



Reliance Infrastructure Limited

## Separation

Prepared & Issued by	Date of Implementation	Version
Corporate HR Reliance Infrastructure Ltd.	01.06.2024	5.0

Title	Separation
Version	V 5.0
Creation Date	1 <sup>st</sup> June 2024
Business Scope	Reliance Infrastructure and Group / Associate Companies
Geographical	Across locations

Responsibility	<ul style="list-style-type: none"> <li>a. HR is responsible for the maintenance and advocacy of the Policy</li> <li>b. HR is responsible for compliance with local laws/ statutory requirements</li> <li>c. HR and Competent Authority / HODs are responsible for implementing and ensuring communication of this policy to all staff with support of Business HR</li> </ul>
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Assurance Check (Optional)	Head Audit
Policy Owner	HR Lead – Operations & Compliance
Final Approval	CHRO (Chief Human Resource Officer)
Topics	This document covers the policies and guidelines with respect to
	<ul style="list-style-type: none"> <li>• Separation Types</li> </ul>
	<ul style="list-style-type: none"> <li>• Full &amp; Final settlement process</li> </ul>
	<ul style="list-style-type: none"> <li>• Notice Period</li> </ul>
	<ul style="list-style-type: none"> <li>• Recovery Process</li> </ul>
Deviation	Any deviation to the Policy shall be based on final approval of R-Infra CEO / CHRO

## Separation

### 1. Objective

- 1.1. To facilitate smooth encumbrance-free exit of employee on voluntary separation/ Superannuation.
- 1.2. To ensure that dues of the Employee and Company are settled in transparent and timely manner.
- 1.3. To ensure transparency in the process of Full and Final Settlement for ex-employee.
- 1.4. To ensure that the Company does not incur any liability, due to irresponsible act of any employee during separation.
- 1.5. To maintain records to safeguard the Company from audit and litigation possibilities.

### 2. Scope

- 2.1. This policy shall cover all employees on rolls of R-Infra and its Associate / Group companies.
- 2.2. This policy shall cover any additional Company to be established within R-Infra Group unless it is decided to have a separate policy for its purpose.

### 3. Policy

- 3.1. Separation occurs when an employee / consultant, on the payrolls of the company leaves the services of the company for any of the following reasons:
  - Expiry of Training Period / Contract
  - Resignation
  - Superannuation
  - Voluntary Abandonment of Service
  - Termination
  - Death
  - Closure of Business following due process of Law
- 3.2. Policy and procedure for each of the above circumstances are described in the following sections.
- 3.3. Separation process shall be initiated by respective HR executive / employee (in case of Resignation) in ESS through e-Separation Module.
- 3.4. All the separation related approvals, clearances, and other processes shall be completed online through ESS / SAP wherever applicable. For Metro, clearances are processed through DOME(Metro's dedicated platform for soecific employee operations)

### 4. Expiry of Training Period / Contract

- 4.1. Some employees are employed by the Company under training or on contract to undertake specific, time bound jobs / activities. Also freshers with professional qualification, are recruited as DETs / GETs / MTs on training period of one year, to be absorbed later on. Separation of these employees occur in either of following circumstances:
  - 4.1.1. Duration of training period / contract is over and not extended at the end of prescribed time period.
  - 4.1.2. Training period / contract is ended earlier due to completion of job and / or the performance of the employee not being up to the minimum performance levels.

- 4.1.3. DET / GET / MT is not absorbed in regular cadre, based on defined criteria.

## **4.2. Procedure**

- 4.2.1. Concerned HR executive shall intimate the Departmental Head about completion of training / contract period one month prior to completion of training / contract period of a trainee, DET / GET / MT, consultant.
- 4.2.2. In case of trainee / consultant, Departmental Head shall decide whether to extend or discontinue the services of the trainee / consultant, based performance evaluation & job requirement.
- 4.2.3. In case of a DET / GET / MT, the Departmental Head shall decide whether to absorb or extend the training period or terminate the services of the DET / GET / MT, based on a performance evaluation.
- 4.2.4. In event that the services of the trainee are to be discontinued, the Departmental Head shall inform the trainee & the concerned HR executive of impending termination of the services of the trainee at least 15 days prior to completion of training period.
- 4.2.5. The trainee shall complete all the clearance formalities, Exit Interview as per guidelines given prior to his last working date in the company.
- 4.2.6. Concerned HR executive shall coordinate with the Payroll & Accounts team to complete the F&F formalities of the trainee & ensure that the trainee collects his dues, within 20 days following the end date of Training.
- 4.2.7. The notice period in case of full time Consultant shall be as per terms of his Contract. In case of expiry of Contract period, the same process as enumerated above shall be followed. (Refer Annexure – 03 for Format of Expiry of Contract Period).
- 4.2.8. If any extension is required in the Training / Contract, the requisition shall be sent by the HOD vide email to Business / Function Head and Business HR Head for concurrence & joint approval.
- 4.2.9. If the approval is received, a copy of the same shall be filed in the Personal file of the trainee / consultant.
- 4.2.10. Concerned HR executive based on the input received from Department Head shall inform the concerned employee of the extension of training / contract period or absorption on rolls of the Company.
- 4.2.11. The decision of the Business / Function Head and Business HR Head shall be binding & final regarding the Expiry of Training / Contract Period.

