlement will also be subject to a suitable handover of organisation assets/documents and incomplete assignments

## Termination of Services

The services may be terminated by NASSCOM by giving one month's notice or salary in lieu thereof. The notice of termination of employment shall be given in writing and shall become effective from the date of receipt of the notice by the other party.

## Handover Process of Functional Responsibilities and NASSCOM Assets

On the last day of employment, the employee must return any articles issued to him/her by NASSCOM during the period of service and provide a written confirmation to this effect. Additionally the employee will be required to



provide a written confirmation that he/she has not retained any copies of documents (in paper, electronic or any other form) , In the event, he/ she discovers to be in possession of any document(s) in paper, electronic or any other form , the employee will undertake to return such document(s) to NASSCOM immediately and provide a written confirmation that all documents have been returned and were not used , shared/ disseminated with any third party by him/her.

Items to be handed over on the last day:

- Laptop, data card/modem to manager IT
- Credit card if any, ID cards, etc., to manager/admin
- Reports, documents, meeting papers, databases, contact sheet to the function head

All such handovers must be documented and signed off on the clearance form, which must be completed by the exiting employee and handed over to the HR on the last day (Annexure 4).

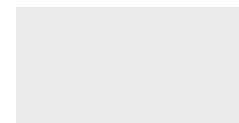
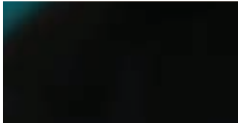
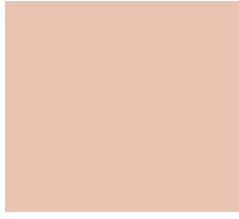
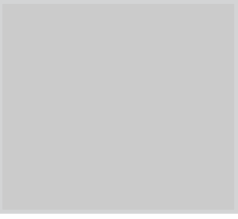
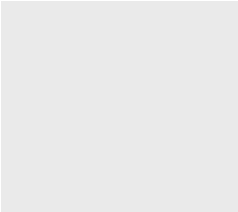
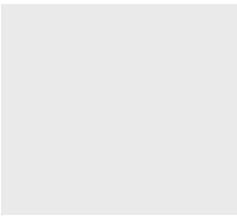
Data on the laptop related to NASSCOM will be handed over to the technology team prior to the relieving of the employee. They will ensure the data is kept safely in a retrievable storage and also sign the clearance form to this effect. Any exception to this will have the approval of the President.

Issue of relieving letter and processing of the full and final settlement is contingent to employee completing this handover. This process will be applied uniformly, even to the most senior level person.

Full and final settlement processing will be done centrally by accounts (in Delhi) for all NASSCOM employees.

Documentation will be maintained centrally by the HR, who will also issue the relieving letter once the full and final settlement has been done between the employee and accounts (in Delhi).

Relieving letter will be signed by the President only.



# 17. Rewards and Recognition Policy

## Objective

To ensure that the contributions made by employees through the years are valued and formally appreciated. It aims to encourage in the employees' positive reinforcement of dedication in performance and commitment in longevity of service.

## Guiding Principles

- **Eligibility:** All employees from grade one onwards will be eligible for rewards and recognition as per this policy
- **Discretion:** Rewards and recognition of service should not be viewed as entitlements; they are at the discretion of the organisation
- **Financial implications:** The cost to fund these awards programmes, in the year of its inception (2010) and also the subsequent years of its implementation will be allocated and monitored by the accounts department

## Definitions

### Rewards

- An immediate and instant award, to create spontaneity by an appreciation
- This award should occur as close to the performance of the actions as possible

### Recognition of Service

Award for longevity in the organisation as a special encouragement to employees who have chosen to spend significant years of their career with NASSCOM.

## Awards

### i) Spontaneous Rewards

Verbal, informal interaction and communication is most effective in reinforcing desired behaviour. It can be spot awards for encouragement and appreciation. The objective is to create a spontaneous response. There should not be too much of a gap between the action performed and the reward.

The exceptional contribution or performance will typically fall under the following categories:

- **Proactiveness** – Quick and swift actions taken independently, demonstrating a sense of ownership
- **Innovation and creativity** – Going beyond regular process in achieving target and servicing members, suggesting process improvements leading to improvements in quality, devising new ways of working in the organisation that results in time saving or easier work processes
- **Delivery** – Achieving challenging and difficult timelines
- **Teamwork** – Demonstrate true 'team player' attitude; volunteering to help and encourage team spirit
- **Stakeholder delight** – Going out of the way to help both internal and external stakeholders, exceeding their requirements, reflecting extraordinary service orientation to achieve customer satisfaction
- **Revenue generation/Cost reduction** – Suggestions/ actions which result in substantial savings

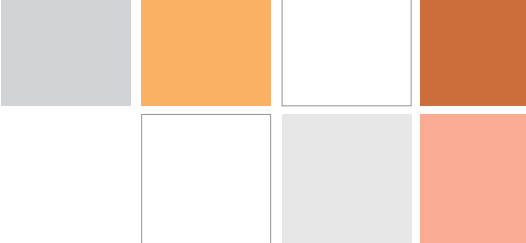
### Implementation of Spontaneous Rewards Awards

**Budget:** All Senior Directors/VP/SVP will have a pool of funds for spontaneous awards. The pool will be credited with an annual amount of ₹ 2,500 each for employees in his/her team. The budget is the upper limit and while it is not necessary that the full amount has to be disbursed, it is expected that the criteria mentioned below will be taken into account. The quantum of the reward should not exceed ₹ 5,000 for a team member at one given time.

- **Reward** will be given in the form of gifts/gift vouchers only
- **Nomination** will be from the Functional/Regional Head ratified by the VP/SVP
- **Appreciation** mail to the performer will be sent by the VP/SVP/President regarding the rewards to the eligible team member
- **Rewards disbursement** will be at intervals at the discretion of the VP/SVP/President. There should not be too much of a gap between the action performed and the reward

### ii) Long Service Recognition Award

NASSCOM has been involved in the pursuit of excellence since 1988. It enjoys an unparalleled brand value on the



basis of the excellent work done by the team members over the years. Long service recognition awards are meant to appreciate and encourage the employee contribution to NASSCOM.

