Standard Operating Procedures – Administration

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1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish uniform administrative procedures and guidelines pertaining to Administration at offices of India Infoline Group Companies.

The SOP will aid in consistent administrative treatment of various Strategic business Units. This will ensure proper control, planning & coordination with other departments of the company. SOP is designed to create procedures which will guide the administration department to manage the day to day admin work" by achieving the below objectives:

- ✓ To keep a proper record of all company assets.
- ✓ To promote measures to manage the company assets optimally.
- ✓ To meet with the requirements of other departments.
- ✓ To assist in superior internal control, checks on asset inventory.
- ✓ To assist in proper asset inventory reporting.
- ✓ To ensure effortless coordination within the department as well as with other departments.

2. Applicability

The policies and procedures of the SOP are applicable to all personnel involved in Administrative Process, these include:

- ✓ Administration Department Personnel
- ✓ India Infoline Group Companies
- ✓ Senior Management
- ✓ Company's Customers, Vendors

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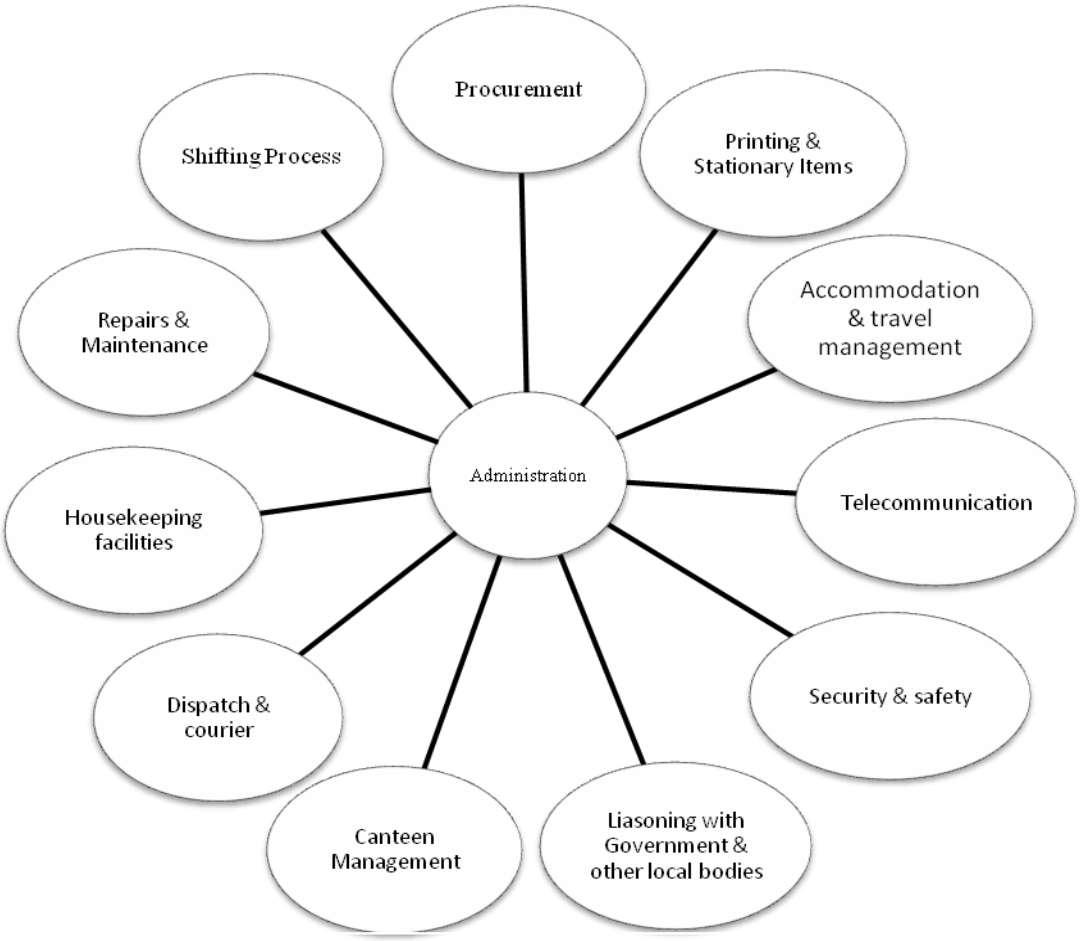
3. Summary – Administrative Process

The Administrative team at India Infoline Ltd is involved in the following activities, on a daily basis:

- ✓ Procurement
- ✓ Printing & Stationary Items
- ✓ Repairs & Maintenance
- ✓ Housekeeping facilities
- ✓ Accommodation & travel management
- ✓ Telecommunication
- ✓ Dispatch & courier
- ✓ Canteen management
- ✓ Security & Safety
- ✓ Liaison with Government & other local bodies.