## **5. Resignation**

- 5.1. Resignation occurs when an employee on the payroll of the Company willingly leaves the services of the company for personal / professional / other reasons. It is voluntary termination of association with the organization.

### **5.2. Procedure**

#### **5.2.1. Acceptance of resignation**

- a. When an employee desires to resign from the services of the Company, he shall apply for resignation request through e-Separation Module in ESS. He may also submit a resignation letter to his reporting officer.
- b. The reporting officer shall provide his recommendation on the resignation request submitted by employee. On approval by reporting officer, request will be forwarded to the Accepting Authority, i.e. L2 reporting officer of the employee.
- c. The Accepting Authority shall forward the same with his recommendation to the concerned HR Department for further action.
- d. In case of employees in TMC cadre, approval of Head Corporate HR shall also be taken.

#### **5.2.2. Clearance Procedure**

- a. On final approval of resignation request, clearance shall be generated in SAP and system generated communication shall be sent all the concerned clearance providing authorities. For Metro, clearances are processed through DOME(Metro's dedicated platform for soecific employee operations)
- b. The concerned HR executive shall initiate Separation action for the executive in last working month.
- c. The concerned HR Executive shall arrange to obtain clearance from various Departments, as outlined in the Clearance Certificate (Refer Annexure – 02 for the format of the Clearance Certificate). Clearance for I-Card and IT assets can be obtained on the last working day. This process shall be done through SAP-HR as part of e-Clearance process.
- d. Clearance shall be given by the reporting officer after ensuring that various dues are cleared and nominations to external / internal committees are withdrawn for the leaving employee.
- e. The completed system generated Clearance Certificate and F&F Summary Sheet (Refer Annexure – 14 for the format of F&F Summary Sheet) shall be sent to the concerned Payroll Section and a copy of the same shall be retained in the Personal File.
- f. The concerned HR executive shall issue Relieving letter & Service Certificate to the employee on the day of relieving after ensuring that all the dues are settled. (Refer Annexure 04 & 05 for the formats).

#### **5.2.3. Exit Interview**

- a. Before the employee leaves from the company's services, concerned HR executive shall get an Exit Interview Form filled in by him.
- b. HR executive shall conduct an Exit Interview with him. (Refer Annexure – 01 for the format of the Exit Interview Form.)
- c. Purpose of Exit Interview shall be to get a fair assessment, as given by the employee leaving the services, of the circumstances leading to his resignation and his experiences / impressions about the company.

#### **5.2.4. Full & Final settlement**

- a. The Payroll Section shall settle the dues of the Employee after considering the amount of dues indicated on the Clearance Certificate and inputs received from concerned HR executive wrt following.
- b. Gratuity: Gratuity is applicable only after completion of 5 years of continuous service in the Company. The concerned HR executive shall provide Accounts Department necessary details for payment of the gratuity due to the Employee (Refer Annexure – 15 for the format of Gratuity Sheet). The Accounts Department shall then prepare the necessary Gratuity Sanction and obtain the sanction of the Functional Head for payment of gratuity.
- c. Leave Travel Allowance (LTA): Concerned HR executive, after confirming the balance LTA, shall advice the Accounts Department to make payments towards LTA to the Employee as per the policy.
- d. Leave Encashment: Concerned HR executive, after confirming the balance leave, shall advice the Accounts Department to make payments towards leave encashment to the Employee as per extant policy.
- e. Performance Linked Incentive (PLI): In case of Resignation / Termination, payment of PLI for the Financial Year shall not be applicable if the employee is not on rolls of the Company on the date of disbursement of PLI for that year.
- f. Increment: Increment amount shall not be payable if the employee has submitted resignation before announcement of PMS results; even if he is serving his notice period on the date of announcement.
- g. Other Dues: Concerned HR Executive shall advise the Payroll section regarding any other dues to be paid or recovered (e.g., Retention Bonus / Allowance, Variable Pay, Gift / Food coupons etc.).
- h. Notice period reimbursement, transportation reimbursement, Joining Bonus, any other advance or deposit payment if paid at the time of joining shall be recovered if the employee has resigned within one year of date of joining.
- i. Provident Fund (PF): Settlement of PF shall be done depending upon the employee's desire to either withdraw the PF amount or transfer the PF amount to another PF account. Relevant form shall be given to him to be filled and processed accordingly.
- j. Superannuation Fund: Settlement of Superannuation shall be done depending upon the employee's desire to either withdraw the Superannuation amount or transfer to another account. Relevant form shall be given to him to be filled and processed accordingly.
- k. In event that amount is receivable from the employee, concerned HR executive shall communicate the employee regarding the same.
- l. After completion of full & final settlement, concerned HR executive shall update the employee records and close the personal file, which shall be kept at a separate designated location.

- m. If employee requests, concerned HR executive shall issue him a certificate confirming payment of notice pay, as the case may be. (Refer Annexure – 06 for the format of the certificate).