- For the purposes of calculating the tenure for 'longevity of service', the continuous, uninterrupted length of service will be considered
- This scheme aims to celebrate and reward certain milestones of the employees. Employees' service for completing 5, 10, 20, 25 years with NASSCOM will be acknowledged and recognised
- Long service awards shall only be handed to persons who are still in service of the organisation
- If a person qualifies for more than one service awards as on the effective date of this policy, then only the highest one will be awarded

**Implementation of Long Service Recognition Award**

HR will track the employees eligible for long service award with the organisation and coordinate the felicitation formalities.

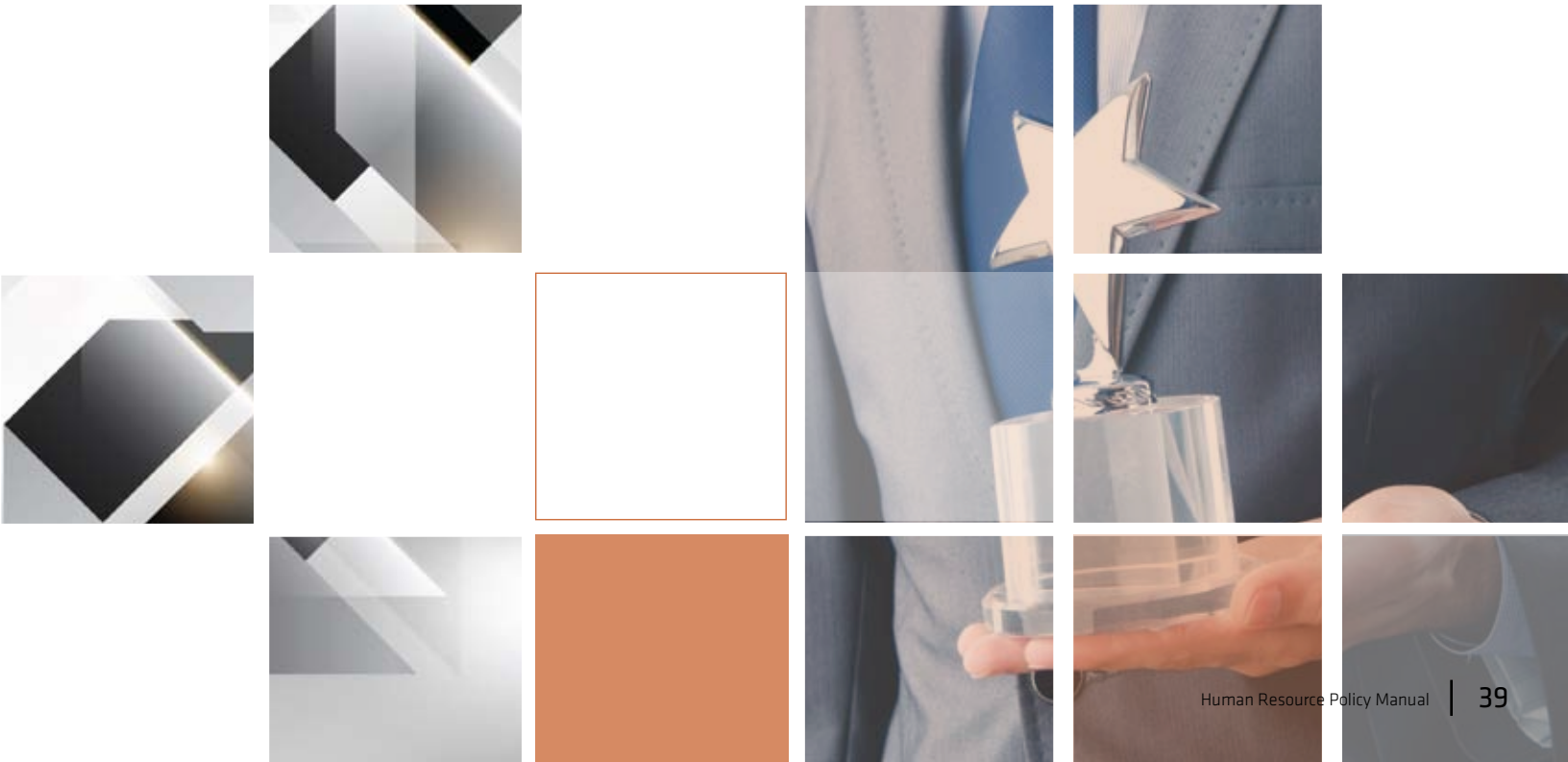
The year in which the completion of years of service will take place, will be taken as the reckoning period for felicitation.

The recognition by felicitation and presentation of plaque will be as given below:

- For employees completing five or 10 years recognition by VP/SVP/President
- For employees completing 20 years or more, appropriate public recognition
- The recognition awards matrix will be as under:

Years	5	10	20	25
<b>Certificate/ Plaque</b>	Yes	Yes	Yes	Yes
<b>Cheque/ Gift</b>	₹ 5,000	₹ 10,000	₹ 20,000	₹ 30,000
<b>Felicitation by</b>	President/ VP	President	EC and Public Recognition	EC and Public Recognition

Cheque/gifts award will be given around the actual date of completion of the longevity period. The cheque/gifts award is subject to tax as per the Income Tax.



# 18. Guidelines for Honorarium Received

## Objective

Provide guidelines to staff who participate in government meetings, committees, sub committees, interview panels, advisory boards, forums, etc.

NASSCOM recognises that there will be opportunities where individuals may temporarily undertake duties and may be offered additional payment or rewards or honorarium for such activities.