Figure below represents processes involved in any accounting transaction performed at Accounts department.



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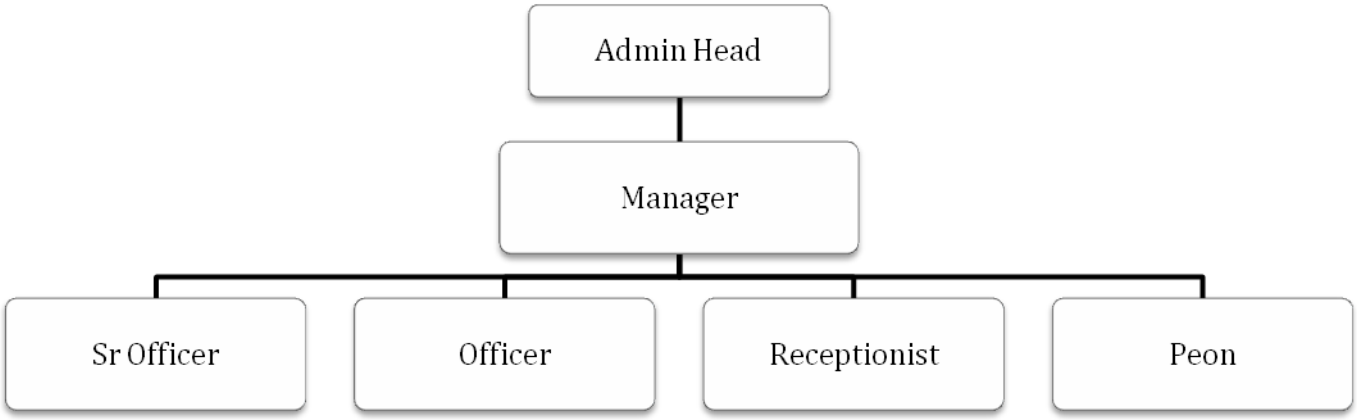
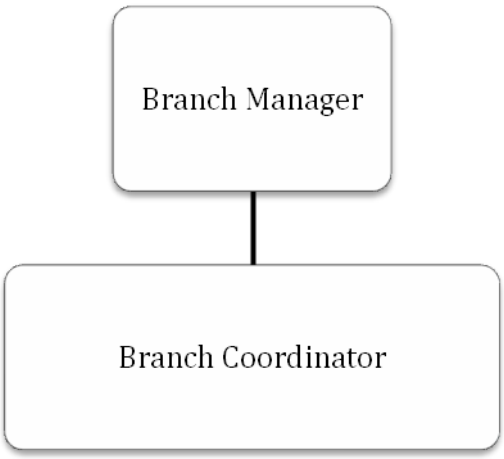
6. Department Structure & Responsibilities

Head Office/Zonal Office/Area Office Structure



Brach Office Structure



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7. Procedural Steps

7.1 Procurement

Procurement is a vital aspect of administration as day to day business requirements need to be fulfilled on time. The business requirement can be classified as below

- **Office Equipment**
- **Office Stationary**
- **Technical Equipments**

Objectives

- ✓ Ensure timely procurement of materials for the day to day business needs
- ✓ Ensure quality material procurement, as per the company standards at competitive prices.
- ✓ Ensure timely fulfillment of departmental requirements.
- ✓ Ensure SLA's (Service Level Agreements) as per company requirements.

Process for creating Empanelled vendors

STEP 1) Obtain Company profile of the vendor.

STEP 2) Evaluate the vendors in terms of;

- ✓ Competitive pricing
- ✓ Quality
- ✓ TAT from order to delivery & installation
- ✓ Flexibility in payment terms
- ✓ Vendor Clientele

STEP 3) Propose a rate contract with the vendor.

STEP 4) Register the vendor in the empanelled vendor list, simultaneously provide the necessary details like Pan No, Service Tax No, TIN No etc to the accounts team for registering the vendor with accounts department database.

STEP 5) Updating the rate contract with the Empanelled vendors, explore further scope of reduction in rate contract.

STEP 6) Updating the empanelled vendor list with new vendors proving material in more competitive rates.