## 6. Superannuation

- 6.1. It is our belief that each and every employee, after serving Organization and superannuating, is our Brand Ambassador and shall cherish & fondly remember his association with the Company, Hence, it is our endeavor to facilitate a smooth and encumbrance-free exit of the superannuated employees.
- 6.2. Superannuation occurs when an employee attains the age of Superannuation i.e. 58 years (60 years in case of MOOL employees) unless service is specifically extended. (Refer Annexure 20 for Guidelines on Extension of Service)
- 6.3. The date of superannuation will be last day of the month in which the employee attains his age of superannuation. The date of birth as declared, certified and recorded in the records of the Company shall be considered as the conclusive date for arriving at the date of superannuation.
- 6.4. If the day of Superannuation is a public holiday / weekly off, salary shall be paid for the that day.

### 6.5. Procedure

#### 6.5.1. Retirement Formalities

- a. An system generated auto-mail generated shall be sent to the concerned HR Executive and HOD of the employee, intimating the upcoming retirement three months prior to the retirement of an employee.
- b. Concerned HR Executive shall intimate superannuating employee about his retirement a month in advance through Letter Advising Retirement (Refer Annexure 07 for the format of Letter Advising Retirement).
- c. Copies of this letter shall also be sent to the Concerned HOD for ensuring formal hand-over of the charge to the identified new incumbent, and Accounts Department.
- d. Concerned HR Executive shall get PF, Pension, Superannuation (if applicable) forms filled from the employee and process the same appropriately.

#### 6.5.2. Clearance Formalities

- a. Concerned HR executive shall initiate separation process through e-Separation module. Clearance shall be generated in SAP and system generated communication shall be sent all the concerned clearance providing authorities.
- b. Concerned HR executive shall get necessary clearances from respective departments as outlined in the Clearance Certificate. This process shall be done through SAP-HR as part of e-Clearance process.
- c. Clearance shall be given by the reporting officer after ensuring that various nominations to external / internal committees are withdrawn for the superannuating employee.

- d. The completed system generated Clearance Certificate and F&F Summary Sheet shall be sent to the concerned Payroll Section after executing separation action in SAP and a copy of the same shall be retained in the Personal File.

#### **6.5.3. Full & Final Settlement**

- a. HR Representative shall complete the F&F Settlement process in conjunction with the Payroll Team.
- b. The Payroll Section shall settle the dues of the superannuating employee after deducting the amount of dues indicated on the Clearance Certificate and inputs received from concerned HR executive as outlined in Full & Final Settlement procedure in Resignation section.
- c. In case of superannuation after 1<sup>st</sup> April but before PMS dispensation, proportionate PLI & increment shall be paid till the date of separation after the announcement of PMS dispensation & shall be in accordance with it.
- d. In case of superannuation after PMS dispensation, upto 31<sup>st</sup> March, proportionate PLI shall be paid along-with full & final settlement as per previous PMS dispensation methodology.

#### **6.5.4. Farewell Function**

- a. A farewell function shall be arranged by concerned HR on the last working day of retiring employee.
- b. This function shall be presided over by Functional Head/ any other appropriate Senior member. In this function, the presiding authority will present the retired employee with a Certificate of Honour (Refer Annexure – 08 for the format) & Memento / token of Appreciation.
- c. The budget per function shall be approx Rs. 5,000/- and shall include expenditure for provision of sweets / light snacks.

### **7. Voluntary Abandonment of Service**

- 7.1. Voluntary Abandonment of Service occurs when an employee absents himself from the job for more than 8 days without communicating with the superior and / or fails to come to work within 8 days after an authorized leave of absence.

#### **7.2. Procedure**

- 7.2.1. If an employee has not reported on duty for more than 8 continuous working days without prior intimation or appropriate approval, Head of the Department shall intimate concerned HR on the absence of employee beyond authorized leave or absence without permission.
- 7.2.2. Concerned HR Executive shall contact the employee by telephone / e-mail, asking the employee to report on duty immediately (within 48 hours).
- 7.2.3. In event that the employee does not resume duties, two days after the communication is sent, concerned HR Executive shall send a Warning Letter with acknowledgement due; to the employee vide Registered AD Post on the last known address of employee as maintained in SAP/ Personal file. (Refer Annexure – 10 for Voluntary Abandonment of Service Notice format).