## Scope

The issue of honorarium will arise in the following two scenarios for all members of staff:


- Participation as a NASSCOM representative
- Participation in personal capacity e.g. board of other organisations

## Guidelines

- i) Any staff member of NASSCOM invited to join a committee ex-officio, must keep the President and his reporting manager informed on the core focus of the committee and broad activity area
- ii) No NASSCOM employee should accept any honorary or sitting fees if:
  - Representing NASSCOM in a committee, or
  - Being invited to join a committee ex-officio as a member of NASSCOM, or
  - Addressing a programme on behalf of NASSCOM
- iii) In the above cases, if the inviting organisation covers travel, stay and or local transport, the same can be accepted. However, if the organisation is not bearing the costs, NASSCOM will bear the costs and an expense claim is to be submitted
- iv) Where the participation involves travel abroad, a prior approval of the President would be mandatorily required, detailing the purpose and duration of the participation and the trip
- v) In cases of participation in personal capacity in a board or another social organisation, etc, the offered honorarium

may be accepted by the individual. The expenses of attending such meetings will need to be paid for by the inviting organisation. As a matter of governance, the President/reporting manager are to be notified of this participation

- vi) In some cases where the honorarium has still been received, it should be donated to NASSCOM Foundation or to another charity under information to the Function Head

 ***The world is but a canvas to the imagination.*** 



# 19. Emergency Assistance

## Objective

Requests for emergency monetary assistance may be granted to help out an employee for any exceptional home-related exigencies/contingencies for self or dependent parents/siblings. 'Emergency' is defined for this purpose as an unforeseen event involving medical, financial and life or safety situations beyond an employee's control.

## Applicability

- All confirmed employees of NASSCOM are eligible
- It will be allowed in exceptional cases where the employee faces a personal emergency/contingency situation. This is not an entitlement and not a loan programme
- It will be the discretion of the President, to grant or refuse an application, even if otherwise eligible

## Entitlement

- The maximum assistance available will be three months gross salary or ₹ 2,40,000 whichever is lower
- The repayment will be in 12 (or less) equated monthly instalments
- This will be treated as advance salary and hence, interest will not be payable
- An employee having a balance of previous advance cannot take further advance until the previous balance is fully repaid
- The assistance will be repayable w.e.f. one month after disbursement. The accounts will ensure monthly deduction from salary and the aspects of perquisite-related tax

## Procedure

- i) The application for advance must be made in the standard format as per the specified form (Form 6)
- ii) The application will be routed as follows:

**Step 1:** Make an application in the prescribed format and handover for the approval of the VP/SVP/President

**Step 2:** The vertical head shall forward it to accounts for verification of eligibility and permissible amount

**Step 3:** After verification, the accounts head will submit to the President for approval

**Step 4:** If approved, the application will be documented by accounts for payment



# Forms and Annexures



1. Format for Approval of Travel Through Email
2. Taxi Requisition Form
3. Outstation Travel Expenses
4. Format for Application of Leave Through Email
5. Application for Corporate Health Check-up Reimbursement
6. Application for Emergency Loan

## **CTC RELATED**

7. Medical Reimbursement Form
8. Leave Travel Assistance Claims Form
9. Telephone Bill Reimbursement Claims Form

## **ANNEXURES**

1. Draft Appointment Letter
2. Probation Format
3. NASSCOM Performance Appraisal Form-Key Parameters
4. Clearance Form

# 1. Format for Approval of Travel Through Email

**To:** Mail ID of Reporting Manager

**Cc:** Mail ID of Admin Head

**Subject:** Request for Approval of Travel

**Body of Email:**

Dear \_\_\_\_\_,

Request you to please grant me approval for the below mentioned details of travel.

Dates of Travel: From \_\_\_\_\_ to \_\_\_\_\_

Purpose (Related NASSCOM Activity/Initiative): \_\_\_\_\_

**Bookings:**

a. Mode of Travel: (Air/rail/others, specify): \_\_\_\_\_

b. Accommodation (Number of nights for hotel stay): \_\_\_\_\_

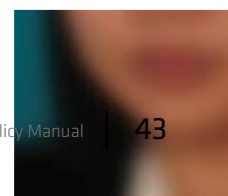
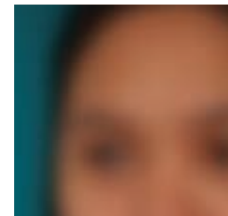
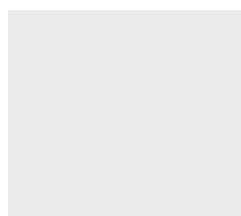
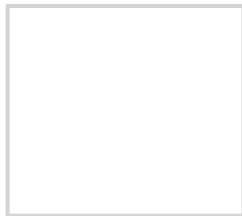
c. Local Taxi: \_\_\_\_\_

Amount of advance, if required: \_\_\_\_\_

I certify that the journey for which the approval is made will be performed by the mode and class of travel indicated above.

Regards,

\_\_\_\_\_ (Name of Employee)



## 2. Taxi Requisition Form

### Taxi Stand Phone Number

Name of Employee	
Date and Start Time	
Place of Visit	
Closing Time	
Usage (in Kms)	
Waiting Time (if any)	
Car Number	
Total Amount (₹)	
Signature	
Taxi Driver's Name and Mobile Number	

---

### Office Copy

Name of Employee	
Date and Start Time	
Place of Visit	
Closing Time	
Usage (in Kms)	
Waiting Time (if any)	
Car Number	
Total Amount (₹)	
Signature	
Taxi Driver's Name and Mobile Number	

### 3. Outstation Travel Expenses

Date: \_\_\_\_\_  
 Name: \_\_\_\_\_ Designation: \_\_\_\_\_  
 Trip Routing: \_\_\_\_\_  
 Duration: From \_\_\_\_\_ to \_\_\_\_\_  
 Purpose (Related NASSCOM activity/initiative): \_\_\_\_\_  
 Person Contacted: \_\_\_\_\_

Sl. No.	Date	Details	Amount	
			₹	Paise
1		Air/train ticket (attach counterfoils)		
2		Hotel and food expense (attach counterfoils)		
3		Local conveyance (attach separate daily report)		
4		Miscellaneous: (give full details in separate daily report and attach bill/cash memos/receipts)		
Less (Amex):		₹	Paise	
1. Travel advance (if any) paid by office				
2. Tickets purchased by office				
3. Note: Please give copy of authorisation or its references in case expenditure on hotel/food exceeds amount				
Total deductions				
Net amount to/from NASSCOM				

Signature \_\_\_\_\_ Checked by \_\_\_\_\_ Approved by \_\_\_\_\_

**Note: This amount must be submitted within 14 days from date of return.**

# 4. Format for Application of Leave Through Email

**To:** Mail ID of Reporting Manager

**Cc:** Mail ID of Admin Head

**Subject:** Request for Approval of Leave

Body of Email:

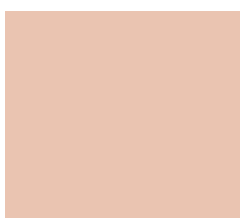
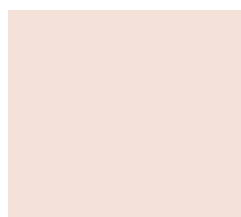
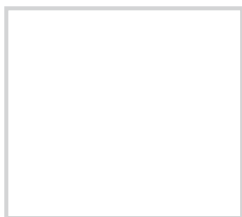
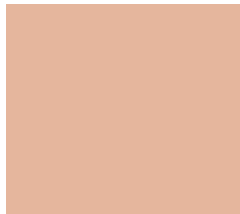
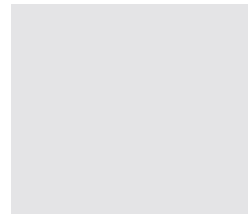
Dear \_\_\_\_\_,

Request you to please grant me \_\_\_\_\_ days of leave from \_\_\_\_\_ to \_\_\_\_\_ (both days inclusive).

Contact number while on leave (only if different from existing number) \_\_\_\_\_

Regards,

\_\_\_\_\_ (Name of Employee)



# 5. Application for Corporate Health Check-up Reimbursement

Date \_\_\_\_\_

I have got my medical check-up done from the hospital \_\_\_\_\_

The last medical check-up was done in the year\_\_\_\_\_. My date of birth is \_\_\_\_\_

It is requested that the reimbursement upto ₹ 3,000 be kindly made as per the corporate health plan.

Thanking you,

Yours faithfully,

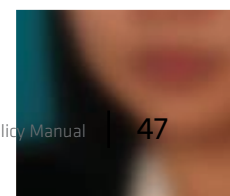
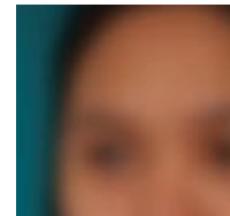
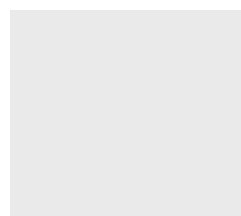
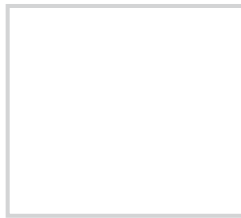
(Signature)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Enclosures:

Self-verified original money receipt of the hospital's executive medical check-up plan.



# 6. Application for Emergency Loan

The President  
NASSCOM

Date \_\_\_\_\_

Dear Sir,

I am facing an emergency at home on account of the following factors:

---



---



---



---

I request that an emergency loan may kindly be allowed to help me to tide over this crisis. The loan required is for \_\_\_\_\_. The 12 monthly deductions of \_\_\_\_\_ may be deducted from my salary. As the loan is on an interest-free basis, the taxable perquisite as per IT Act may also be deducted from my salary.

I have not taken/have taken a similar loan earlier and it has been adjusted on \_\_\_\_\_  
Thanking you,

Yours faithfully,  
(Signature)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

<b>Recommendations of Vertical Head</b>	
	Signature

<b>Comments of Accounts</b>	
The employee's gross monthly salary is	
The eligible amount for applying for advance	
Monthly repayment w.e.f. _____ will be	
The existing net monthly deductions from gross salary	%
Deductions with proposed loan will be	%
As per salary verification, the eligible amount for the emergency loan will be _____	
	Signature

<b>President's Remarks/Sanction</b>	
	Signature





## CTC RELATED

# 8. Leave Travel Assistance Claims Form

Name: \_\_\_\_\_

Location: \_\_\_\_\_

I have incurred an expense of \_\_\_\_\_ towards LTC travel as per details given below (supporting enclosed).  
Please reimburse my LTC as per the entitlement.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Details of Journey: \_\_\_\_\_

Dates of Travel: \_\_\_\_\_

Places visited: \_\_\_\_\_

Aprox. Distance: \_\_\_\_\_ Kms

Mode of travel (Air/rail/others, specify): \_\_\_\_\_

Details of family members travelled:

Date of joining:

Sl. No.	Name	Relationship	Age
1			
2			
3			
4			
5			

Last claimed LTC on: \_\_\_\_/\_\_\_\_/\_\_\_\_

Claims against block year: 20\_\_\_\_ - 20\_\_\_\_

LTC maximum entitlement: \_\_\_\_\_

Amount of Advance taken, if any: \_\_\_\_\_

I certify that the journey for which the claim is made have actually been performed by the mode and class of travel indicated above.

Date: \_\_\_\_\_ Signature of Employee: \_\_\_\_\_

Signature of Department/Location Head: \_\_\_\_\_

### For Accounts

Claimed for \_\_\_\_\_

Eligible for \_\_\_\_\_

Taxable for \_\_\_\_\_

Non-Taxable for \_\_\_\_\_

Passed for \_\_\_\_\_

Paid in \_\_\_\_\_ months salary

Checked by \_\_\_\_\_

Approved by \_\_\_\_\_

**CTC RELATED**

# 9. Telephone Bill Reimbursement Claims Form\*

Name: \_\_\_\_\_

Bills attached for: \_\_\_\_\_

Signature of claimant: \_\_\_\_\_ Date: \_\_\_\_\_

---

**This is to certify that the expenses have been incurred by me wholly and exclusively for the performance of official duties.**

**Claimant's Signature:** \_\_\_\_\_

**Based on the above and on the information and explanation given to me, I certify that the above expenditure was incurred wholly and exclusively for the performance of official duties.**

**Supervisor's Signature:** \_\_\_\_\_

---

## For Use of Accounts Division

Sanctioned \_\_\_\_\_

(₹ \_\_\_\_\_)

Checked/Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

\* Applicable as part of CTC

# ANNEXURE 1

# Appointment Letter

Date \_\_\_\_\_

Mr. ....  
.....