Quarterly rating of vendors

All the empanelled vendors' services should be rated on a quarterly basis depending on parameters like:

- ✓ Prompt Response

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- ✓ Complaint against the vendor
- ✓ Flexibility
- ✓ Service delivery TAT (Turn around time)
- ✓ Adhering to the quality standards
- ✓ Adhering to the SLA's

Vendors who are not able to meet the company standards & requirement also the vendors who are not able to maintain their SLA's & having frequent complaints are to be black listed & no further order should be provided to those vendors.

Employee allocated Asset list

A database of list of assets allocated to the employees is to be maintained thus the same can be recovered on exit of the same employee.

❖ **Office Equipment**

Procurement Procedure

STEP 1) Approved Request through requisition form or e-mail from HOD (Head of Department).

STEP 2) Confirm availability of stock; if not available proceed for procurement.

STEP 3) Obtain three competitive quotes from the empanelled vendors as well as from new vendors, Explore further scope of reduction in prices.

STEP 4) Finalize the best competitive quote & payment terms,

STEP 5) Discuss & lay down the SLA's (Service Level Agreement) as per company requirements on an agreement or on an authorized letter from the vendor clearly stating all the SLA's.

STEP 6) Check for the provision of material in the existing Capital expense, if no provision then prepares a new capital expense.

STEP 7) Issue PO (Purchase Order) or WO (Work Order) through IWIN mentioning the delivery schedule, price & other detailed specification of the item to be procured.

STEP 8) The PO/WO should be duly signed by the authorized signatory as per the approval matrix.

STEP 9) Obtain counter signature of the vendor on the vendor copy & submission of the same to accounts team along with Proforma Tax invoice for advance payment.

STEP 10) Obtain delivery challans & confirmation of the material delivery as per the PO/WO at the respective site.

STEP 11) Supervise or certify the installation & commission of the procured material at the site & issue a satisfactory letter or an e-mail for the same.

STEP 12) Obtain the final bill from the vendor.

STEP 13) Update the stock register in IWIN.

STEP 14) Submission of the Respective documents to Accounts team for payment purpose.

STEP 15) Coordinate & follow up with the Accounts team for the release of the payment to the vendor.

Checklist

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- ✓ Requisition form or email from HOD
- ✓ Available Stock summary
- ✓ Purchase Order/Work Order
- ✓ Delivery Challans
- ✓ Final Bills
- ✓ Installation & Commissioning Report
- ✓ Satisfactory letter

❖ **Office Stationary**

Procurement procedure

STEP 1) Request through IWIN or e-mail for office stationary.

STEP 2) Confirm availability of stock; if not available proceed for procurement.

STEP 3) Place an order with any of the empanelled vendor who can supply the required material on schedule.

STEP 4) Issue PO (Purchase Order) through IWIN mentioning the delivery schedule, price according the rate contract & other detailed specification of the item to be procured.

STEP 5) The PO should be duly signed by the authorized signatory as per the approval matrix.

STEP 6) Obtain counter signature of the vendor on the vendor copy & submission of the same to accounts team along with Proforma Tax invoice for advance payment.

STEP 7) Obtain delivery challans & confirmation of the material delivery as per the PO at the respective site.

STEP 8) Inspect & certify the delivered material as per the PO.

STEP 9) Obtain final bills from the vendor.

STEP 10) Update the stock register in IWIN.

STEP 11) Submission of the Respective documents to Accounts team for payment purpose.

STEP 12) Coordinate & follow up with the Accounts team for the release of the payment to the vendor.

Checklist

- ✓ IWIN or E-mail request
- ✓ Available Stock summary
- ✓ Purchase Order
- ✓ Rate contract
- ✓ Delivery Challans
- ✓ Final Bills
- ✓ Confirmation Letter or e-mail from the authorized person at site.

❖ **Technical Equipments**

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Procurement procedure

The procurement procedure for the technical items is divided among three departments which are

1. **IT Department**
2. **Procurement Team**
3. **Administrative Team**

1. **Scope of the IT department**

STEP 1) Approved request from the CTO (Chief Technical Officer).

STEP 2) Confirm availability of stock; if not available proceed for procurement.

STEP 3) Obtain three competitive quotes from the vendors, Explore further scope of reduction in prices.

STEP 4) Finalize the best competitive quote & payment terms, discuss & lay down the SLA's (Service Level Agreement).

STEP 5) Check for the provision of material in the existing Capital expense, if no provision then prepares a new capital expense.

STEP 6) Submit the quotation of the finalized vendor for preparation of PO / WO.

STEP 7) Coordinate with the procurement team for issuing the PO (Purchase Order) or WO (Work Order) through IWIN mentioning the delivery schedule, price & other detailed specification of the item to be procured.