- 7.2.4. In case there is no response within 4 days of sending this notice, a reminder notice shall be sent to the employee and immediate family asking the employee to report on duty immediately (within 48 hours). (Refer Annexure – 11 for Voluntary Abandonment of Service – Reminder 1 format).
- 7.2.5. In case there is no response within 4 days of sending this notice, a reminder notice shall be sent to the employee, immediate family and references, asking the employee to report on duty immediately (within 48 hours). (Refer Annexure – 12 for Voluntary Abandonment of Service – Reminder 2 format).
- 7.2.6. In event that no contact is established with the employee/ immediate family/ references within 4 days of sending reminder 2, concerned HR executive shall obtain approval of Business / Function Head for Termination of the employee on account of “Job Abandonment”.
- 7.2.7. Concerned HR executive shall intimate the employee regarding the decision of termination and initiate the separation process clearly stating the reason as termination. The first day of unauthorized absence from duty shall be considered to be the last working day of the employee.
- 7.2.8. The notices of Voluntary Job Abandonment, envelopes, post office receipts, etc. and responses, if any, to the same shall be filed in the employee’s personal file.
- 7.2.9. All clearances shall be completed by the concerned HR executive on behalf of the employee, within 7 working days of decision of termination.
- 7.2.10. The completed, system generated Clearance Certificate and F&F Summary Sheet shall be sent to the concerned Payroll Section and a copy of the same shall be retained in the Personal File.
- 7.2.11. The Payroll Section shall work out the dues of the concerned employee; after considering the amount of dues indicated on the Clearance Certificate and inputs received from concerned HR executive as outlined in Full & Final Settlement procedure in Resignation section.
- 7.2.12. Concerned HR executive shall send the Termination Letter, Experience Certificate, and a copy of F&F Settlement Calculation Sheet to the ex-employee on his mailing address as per the latest SAP Records & initiate the process for recovery where amount is receivable.
- 7.2.13. If any amount is payable, no payment shall be credited to the employee till the employee makes a contact with the organisation. Payment shall be released with the approval of Corporate HR / Business HR.

## 8. Termination

- 8.1. Termination occurs when the Management decides to sever the contract of services of the employee for following reasons:

### 8.1.1. Violations of code of conduct

- a. This may occur when the employee's conduct is in serious violation of company's Code of Conduct policy or the individual has acted in a way that

significantly endangers fellow employees. Conduct justifying immediate termination includes, but is not limited to:

- a. Theft
  - b. Indulging in Fraudulent Activities
  - c. Use of Alcohol, Drugs at work or being intoxicated at work
  - d. Insubordination
  - e. Discriminatory conduct towards colleagues
  - f. Sexual Harassment
  - g. Involvement with Anti-Social, Terrorist Groups in any manner, etc.
  - h. Misconduct as per the Discipline Policy.
- b. While terminating for Violation of code of conduct, concerned HR executive shall thoroughly investigate the facts through principles of natural justice, establish the grounds for termination and document the same in the employees' personal file following due process of domestic enquiry, as outlined in Discipline Policy.

#### 8.1.2. Non-Performance

- a. This may occur when an employee has consistently performed below expectations, in spite of being given clear feedback that improvement was needed, training & guidance provided to enable performance improvement and reasonable amount of time (3 months) given to correct the performance deficiencies.
- b. When terminating for consistent non- Performance, concerned HR executive shall maintain accurate records that would warrant termination of services of the employee in his personal file like intimation of poor performance to employees, time & other support provided to correct deficiencies, record of no improvement in performance of employee after given opportunities, etc.

8.1.3. **Organization Restructuring** : If the termination is a result of Organization Restructuring or Closure, Business HR Head shall ensure that the employees are aware of the situation and that transparency is maintained in the entire separation process.

8.1.4. **Termination on the grounds of total and permanent disability / chronic illness**: In case of total and permanent disability of an employee, the concerned Department Head shall inform the respective HR regarding the case. On certification of total and permanent disability by the Company's Chief Medical Officer, the concerned HR executive shall send the case papers for decision to the Competent Authority as per the table given in Procedure part of this section.

8.1.5. **Termination on the grounds of loss of confidence**: On receipt of reports or observation of loss of confidence in any employee, the concerned Department Head shall send the case papers to the Competent Authority as per the table given in Procedure part of this section. Competent Authority shall study the case on the basis of the report and examination of other evidence, and decide further course of action.

## 8.2. Procedure

### 8.2.1. Clearance Formalities

- a. The Head of the Department / competent authority (as mentioned in the table) shall intimate the concerned HR executive regarding the recommendation of termination of an employee.

Sr. No.	Grade	Competent Authority
1	Executive upto grade A-06	Business / Function Head & Business HR Head
2	Executive in grade A-07 to A-09	Business / Function Head, Business HR Head & Head Corporate HR
3	Executive in grade A-10 & above	R-Infra CEO, Business / Function Head, Business HR Head & Head Corporate HR

- b. Concerned HR executive shall intimate the employee regarding the decision of termination and initiate the separation process in SAP-HR. (Refer Annexure – 09 for Termination Letter Format).
- c. A copy of this letter will be marked to the head of concerned department & Accounts Department advising them to issue clearances and to settle the account of the Employee respectively.
- d. Concerned HR executive shall get necessary clearances from respective departments as mentioned in the Clearance procedure in Resignation section. This process shall be done through SAP-HR as part of e-Clearance process.
- e. The completed, system generated Clearance Certificate and F&F Summary Sheet shall be sent to the concerned Payroll Section and a copy of the same shall be retained in the Personal File.