Dear

We have pleasure in appointing you as '-----' in our organization, effective ----- 2013 on the following terms and conditions:

### 1. Placement & Compensation

You will be placed in the appropriate band / responsibility level of the Company, and will be entitled to compensation (salary and other applicable benefits) as detailed in Annexure "A".

### 2. Posting & Transfer

Your initial posting will be at "-----". However, your services are liable to be transferred, as authorised by the President , in such other capacity as the company may determine, to any department / section or location, at any place in India or abroad, whether existing today or which may come up in future.

### 3. Probation

Initially you will be on probation for a period of six months from the date of joining, which period may be extended at the discretion of the management. Your work will be reviewed during this period and if you are considered suitable, you will be absorbed in our company as a regular employee. However, you will be deemed to be on probation till such time your engagement as a regular employee is not confirmed in writing by management.

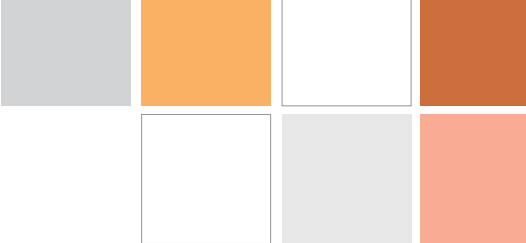
### 4. Full time employment

From the date of your joining, you will be a full time employee at NASSCOM. You shall not engage directly or indirectly, with or without monetary benefit, in any other employment or activity, which NASSCOM may in its sole discretion consider contrary or inconsistent with your duties and obligations and which it may in its sole discretion deem prejudicial to its interests. You will not be directly or indirectly employed or concerned with as principal, agent or otherwise in any business, trade or profession whatsoever. Breach of this condition shall lead to termination of your services by NASSCOM without any notice or compensation.

### 5. Confidentiality

You shall observe utmost confidentiality and secrecy of any and all information (not already in the public domain) received by you or entrusted to you by NASSCOM or any other third party in the course of your employment and you shall at all times, whether during or after the termination of your employment, act with utmost fidelity and not disclose or divulge such information to a third party or make use of such information for your own benefit. Upon the termination of your employment, you will immediately surrender to NASSCOM all documents (in paper, electronic or any other form) and any other property entrusted to you in the course of your employment and provide a written confirmation to this effect. Additionally you will be required to provide a written confirmation that you have not retained any copies of documents ( in paper, electronic or any other form). In the event , you discover to be in possession of any document(s)(in paper, electronics or any other form), you undertake to return such document(s) to NASSCOM immediately and provide a further written confirmation that all documents have been returned and were not used, shared/ disseminated with any third party by you.

The confidentiality of information extends to your own remuneration, as also the remuneration of other NASSCOM employees which you may learn of as part of your work or otherwise.



**6. Intellectual Property**

If you conceive any new or advanced method of improving designs/ processes/ systems, etc. in relation to the business/ operations of the Company, such developments will be fully communicated to the company and will be, and remain, the sole right/ property of the Company.

**7. Responsibilities & Duties**

- a) Your work in NASSCOM will be subject to the HR Policies as may be amended from time to time of NASSCOM . Following the HR Policy Manual is mandatory.
- b) You will always be alive to responsibilities and duties attached to your office and conduct yourself accordingly. You must effectively perform to ensure results.
- c) You shall be liable to deduction from your salary of any amount for damage to or loss of goods expressly entrusted or loss of money.

**8. Veracity of Particulars submitted**

It is understood that this employment is being offered to you on the basis of the particulars submitted by you in your application for employment. However, if at any time it should emerge that the particulars furnished by you as a part of the joining formalities, are incorrect or inaccurate, if you are engaged in any fraudulent activity, misconduct, or if your performance is not up to the expected standard this appointment may be liable for termination or any other disciplinary action found fit by the management of the Company.

In all dealings with NASSCOM and its members and their organization, the highest standards of propriety and integrity will be expected of you.

**9. Retirement**

The retirement age is 60 years. You will retire from the employment of the Company at the end of the month in which you attain 60 years of age.

**10. Notice Period and Exit Rules for Termination of employment**

This appointment can be terminated by either party, with one month’s notice or salary in lieu thereof. In case, you leave the employment without giving requisite notice, no relieving order will be issued and settlement of dues will be at the discretion of the management. The management reserves the right to deduct an amount equal to one month’s salary from any amount that may be due to you and if the same is not available or is insufficient then the management shall have the right to recover such amount as found due from you in any manner deemed fit.

Upon termination of employment, you will also return all company property, which may be in your possession.

**11. Medical Fitness**

This appointment is subject to your being medically fit.

In all matters not covered above, you will be governed by the applicable statutory regulations/ provisions policies of NASSCOM applicable to your position, which may be framed from time to time.

We welcome you as a member of NASSCOM. We hope that our association will be a pleasant and rewarding one for both of us.

Please confirm your acceptance of the appointment on the above terms and conditions by signing and returning the duplicate copy of this letter for our records.

Yours faithfully,

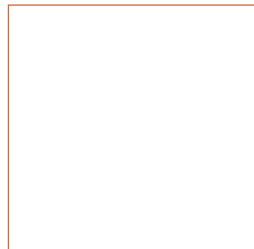
For NASSCOM

PRESIDENT

-----

I have read and understood the terms and conditions of the appointment and the same are hereby accepted by me. I also agree to abide by the HR policies in existence and changed from time to time.

(Signature and Date)





# ANNEXURE 'A': Compensation Details (Salary & applicable benefits)

Name :  
Designation :  
Department :  
Date of joining :  
Location :  
Grade :

**a) Remuneration**

Total CTC:

- Total Fixed Component: The break up will consist of components like Basic salary, House rent, Provident Fund, Special allowance etc.
- Performance Based Incentive: prorated on the period of employment during the year. This will be paid on quarterly basis as per the company guidelines.

Next Salary Review will be effective FY-2014.

**b) Retirals**

i. You will be entitled to gratuity in accordance with the rules governing such payment.

**c) Other benefits like medical insurance, reimbursement of mobile expenses etc. will be as per the guidelines given in HR Policy Manual.**

It is expected that individual compensation package would not be shared with other employees.

The above compensation structure is subject to deduction as per statutory laws.