STEP 8) Supervise or certify the installation & commission of the procured material at the site & issue a satisfactory letter or an e-mail for the same.

Checklist

- ✓ Approved request from CTO
- ✓ Available Stock summary
- ✓ Vendor Quotations
- ✓ Satisfaction Letter or e-mail

2. **Procurement Team**

STEP 1) On receipt of the Quotation from the IT Department proceed with the preparation of the PO / WO.

STEP 2) Obtain counter signature of the vendor on the vendor copy & submission of the same to accounts team along with Proforma Tax invoice for advance payment.

STEP 3) Obtain final bills from the vendor.

STEP 4) Submission of the Respective documents to Accounts team for payment purpose.

STEP 5) Coordinate & follow up with the Accounts team for the release of the payment to the vendor.

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Checklist

- ✓ Vendor quotations
- ✓ Purchase order
- ✓ Available Stock summary
- ✓ Proforma Tax invoice
- ✓ Delivery Challan
- ✓ Confirmation from Administrative team for the appropriate delivery
- ✓ Final Bill
- ✓ Satisfaction Letter or e-mail from IT department

3. Administrative Team

STEP 1) Obtain delivery challans & confirmation of the material delivery as per the PO / WO at the respective site.

STEP 2) Inspect & certify the delivered material as per the PO at site, confirm the same through a letter or an e-mail.

STEP 3) Submit the delivery challan & other documents to procurement team which has been delivered at site by the vendor.

STEP 4) Update Stock register in IWIN

Checklist

- ✓ Purchase order
- ✓ Available Stock summary
- ✓ Delivery Challan
- ✓ Confirmation from Administrative team for the appropriate delivery
- ✓ Update Stock register

Petty Cash Expenses:

STEP 1) Branches have a limit of Rs. 3,000 for Petty Cash expenses. Area offices and Zonal offices have a limit of Rs. 10,000. It is sent on a weekly basis.

STEP 2) Mentioned below are the petty cash expense types & their respective A/c heads for which Petty Cash can be utilized:

Accounts Head	Nature of Expenses
Legal Charges	Stamp papers, registration charges, transfer deeds, form32, other local taxes
Staff Welfare Account	Tea Expenses, Coffee, Milk Powder
Printing and Stationery Account	Xerox charges, books, stapler, pins, Printing papers, rubber stamps, Directory, glue stick, carbon papers,(all stationeries)

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Traveling Account	Out of region traveling for business development
Business Promotion	Hotel food bills within region for business development, tea, coffee, cold drinks, snacks for clients, canopy setup, pamphlets printing/distribution, advertisement given
Marketing Expenses	Current and pending incentive paid
Repairs and Maintenance Account	Repairs to premises, furniture, electricity equipments, wiring replacement, bulb and tube replacement, other office equipments repair/replacements, battery, water, etc.
Conveyance Account	Petrol for vehicles, bus fares, Auto fares
Books and Periodicals	Club memberships, magazine subscription, newspaper bills, etc.
Office Expenses	Puja expenses, sweeping charges, Purchase of other office items, crockery, locks, Donations paid to police man, Other govt. employees, phool mala, small electrical item like lock, door stopper, bulb, etc. cable charges paid to cable operator.
Freight A/c	Transport and carriage of office items and fixed assets.
Loading and Unloading	Shifting of office goods from one premise to other
Transportation charges	Transportation cost(if not material)
Reimbursement of expenses	NCFM Examination fees

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7.2 Printing & Stationary

Printing & Stationary requirement of the various departments is to be fulfilled by the admin department on time. The printing & stationary requirement can be classified as below

- **General Printing & Stationary**
- **Specific Printing & Stationary**

Buffer Stock

- ✓ A buffer stock is to be maintained by the administration department at the particular office.
- ✓ This buffer stock of the day to day required material of printing & stationary should suffice the office requirement during the lead time of the ordered inventory.
- ✓ The moment the inventory reaches the buffer stock, an immediate procurement order is to be placed with the vendor replenishing the required inventory.

Decentralization of procurement of printing & stationary

- ✓ All the printing & stationary material is to be procured locally by the office.
- ✓ All the specifications & dimensions pertaining to the printing & stationary material are listed in IWIN under ***My requisitions > Marketing Material***
- ✓ These materials can be printed after due approval from Vice President (erstwhile Zonal Manager) & central advertising & branding team (pankaj.anand@indiainfoline.com).

Objectives

- ✓ Ensure timely Fulfillment of departmental requirements.
- ✓ Ensure quality material supply, as per the company standards.