#### 8.2.2. Full & Final Settlement

- a. The Payroll Section shall settle the dues of the terminated employee after considering the amount of dues indicated on the Clearance Certificate and inputs received from concerned HR executive as outlined in Full & Final Settlement procedure in Resignation section.
- b. Increment amount shall not be payable if the employee has been issued termination order before announcement of PMS results; even if he is serving his notice period.
- c. In case of termination Gratuity shall not be payable to the employee.
- d. Concerned HR executive shall send the Termination Letter, Experience Certificate, and a copy of F&F Settlement Calculation Sheet to the ex-employee at his mailing address as confirmed by him or as available in SAP.
- e. In case of recovery from the employee, concerned HR Executive shall initiate process for Recovery.

### 9. Death

- 9.1. In unfortunate event of death of an employee while he is on the payroll of the Company, it is our effort to help the employee's family members and smoothen the process of settlement for them.
- 9.2. Date of death as per death certificate shall be considered as last working day for the purpose of

calculation of dues.

### 9.3. Procedure

#### 9.3.1. Clearance Formalities

- a. Concerned HR executive shall initiate separation process in SAP-HR and shall get necessary clearances from respective departments as outlined in the Clearance procedure in Resignation Section.
- b. In case there are Company assets in the deceased employee's name, concerned HR executive shall appropriately and sensitively handle the situation and ensure that the assets are surrendered.
- c. The completed Clearance Certificate and F&F Summary Sheet shall be sent to the concerned Payroll Section after executing 'Separation' action in SAP-HR and a copy of the same shall be retained in the Personal File.

#### 9.3.2. Full & Final Settlement

- a. In case death of the employee on account of accident, concerned HR executive shall initiate the process of obtaining necessary documents and facilitate insurance claim process for Group Personal Accident Insurance.
- b. The legal heir should indemnify the Company by way of Indemnity Bond as required by HR dept in order to obtain settlement dues.
- c. Concerned HR executive shall complete full & final settlement process for the deceased employee in conjunction with the Payroll Team. (Refer Annexure 19 for the list of forms required in event of death of an employee)
- d. The Payroll Section shall settle the dues for the employee after deducting the amount of dues indicated on the Clearance Certificate and inputs received from concerned HR executive as outlined in Full & Final Settlement procedure in Resignation section.
- e. In case of separation after 1<sup>st</sup> April but before PMS dispensation, proportionate PLI & increment shall be paid till the date of separation after the announcement of PMS dispensation & shall be in accordance with it.
- f. In case of separation after PMS dispensation, upto 31<sup>st</sup> March, proportionate PLI shall be paid along-with full & final settlement as per previous PMS dispensation methodology.
- g. Concerned HR executive shall process and facilitate the Statutory Benefits procedures, clearances of Term Insurance etc. on behalf of the deceased employee & hand over the proceeds thus received to the deceased employee's legal heir / nominee as per available records.
- h. Concerned HR executive shall give copy of F&F Settlement Calculation Sheet to the nominee / legal heir as per records & credit the payment in case of payout.
- i. In event of some recovery from the employee, it shall be appropriately considered for waiver by Business HR, with the approval Business Head and Head Corporate HR.

## 10. Closure Of Business Following Due Process Of Law

10.1. Closure of Business occurs when the Company decides to close the business activities and asks the employees to leave the services of the company as per the provisions of the Industrial Dispute Act, 1947.

### 10.2. Procedure

10.2.1. Business HR shall intimate all employees about the Company's decision on closure of business and subsequent separation of employees from the services of the company.

10.2.2. Business HR shall also announce the terms of separation, including the option of Outplacement services being provided, if any. In accordance with the Law, the principle of "Last Come, First Go" shall be followed for deciding the employees liable to face separation.

10.2.3. HR Head shall obtain Management Approval to provide separation benefits, if any, to employees who are affected by such a termination of service. This shall be decided by Business Head, Business HR and Corporate HR and put up for approval to the Management.

## 11. Authorizations & Memberships

11.1. In case of separation of SMC & TMC cadre executives, senior of the separating executive shall ensure all the clearances / handover, before or on last working day of the executive. (Refer Annexure – 13 for list of Items for Clearances of Authorizations & Memberships).

11.2. Business HR shall ensure necessary updation of SAP records accordingly.

## 12. Notice Period

12.1. Employee, who desires to quit the services of the company, shall give advance notice in writing as per the table given.

Grade / Cadre	Notice period (No. of days)
Trainees	15 days
DETs / GETs / MTs	30 days
Executives	90 days
OSDs / Consultants	30 days or as mentioned in appointment letter

12.2. For Metro employees who desire to quit the services of the company, shall give advance notice in writing as per the table given:

Payroll Area	Grade	Notice period (No. of days)
MP	All Employees	90 days
PM	M3 & Above	90 days
	M2 & Below	30 days
Trainee		30 days

12.3. However, in the event of resignation, the Company in its sole discretion will have an option to accept the same & relieve the employee prior to completion of the stipulated notice period, with or

without, any pay in lieu of the notice period.