NASSCOM reserves its right to amend the terms of appointment contained therein.

Signature

Signature of employee

## ANNEXURE 2

# Review Post Probation

Name : ..... Designation : .....

Function Head : ..... Department : .....

Joining date : ..... Conf. due date : .....

1. What critical abilities does the job require? What is the understanding of the employee regarding the job functions?
2. What has been the outstanding accomplishment/s during this evaluation period?
3. What are the areas of improvement to increase efficiency in the job?
4. Does the employee feel integrated into the system and culture?
5. Is there demonstration of learning capability and flexibility to new ideas?
6. Is the employee a team player?
7. Is the employee clear about the Key Result Areas for the next appraisal period?
8. How can you help the employee in meeting these goals?

Recommendation by Immediate Reporting Supervisor: To Confirm / Extend probation for 3 months / Terminate

Recommendation if any .....

Immediate Reporting /Function Head's Name & Signature .....

Comments and signature of Reviewer .....



## ANNEXURE 3

# NASSCOM Performance Appraisal Form-Key Parameters

ASSESSMENT PERIOD (FROM: \_\_\_\_\_ TO: \_\_\_\_\_)

EMPLOYEE NAME (Last, First, Middle):

### SELF APPRAISAL by APPRAISEE & COMMENTS BY APPRAISER & REVIEWER

**I. MAJOR RESPONSIBILITIES:** In order of importance, outline the major responsibilities / Key Result Areas (KRAs) of your position during assessment period 2012-2013

S.No.	SELF	APPRAISER	REVIEWER
01			
02			
03			
04			

**II. MAJOR WORK ACCOMPLISHMENTS:** Based on your KRAs, outline the main assignments and objectives accomplished during this assessment period. Brief supportive facts, incidents / examples should be given.

S.No.	SELF	APPRAISER	REVIEWER
01			
02			
03			
04			

**III. CROSS FUNCTIONAL CONTRIBUTIONS (BESIDES KRA) :**

**IV. LEARNING AND DEVELOPMENT PLAN ACCOMPLISHMENTS:** Please tick your self-assessment as per relevant columns. Also briefly describe the skills, knowledge and abilities which were developed during this period.

Skills, Knowledge & Abilities	About the same as last time	Slightly Improved	Considerably Enhanced	Remarks by Reviewer
Communication Skills				
Creativity Skills				
Team work Skills				
Others (Please specify)				

**V. CONSTRAINTS / HINDRANCES** faced in the discharge of functions. What could have been done in a better way? What is your suggestion/s to tackle these?

**VI. CAREER INTERESTS AND OTHER PERSONAL CONSIDERATIONS:**

1. What are your career objectives (Short term as well as long term)? How do you see your career developing in the next one year? Next 3 years?
2. What are your learning objectives for the next six months/ one year?
3. Do you feel that your qualification and experience can be put to better use by the company? If so what is the opportunity you look for?