- **General Printing & Stationary**

General printing & stationary items comprises of;

- ✓ Paper for printing & photocopy
- ✓ Company Letter Heads
- ✓ DRF Books & Contract note stationary
- ✓ Stapler, pins, pencils
- ✓ Files folders & writing pads
- ✓ Deal sheet
- ✓ Envelopes
- ✓ Visiting cards
- ✓ Visitors register

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Procedure

STEP 1) Request from IWIN or e-mail.

STEP 2) Check authorization by the concern HOD (Head of Department).

STEP 3) Check availability of stock; if not available proceed with procurement process.

STEP 4) Intimate the delivery schedule to the concern person who has placed the requisition.

STEP 5) Deliver the required material to the concern person.

STEP 6) Update stock register in IWIN.

Checklist

- ✓ Request
- ✓ Available Stock summary
- ✓ Intimate delivery schedule
- ✓ Update Stock register

❖ **Specific Printing & Stationary**

Specific printing & stationary items comprises of;

- ✓ SEBI Flexes
- ✓ A/c opening forms
- ✓ Pamphlets
- ✓ Advertising posters

Procedure

STEP 1) Request from IWIN or e-mail.

STEP 2) Check authorization by the concern HOD (Head of Department).

STEP 3) Check availability of stock; if not available inform COO & proceed with procurement process.

STEP 4) Check in case of any new circular or instructions from the management.

STEP 5) Proof reading by the concern department such as legal, marketing & branding.

STEP 6) Marketing & branding department to finalize the vendor from their empanelled vendors

STEP 7) Coordinate with Marketing & branding department for placing of the order.

STEP 8) Intimate the delivery schedule to the concern person who has placed the requisition.

STEP 9) Deliver the required material to the concern person.

STEP 10) Update stock register in IWIN.

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Checklist

- ✓ Approved Request
- ✓ Available Stock summary
- ✓ Check latest circulars or instructions
- ✓ Proof reading
- ✓ Intimate delivery schedule
- ✓ Update Stock register

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7.3 Repairs & Maintenance

This process involves the regular maintenance & repairs of the office infrastructure, furniture & office equipments after it has been duly installed & commissioned.

Objectives

- ✓ Ensure maintenance calendar is updated at regular intervals.
- ✓ Ensure all company assets are well maintained for office use.

Procedure

STEP 1) Asset tagging; all the assets present in the office should be tagged with a unique asset number.

STEP 2) Maintain a database of the all assets which are under warranty period or under AMC (Annual maintenance contract).

STEP 3) Updating the maintenance calendar which keeps the due date of all the services & repairs for various assets.

STEP 4) Coordinate with the AMC agencies for smoother maintenance of the assets on due date as per the maintenance calendar.

STEP 5) Check service & maintenance reports provided by the AMC agency after the activity completion.

STEP 6) Items not covered in any warranty period or AMC should be taken maintain by the company maintenance person.

STEP 7) Assets which are lying & can't be reused should be scraped according to the scrap disposal policy.

Checklist

- ✓ Asset tagging
- ✓ Available Stock database
- ✓ Maintenance calendar
- ✓ Update Stock register

Maintenance calendar

Year			
Asset name	Due date for servicing	AMC agency name	Contact No

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Process for Disposal of Scrap Material

STEP 1) All electronic/electrical assets which need to be disposed/sell off should be approved/ confirmed by our local technical person as "scrap". Further it should have a "Beyond Repair" letter/certificate wherever applicable from an authorised vendor. Other scrap material like paper/unused furniture etc may be sold off on request initiated by AVP and AOO jointly. Please note that assets identified as "unused" in Iwin are only sold as scrap.

STEP 2) In case of Zonal Offices AVP sales and Admin Head should jointly initiate the request for sale of scrap.

STEP 3) The data stored in these assets should be destroyed properly as per Infosec policy before disposal.

STEP 4) At least 2 quotations are required to estimate the value of scrap and scrap should be sold off to the vendor with highest quotation value. A release order should be given to the vendor to whom the scraps are sold and a acknowledgement copy should be maintained alongwith the list of assets and quotations for audit purpose. Click here for release order format.

STEP 5) Such list and requests initiated alongwith the quotation copy need to be finally approved by VP-sales if the scrap value is below 50,000/-. The concerned VP should ensure that the best value is obtained for sale of scrap. If the scrap value exceeds 50,000/-, the VP also needs to approve and also send intimation to Sr. VP. Operations/Sales and confirm that due processes have been adhered to while scrapping the assets.

STEP 6) After the above mentioned final approval the scrap can be disposed and amount to be credited to IIL account. Amount accepted should only be in cash mode or by way of DD.