- 12.4. If the employee fails to give requisite notice as stated above, salary in lieu of notice period shall be recovered from the employee for equivalent period. Calculation for such recovery shall be done @ per day basic (+DA where applicable) for number of days short of applicable notice period.
- 12.5. Waiver of notice period may be considered in following circumstances, with approval of competent authority.
- Closure of business / activity
  - Resignation on account of chronic illness
  - Any other circumstances as deemed appropriate by competent authority.

Sr. No.	Grade	Competent Authority
1	Executive upto grade A-06	Business Head / Functional Head & Business HR Head
2	Executive in grade A-07 & above	Business / Functional Head / Head Corporate HR

- 12.6. Employee may avail Paid Leave upto 3 days in case of an emergency during the notice period, on maximum 3 occasions.
- 12.7. Any application of Paid Leave more than 3 days, during notice period shall require specific approval of Business / Function Head and Business HR Head / Head Corporate HR. Availment of such leave shall be subject to ceiling limit of 10 days or available leave balance, whichever less.

### 13. Recovery Process

- 13.1. In event that amount receivable from the left employee is not received within 15 days from the date of communication to the employee, Business HR shall analyze the Recovery Case with respect to 'Recovery Amount due from the employee' and 'Cost of Recovery'. Based on the aforesaid factors, Business HR Head shall decide whether to follow the Recovery process.
- 13.2. If the decision to recover is affirmative, a formal communication of recovery, signed by Business HR Head, with copy of the F&F Settlement calculation sheet shall be sent to ex-employee, with a request for payment of the aforesaid amount within 7 days of receipt of this intimation. (Refer Annexure - 16 for Formal Communication of Recovery Format).
- 13.3. In event that no response is received from the employee within the said period, concerned HR executive shall send First Reminder Communication of Recovery, signed by Business HR Head, with copy of the F&F Settlement calculation sheet to employee and his parents / brothers / sisters as per details mentioned in employees SAP database, with a request for payment of the aforesaid amount within 7 days of receipt of the intimation. (Refer Annexure - 17 for Formal Communication of Recovery - Reminder 1 Format).
- 13.4. Copy of the letter shall also be sent to the references given by employee at time of joining as well as his current employer if details are available.
- 13.5. In event that no response is received from the employee and / or immediate family within the said period, concerned HR executive shall send a Second Reminder Communication of Recovery, signed by Head - HR, with copy of the F&F Settlement calculation sheet to all those to whom the

earlier Request Reminder was sent, with a request for payment of the aforesaid amount within 7 days of receipt of the intimation (Refer Annexure - 18 for Formal Communication of Recovery - Reminder 2 Format).

- 13.6. In event that no response is received from the employee, immediate family and/or references within the said period, concerned HR executive shall send the case along with the complete personal file & records of no response received from the employee to the Legal team.
- 13.7. Legal team shall send a Legal notice through an Advocate to the ex-employee at his permanent address as per records, references that the ex-employee provided during joining, new employer (if available), and the consultant through whom, the employee was recruited, instructing the employee to pay the recovery amount due within the next 5 working days. A copy of this default shall also be noted in the consultant's performance evaluation record.
- 13.8. In case, the ex-employee is in possession of any moveable, immovable property of the Organization, relevant police action shall be initiated by the Business / Functional Head and Legal.
- 13.9. In event that no response is received from the employee within the said period, Legal team shall initiate legal action against the ex-employee in the Court of Law.
- 13.10. In such cases where legal recovery process cannot be carried out as the employee is not traceable, the case shall be put up to the Corporate HR.
- 13.11. Corporate HR shall assess the financial impact of recovery vis-a-vis the actual recovery amount due from the ex-employee & decide on further course of action.
- 13.12. Waiver of recovery amount may be considered in following circumstances:
  - 13.12.1. Death / Permanent disability of an employee while on rolls of the Organization.
  - 13.12.2. Closure of business.
  - 13.12.3. Termination of employment initiated by the organization.
- 13.13. In any of the cases mentioned above, or any other case, waiver of recovery amount shall require approval of Business Head, Finance Head and Head Corporate HR.

### List of Annexures

1. Exit Interview Form
2. Format for Clearance Certificate
3. Expiry of Contract Period
4. Relieving Letter
5. Service Certificate
6. Certificate of payment of Noticepay
7. Letter advising superannuation
8. Certificate of Honor
9. Termination Letter
10. Voluntary Abandonment of Service Notice
11. Voluntary Abandonment of Service – Reminder 1
12. Voluntary Abandonment of Service – Reminder 2
13. Items for Clearances of Authorizations and Memberships for SMC
14. F&F Summary Sheet
15. Gratuity Sheet
16. Communication of Recovery Amount
17. Communication of Recovery Amount – Reminder 1
18. Communication of Recovery Amount – Reminder 2
19. Forms / Documents required in event of death of employee.
20. Guidelines for Extension of Service



**Format for Exit Interview Form**  
**EXIT INTERVIEW FORM**

Name		Designation	
Employee Number		Grade	
Function /Department		Reporting Officer	
Date of Joining		Date of Release	
Address for correspondence			
	Phone No.		Personal Email -id