\_\_\_\_\_  
Appraisee's Signature

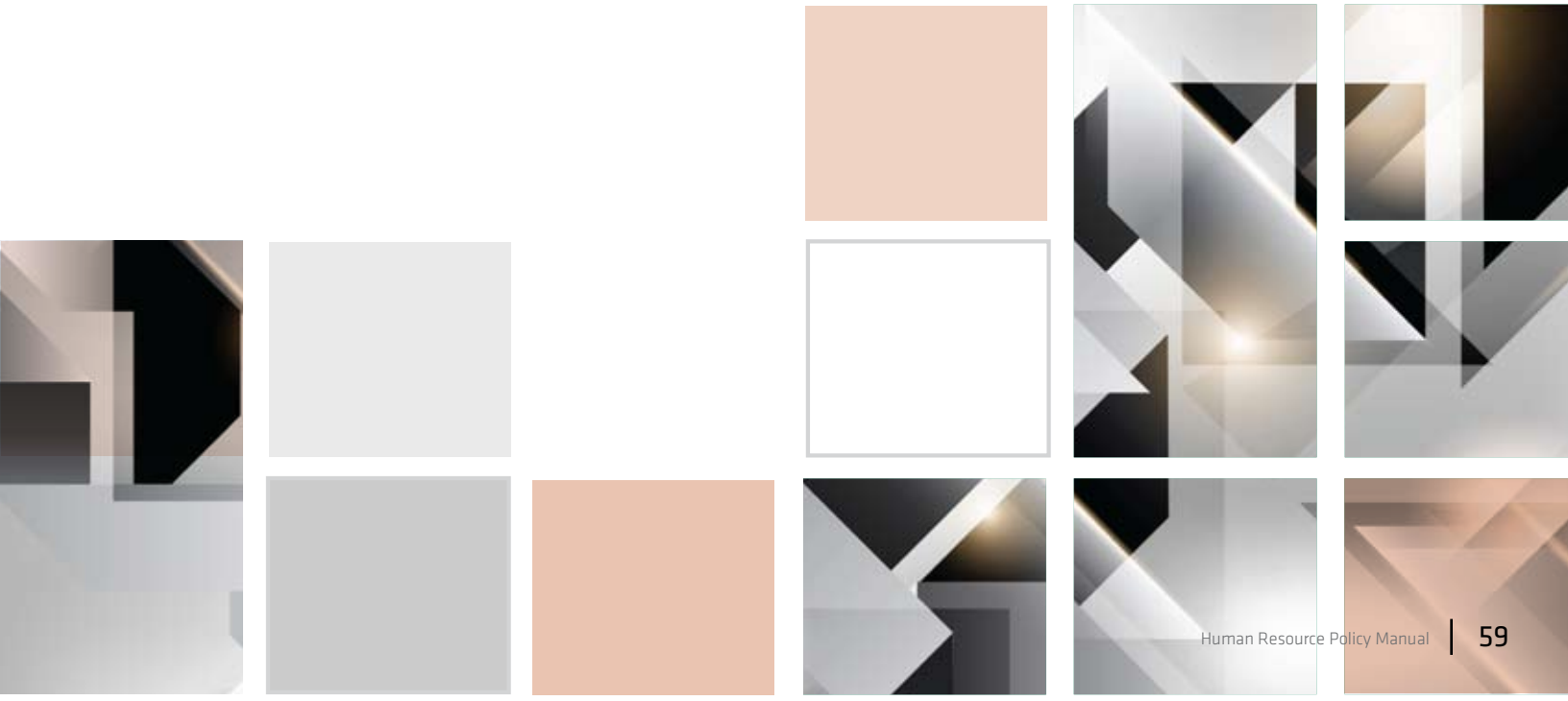
**Qualitative aspects**

{TO BE ASSESSED BY THE FUNCTION HEAD}

S.No.	QUALITATIVE ASPECTS {Competencies / Behaviors}	BEHAVIORAL EXAMPLES {Remarks of Appraising Authority}	RATING CODE
01	<b>INITIATIVE</b>		
	<ul style="list-style-type: none"> <li>• Passionate About Work</li> <li>• Strives to learn and improve</li> <li>• Seeks out ways to better self and the company</li> <li>• Takes on responsibilities</li> <li>• Is hard working &amp; Self-motivated</li> </ul>		
02	<b>COMMUNICATION</b>		
	<ul style="list-style-type: none"> <li>• Organizes and expresses ideas and information clearly</li> <li>• Uses appropriate and efficient methods of conveying the information</li> <li>• Expresses alternative points of view in a friendly way</li> </ul>		
03	<b>DELIVERY METHOD</b>		
	<ul style="list-style-type: none"> <li>• Possesses skills and knowledge to perform the job competently</li> <li>• Focuses on understanding</li> <li>• Planning &amp; Organizing</li> <li>• Follow up &amp; feedback to seniors</li> <li>• Problem solving approach</li> </ul>		



<b>04</b>	<b>INVOLVING STAKEHOLDERS</b>		
	<ul style="list-style-type: none"><li>• Commitment to internal and external stakeholders</li><li>• Understands, anticipates and tries to exceed expectations</li><li>• Ensures stakeholders experience is positive</li></ul>		
<b>05</b>	<b>INTER-PERSONAL RELATIONSHIPS</b>		
	<ul style="list-style-type: none"><li>• Cross-Functional Assistance</li><li>• Builds strong team relationships</li><li>• Offers help &amp; positive action</li><li>• Is sensitive to the needs, feelings &amp; capabilities of others</li><li>• Approaches others in a non-threatening &amp; pleasant manner and treats them with respect</li><li>• Works for acceptance &amp; agreement</li></ul>		
<b>06</b>	<b>INSPIRE / VALUE ADD</b>		
	<ul style="list-style-type: none"><li>• Has a strong sense of quality and knows how to achieve it</li><li>• Completes high quality work according to specifications</li><li>• Keeps complete records</li><li>• Pays attention to details</li><li>• Applies feedback to improve performance</li></ul>		



## ANNEXURE 4

# NASSCOM Full and Final Settlement and Clearance Form

Employee Name:	Employee Code
Department:	Designation:
Date of joining:	Date of Resignation
Last Working Day:	

I have submitted all documents and not retained any copies of official documents (in paper, electronic or any other form). In the event of discovery of such possession of any document(s) in paper, electronic or any other form, I undertake to return such document(s) to NASSCOM immediately and will provide a written confirmation that all documents have been returned and not used, shared/ disseminated with any third party by me.

Employee signature

DEPARTMENT	Clearance given (Yes/No)	Remarks (if any)	Signature
Reporting Manager			
Handing over/taking over all Reports, Materials, Folders, Files, Soft copies and or any company asset.			
Administration			
I Card; drawer keys etc			
Corporate credit card			
Technology			
Computer (laptop / Desktop) ; data card; charger and bag etc; Data back up;			
Mail Account / LAN Access etc.			

To be completed by HR Team

Notice given (No. of Days)	
Notice Pay to be deducted	
Reason (if Notice period waived off)	



Notice pay payable to employee (if any)	
Any other instruction(s)/Remarks	

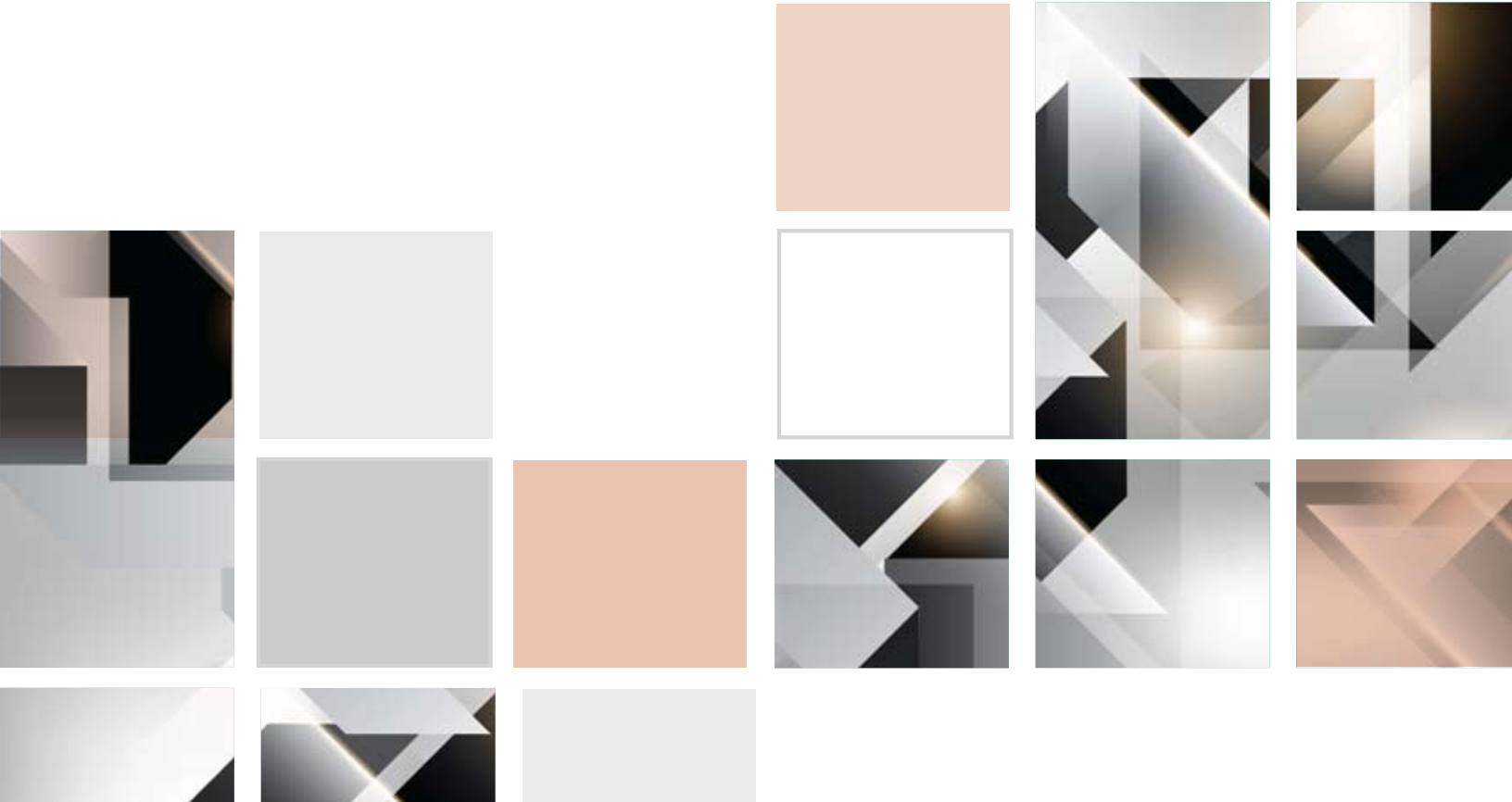
Please enclose following and submit to Finance:

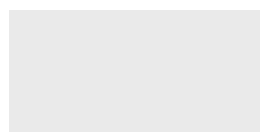
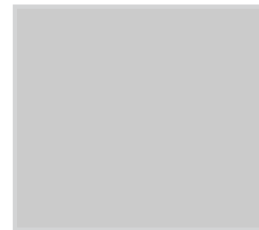
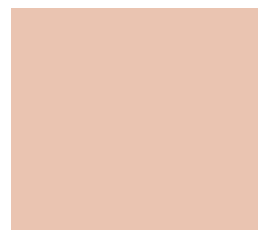
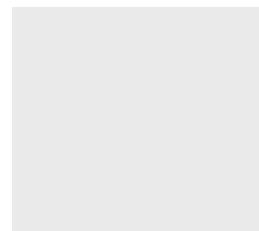
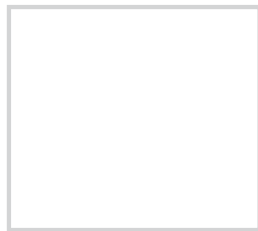
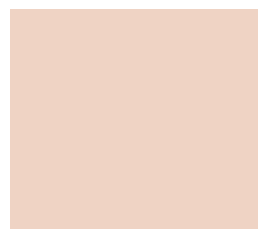
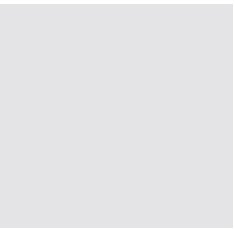
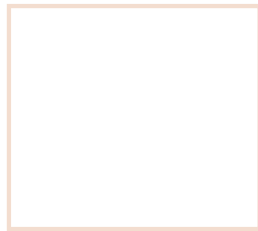
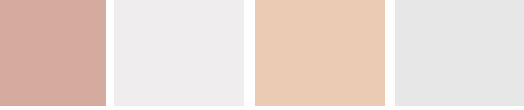
- 1. Copy of resignation letter
- 2. Approval from VP or above for waiver of notice period or any other exception

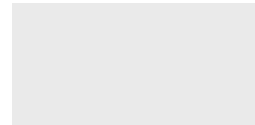
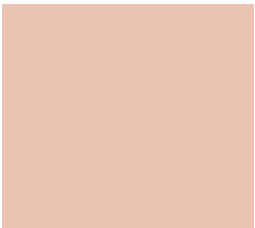
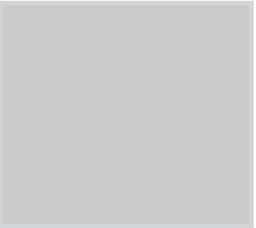
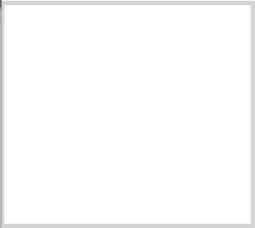
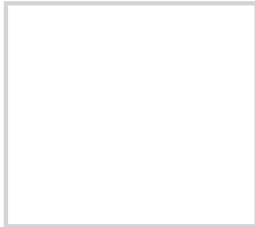
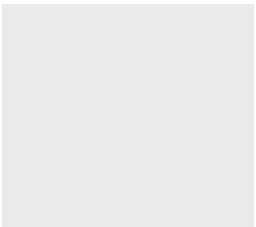
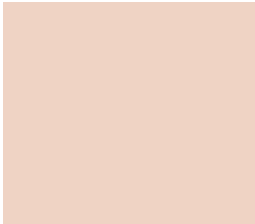
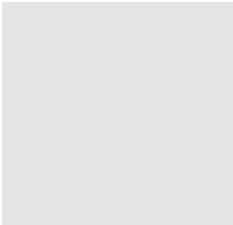
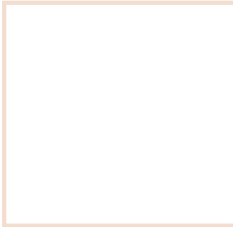
HR Manager Signature \_\_\_\_\_ :

To be completed by Finance Team

Salary to be paid (No. of days)	
Advance/Loan recoverable	
Any other adjustment/recovery	
Signature	







**NASSCOM<sup>®</sup>**

**International Youth Centre**  
**Teen Murti Marg, Chanakyapuri**  
New Delhi 110 021, India  
**T** 91 11 2301 0199; **F** 91 11 2301 5452  
[president@nasscom.in/hr@nasscom.in](mailto:president@nasscom.in/hr@nasscom.in)  
[www.nasscom.in](http://www.nasscom.in)