STEP 7) The approved list of such assets disposed should be forwarded to accounts dept at HO on vinay.tiwari2@indiainfoline.com so that this can be recorded in the books and updated on Iwin as well. Similarly a copy should be marked to the HO Internal Audit team for post audit purpose.

STEP 8) Also this approved list need to be recorded at the branch in a separate file and a copy to be maintained at the Area Office by operations team (AOO) and should be produced whenever demanded. Physical asset register should be updated accordingly at the branches.

All are strictly informed to follow this process religiously and in the most ethical manner for any type of disposal/sell off of scrap material at all offices. A proper record to be maintained at the offices is also the essence of this process.

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7.4 Housekeeping facilities

This process ensures the overall cleanliness of the entire office in order to provide healthy & hygienic environment to the employees.

Objectives

- ✓ Ensure Overall cleanliness of entire office.
- ✓ Ensure healthy & hygienic work place.

Procedure

STEP 1) Maintain housekeeping activity chart.

STEP 2) Audit the check list maintained by the housekeeping person.

STEP 3) Ensure the office area & other assets present in the office are neat & tidy.

STEP 4) Total cleaning in the entire office to be conducted fortnightly.

STEP 5) Pest control to be carried out in the office according to the maintenance calendar.

STEP 6) Maintain the minimum required housekeeping stock of housekeeping materials.

STEP 7) Conduct surprise checks to ensure the smooth & appropriate activity completion.

Checklist

- ✓ Housekeeping activity chart
- ✓ Audit housekeeping checklist
- ✓ Follow maintenance calendar
- ✓ Housekeeping stock
- ✓ Surprise checks

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Housekeeping schedule

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HOUSEKEEPING SCHEDULE

SUBJECT :-	TOILET CLEANING
PERIOD :-	

AREA	75- GENTS TOILET	75- GENTS TOILET
	35A- GENTS TOILET	35A- GENTS TOILET

DATE	MON		TUE		WED		THU		FRI		SAT	
TIME	HK	Super Vr	HK	Super Vr	HK	Super Vr	HK	Super Vr	HK	Super Vr	HK	Super Vr
9.00 AM												
10.00 AM												
11.00 AM												
12.00 AM												
1.00 PM												
2.00 PM												
3.00 PM												
4.00 PM												
5.00 PM												
6.00 PM												
7.00 PM												
8.00 PM												

Supervisor's Signature

Location Maintenance Incharge's Signature

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7.5 Accommodation & Travel Management

This process ensures the accommodation & travelling facilities to the employees according to the travel policy.

Objectives

- ✓ Ensure timely booking of travel tickets & accommodation as per the approved request.
- ✓ Ensure cost optimization.

Procedure

STEP 1) Approved travel request from the HOD in IWIN.

STEP 2) In case of IWIN not working an e-mail from the HOD.

STEP 3) Check employee travel mode (Air, Rail, bus or car) eligibility as per the travel policy.

STEP 4) Explore for the minimum fare options in the respective mode of travel applicable.

STEP 5) In case of unavailability of booking for the respective mode of travel contact the travel agent.

STEP 6) Intimate the concern person who has requested to travel about the confirmation of the booking & travel details.

STEP 7) Arrange accommodation for the employee as per the travel policy.

Checklist

- ✓ Approved Travel request
- ✓ Check travel policy
- ✓ Explore Minimum fare
- ✓ Intimate booking confirmation

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7.6 Dispatch & Courier

Objectives

- ✓ To make proper arrangements for transportation & dispatch of company assets/materials.
- ✓ Ensure in time delivery of the company assets/material transferred/sent at required destination in a cost effective way and in proper condition.

Procedure

STEP 1) Identification of transport/courier services in order to have fast deliveries of the asset/material.

STEP 2) Obtain the quotes from different vendors for local, domestic & international dispatch of material.

STEP 3) Negotiate with courier/transport companies to get the best rates.

STEP 4) Finalize the courier company which provides best services & competitive price. Quick response in case of courier related issues.

STEP 5) Enter in to a centralize contract with a courier company from Head office in order to have same rates applicable to all other branches around the region.

STEP 6) Supervise that the delivery of the same done in time & in proper condition.

STEP 7) On Line tracking system to check the status of the important documents/consignment.

STEP 8) Immediate follow up with Courier Company in case of any issues related to the delivery.

STEP 9) Maintain a separate register for the local and domestic dispatches mentioning the POD number.

STEP 10) Checking & tracking of bill received from Courier Company & timely payment of the same.