A. Pls tick (✓) top 3 reasons that led you to your decision to leave the organization

S.N.	Cluster	Reason	
1	Compensation	<input type="checkbox"/>	Incentives and bonus
		<input type="checkbox"/>	Pay and Increments in comparison to the industry
		<input type="checkbox"/>	Peer Parity
2	Growth and Development	<input type="checkbox"/>	Training opportunity
		<input type="checkbox"/>	Job allotted not matching with job aspirations
		<input type="checkbox"/>	Nature of work
		<input type="checkbox"/>	Promotional opportunities
3	Working Conditions	<input type="checkbox"/>	Infrastructure
		<input type="checkbox"/>	Canteen and food arrangements
4	Work Culture	<input type="checkbox"/>	Decision-making system
		<input type="checkbox"/>	Working relationship with superior
		<input type="checkbox"/>	Working relationship with other colleagues
		<input type="checkbox"/>	Communication & clarity on policies
		<input type="checkbox"/>	Organizational communication
5	Occupational Concern	<input type="checkbox"/>	Conveyance to regular working location
		<input type="checkbox"/>	Frequency of travel / tours
		<input type="checkbox"/>	Stress level / Work Pressure
		<input type="checkbox"/>	Working hours
6	Personal	<input type="checkbox"/>	Family related issues
		<input type="checkbox"/>	Health problems
		<input type="checkbox"/>	Higher studies
		<input type="checkbox"/>	Starting own business
		<input type="checkbox"/>	Shifting to other city / abroad

S.N.	Cluster	Reason	
7	Role		Clarity on role & responsibilities
			Clarity in reporting relations
			Authority / delegation to execute given task
8	Organizational Support		Relevance of HR policies
			HR response to employee issues
			Welfare measure in the organization

B. Is there any specific policy / practice / working condition that was detrimental to your assignments / job?	
C. Mention any 3 things you liked about organization during your tenure.	
Remarks if any	
Date	Signature

Name of the Interviewer :	
Designation :	
Remarks if any	
Date	Signature

### Format for Clearance Certificate

#### Clearance Certificate

Reliance Infrastructure Limited

Name:

Designation:

Department:

P. R. No.

Date of Leaving:

(Clearance Certificate)

SR.No	Item	Settled or Returned	Remark	Initials	Certifying Authority/Designation
01.	<b>Tools</b>				<b>Manager</b>
02.	<b>Instruments</b>				<b>Head of the Dept.</b>
03.	<b>Technical Library Books</b>				<b>Officer Mains Dept.</b>
04.	<b>BSES Club Library Books</b>				<b>Hon. Secretary</b>
05.	Safety Books and others				Chief Manager (Personnel)
06.	Keys of Substation etc.				Addl. Manager /Manager
07.	Vehicle				Dy. Manager, Transport Dept.
08.	Loan From Empls. C.C. Socy.				Hon. Secretary
09.	Telephone Bills				Officer (Admn)
10.	Company's Quarter				Sr. Manager (Civil)
	Electricity Bill Paid (with proof)				
11.	Advance Payment				Addl. V.P.(A&F)
12.	L.T.A.				Dy. Manager (Personnel)
13.	Cash Dept. (Advance)				Sr. Manager (A/c's) Cash Dept.
14.	Housing Loan				Manager(Legal), Corporate Office
15.	Vehicle Loan				Manager(Legal), Corporate Office
16.	Advance Against Gratuity				Ch. Manager (Finance)
17.	Mobile / Pager				Sr. Manager (Admn)
18.	Smart Card				Manager (HR)
19.	I T Assets				Sr manager (IT)
20.	SAP/ Lotus ID				Manager (IT)

Latest Address of Correspondence:

Head of the Department



**Format for Expiry of Contract Period Letter**

Ref no :

dd.mm.yyyy

Mr. <<employee name >>

PR. No:

Designation:

Dept :

Dear Mr. <<employee name >>,

Further to your appointment letter, this is to inform you that your contract with Reliance Infrastructure Ltd is expiring on <<contract expiry date>>.

We wish you a very happy, healthy and peaceful life and success for your further endeavor.

Thanking you,

<Name of Signatory>  
<Designation>(HR)



**Format for Relieving Letter**

Ref no :

dd.mm.yyyy

Mr. <<employee name >>

PR. No:

Designation:

Dept :

**Relieving after Resignation**

Dear Mr.<< employee name >>

This has reference to your letter tendering resignation from the services of the company. We wish to inform you that your resignation has been accepted and you are relieved from the services of the company with effect from <<relieving date>>after closing of working hours.

Final settlement of your dues, if any, shall be done in due course of time.

Wishing you all the best in your future endeavors.

Thanking you,

Yours faithfully,

<Name of Signatory>  
<Designation>(HR)



**Format Service Certificate**

**SERVICE CERTIFICATE**

This is to certify that << employee name >> was serving in the organization as per the following details.

Full Name :  
Personnel No. :  
Date of Joining :  
Date of Leaving :  
Designation at the time of leaving :  
Reason for separation :  
Department worked :  
CTC :  
P. F. A/C No. :  
Family Pension A/C No. :

Thanking You,  
Yours faithfully,

<Name of Signatory>  
<Designation>(HR)



**Certificate of Payment of Noticepay**

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Mr. \_\_\_\_\_, P.R.No. \_\_\_\_\_ has resigned on <<date of resignation>> from company's services, being relieved with effect from <<date of relieving>>.