Check List

- ✓ Separate Courier Registers for Local & Domestic dispatch.
- ✓ Separate register for printing material.
- ✓ Outward Register & Outward entry for the material moving out of the premises.

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7.7 Canteen Management

Objectives

- ✓ Ensure to have an in house arrangement of canteen for office staff, which will help in providing hygienic, tasty & good quality food at the minimum cost.

Food Committee

- ✓ A food committee is to be formed, this committee comprises of group of employees who will review the food quality of the canteen vendor & provide feedback on the same.
- ✓ A feedback register is to be maintained at the canteen in which the employees can write their complaints & feedback of the canteen vendor.

Procedure

STEP 1) Obtain the quotation from different vendors in order to get the competitive price & different variety of foods as per our criteria.

STEP 2) Appoint the contractor on basis of best food services provided in the canteen at economical price.

STEP 3) Ensure that the canteen contractor has a good service record.

STEP 4) Sign agreement with the Caterer with a detailed SLA.

STEP 5) Food served in the cafeteria should be hygienically good.

STEP 6) Weekly menu should be prepared & finalized in advance.

STEP 7) It should be served as per the specific schedule.

STEP 8) Basic infrastructure for the canteen will be provided by the company.

STEP 9) Crockery material for the cafeteria will be provided by the company.

STEP 10) Basic stock of crockery material for the cafeteria should be kept..

STEP 11) Proper records should be kept for the daily count of people (either by way of coupons / or maintaining the register)

STEP 12) Checking of bill as per the daily count & arrangement for the payment of the same.

Checklist

- ✓ Check Register for the count of people having food in the canteen.
- ✓ Check stock of crockery items.
- ✓ Check level of hygiene maintained within the canteen.
- ✓ Water Purifiers and coolers should be cleaned on a weekly basis.
- ✓ Canteen area should be thoroughly checked for any kind of infestation on a daily basis.
- ✓ Canteen equipments should be checked for scheduled maintenance or any functional problem.

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7.8 Security & Safety

"The administration is solely responsible for the security & safety of all the assets present in the particular office." In case of branches Branch Manager/BOC (branch office coordinator) is responsible for the security of Assets.

Objectives

- ✓ To ensure safety & security of company property and assets by keeping the regular and surprise checks.
- ✓ Ensure the safety of the employees by following safety measures and maintaining the safety equipment through periodic survey.

Procedure

STEP 1) Ensure security person at the entrance gate of the office from a reputed agency in order to guard the premises.

STEP 2) Appoint the security person after finalization of same from approved security agencies.

STEP 3) Ensure security & safety of the company property by maintaining the asset register.

STEP 4) Ensure that the material movement in the office should be controlled by the way of entering the same in the registers.

STEP 5) The description of the material should be entered in Inward Register at the time of entry, or IN Gate Pass should be prepared for the same.

STEP 6) The details of the material should be maintained in Outward Register while taking out of the premises and OUT Gate Pass to be prepared for the same.

STEP 7) The entry of the material in Inward Register should be supported by the details of delivery challan at the time of inward.

STEP 8) The entry of the material in Outward Register should be supported by details of outward no. along with the Out Gate Pass.

STEP 9) Regular items should have an authorization on Out Gate Pass from Admin Dept. & in case of Technical items it should be from Technical Head.

STEP 10) In and Out Gate Pass to be prepared for the material on Returnable Basis & Non Returnable Basis.

STEP 11) The tracking of Returnable Items in the Out Gate pass should be done on fortnightly/monthly basis.

STEP 12) Installation of Fire and Safety equipments in order to meet safety measure.

STEP 13) Keep the check on fire equipments, door locking system through periodic survey/surprise visit.

Check List

- ✓ Inward & Outward Register
- ✓ In & Out Gate pass
- ✓ Weekly Survey of fire and safety equipment

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7.9 Liaison with government & other local Bodies

Objectives

- ✓ Ensure smooth execution of company administration within the guidelines of the government & other local bodies.

Procedure

STEP 1) Gather required information in order to follow the statutory compliance guidelines.

STEP 2) Obtain Shops & Establishment Registration to carry out business.

STEP 3) Have the forms collected & process the same as and when required such as property assessment.

STEP 4) Registration with SEBI & other related bodies

STEP 5) Follow the guidelines for people as per Minimum wage Act, ESIC & Provident Fund.

STEP 6) Ensure that the contractor should cover under PF, ESIC & in time payment of the same to Govt. bodies the staff working under contract.

STEP 7) Maintain a file having proper challans of payment made towards the PF, ESIC, etc.

Check List

- ✓ Adhere to the statutory compliance guidelines
- ✓ Shop & Establishment registration
- ✓ Registration with SEBI & other local bodies
- ✓ Guidelines for Minimum wage Act, ESIC & PF
- ✓ Ensure Contractor adhering to the above guidelines
- ✓ Records management for the same.

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7.10 Branch shifting process

This process involves shifting of assets or employees from one branch to another branch.

Objectives

- ✓ Ensure smooth & secure shifting of the assets & employees.

Procedure for Asset shifting

STEP 1) Approved Request for shifting of asset from the HOD.

STEP 2) Enter the list of assets to be transferred in IWIN branch transfer to the receiving branch code.

STEP 3) Prepare a gate pass for the items which are to be shifted out of a particular office.

STEP 4) Intimate the schedule of shifting of assets to the receiving branch.

STEP 5) Transport the assets to the branch; the receiving branch needs to confirm the list of assets received on IWIN.

STEP 6) Ensure all the assets have been shifted; if any mismatch occurs immediately confirm the same with the branch from where the assets has been transferred.

Check List

- ✓ Approved request
- ✓ Intimate receiving branch
- ✓ IWIN assets transfer entry
- ✓ Gate pass
- ✓ Confirmation of assets received as per IWIN entry

Procedure for employee shifting

STEP 1) Approved Request for shifting of an employee from the HOD.

STEP 2) Intimate the schedule of shifting to the employee & the IT helpdesk.

STEP 3) Prepare the list of items to be shifted with the employee.

STEP 4) Prepare a gate pass for the items which are to be shifted out of a particular office.

STEP 5) Transport the respective items & coordinate with IT helpdesk to setup the same at the new work location.

STEP 6) Obtain a satisfactory confirmation from the employee shifted.

Check List

- ✓ Approved request
- ✓ Intimate employee & IT helpdesk
- ✓ Gate pass

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- ✓ Satisfactory confirmation

Procedure for employee exit

STEP 1) Intimation from the HR department w.r.t the employee exit

STEP 2) Acquire all the assets provided to the employee for work purpose:- Laptop, Sim card, Data card & other miscellaneous stationary items.

STEP 3) Check for any damage to the allocated asset, if yes confirm from the HOD as the damaged amount to be deducted from the employees Full & final settlement.

STEP 4) Confirm the HR depart that all the allotted assets have been acquired from the employee.

STEP 5) Update the available asset list thus the same can be provided to other employee as per the approved request from the HOD.

STEP 6) Safely store the asset.

Check List

- ✓ Intimation from HR department
- ✓ Acquire all allocated assets
- ✓ Confirm the same to HR
- ✓ Update available asset list

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7.11 Telecommunication

This Process is laid down by IIL in the interest of its existing employees who are authorized to avail telecommunication facility through the mode specified below and all the employees are abide by the same.

Objectives

- ✓ The objective of this policy is to provide a set of guidelines which facilitate its employees for carrying out their official work efficiently.

Procedure (Landline/WLL/PRI line/Data card)

STEP 1) Approved Request with proper justification from the respective HOD for application of new Landline/WLL (Wireless Landline)/PRI line/Data card.

STEP 2) Refer Corporate approved telephone plan applicable as per the location.

STEP 3) Apply for the same with the respective vendor.

STEP 4) Coordinate with the telecom service provider as well as the vendor configuring EPBX system for smoother installation & commissioning process.

STEP 5) Obtain the required documents of installation & commissioning & provide the same to the accounts department.

STEP 6) Request from HOD for deactivation in case of branch closure or excess lines.

STEP 7) Refer exit clause in the agreement.

STEP 8) Request the service provider to deactivate the respective lines.

Procedure (SIM Card)

STEP 1) Approved Request from respective HOD.

STEP 2) Refer telecom policy.

STEP 3) Provide the SIM card to the respective employee.

STEP 4) Intimation from HR department w.r.t employee departing from the company mentioning the last date of service.

STEP 5) Immediately intimate the service provider & deactivate the SIM card.

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8. What Would Go Wrong Analysis

Process Name	Risks / What could go wrong	Control Description	Likelihood	Risk	Control	How do we fix it
Procurement	Purchase of new material while existing stock available	Moderate	Moderate	High	Moderate	Real time update of the fixed asset register
Procurement	Delivery challan misplaced from the site	Low	Moderate	Low	Low	A proper file needs to be maintain at site
Procurement (Technical Items)	Installation & commissioning report signed with some aspects pending	Low	High	Modera te	Low	A satisfactory confirmation required from the end user

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