As he was to give 90 days notice, company has recovered Rs.\_\_\_\_\_/ - (Rupees \_\_\_\_\_ only) towards the shortfall in notice period for the remaining <<no of shortfall days>> days.

<<Name of Signatory>>  
<<Designation>>(HR)

Place :

Date :



**Format for Letter advising Retirement**

Ref. No:

dd.mm.yyyy

Mr. / Ms. <<Employee name>>  
<<PR No>>  
<<Designation>>

Dear Sir / Madam,

In terms of clause <<clause no.>> of your appointment letter, your services are superannuating w.e.f. <<retirement date>> after close of working hours.

We appreciate and value your significant contribution for the growth of Reliance Infrastructure Ltd. and wish you a very happy, healthy and peaceful retired life.

For all retiral benefits, pls contact <<name and contact no. of concerned HR executive>>.

Thanking you.

<<Name of Signatory>>  
<<Designation>>(HR)



**Format for Certificate of honor**

*dd.mm.yyyy*

*To Whomsoever It May Concern*

*This is to certify that Shri <<employee name>> retired as <<designation at the time retirement>> after completion of <<no of years of service>> years of meritorious service. Shri <<employee name>> joined the Company on <<date of joining>> and retired on <<date of retirement>>. He was sincere and worked to our full satisfaction during his long association with the company.*

*We wish him a long, happy retired life.*

For \_\_\_\_\_

<<Name of Signatory>>  
<<Designation>>(HR)



**Format for Termination Letter**

dd.mm.yyyy

**TERMINATION OF SERVICES**

<<Full Name>>  
<<Designation>>  
<<PR No.>>

I am constrained to communicate that your services with the Company are terminated with immediate effect in terms of clause <<clause no>> of your appointment letter Ref no <<ref No>>, dated <<date>>.

Three months compensation will be paid to you in terms of the above clause.

You are advised to obtain Clearance Certificate from the Company so that your Full and Final settlement of dues can be processed.

Regards,  
For Reliance Infrastructure Ltd.

<<Name of Signatory>>  
<<Designation>>(HR)



**Format for Voluntary Abandonment of Service Notice**

dd.mm.yyyy

**Warning for absenteeism**

To,

<<Name>>

<<address>>

Dear Mr <<Surname>>,

It is observed from your attendance record that you are absenting from duties from <<date from which absent>> till date without any intimation or information to your superiors.

Your absenteeism from duty, since <<date>> at R-Infra Office, <<location>> not only hampers day to day work of the department but also amounts to misconduct as per the Code of Conduct Policy applicable to the employees of the Company.

You are, hereby advised to submit your written explanation in person within 48 hours from receipt of this letter that why disciplinary action shall not be initiated against you. If you fail to submit your reply within stipulated time, it will be presumed that you are no longer interested in the services with the company and abandoned your services on your own.

For \_\_\_\_\_

<<Name of Signatory>>

<<Designation>>(HR)



**Format for Voluntary Abandonment of Service – Reminder 1**

dd.mm.yyyy

**Voluntary abandonment of service – Reminder 1**

To,

<<Name>>

<<address>>

Dear Mr <<Surname>>,

Further to our letter dated <<date>> in which we have advised you to submit your written explanation with reference to your unauthorized absenteeism in person within 48 hours from receipt of said letter. Till date we have not received any communication from your side.

As communicated to you earlier, your absenteeism from duty, since <<date>> at R-Infra Office, <<location>> not only hampers day to day work of the department but also amounts to misconduct as per the Code of Conduct Policy applicable to the executives of the Company.

You are, hereby advised to submit your written explanation in person within 48 hours from receipt of this letter that why disciplinary action shall not be initiated against you. If you fail to submit your reply within stipulated time, it will be presumed that you are no longer interested in the services with the company and abandoned your services on your own.

For \_\_\_\_\_

<<Name of Signatory>>

<<Designation>>(HR)

**Format for Voluntary Abandonment of Service – Reminder 2**

dd.mm.yyyy

**Voluntary abandonment of service– Reminder 2**

To,

<<Name>>

<<address>>

Dear Mr <<Surname>>,

Further to our letters dated ..... & .....in which we have advised you to submit your written explanation with reference to your unauthorized absenteeism in person within 48 hours from receipt of said letters. Till date we have not received any communication from your side.

You are, hereby advised to resume duties within 48 hours from receipt of this letter. If you fail to resume duties within stipulated time, it will be presumed that you are no longer interested in the services with the company and abandoned your services on your own and process of termination shall be initiated against you.

For \_\_\_\_\_

<<Name of Signatory>>

<<Designation>>(HR)

**Items for Clearances of Authorization& Memberships and Handover for SMCs**

**Senior Management Handover Checklist**

<b>Sr. No</b>	<b>Particulars</b>	<b>Settled / Remarks</b>
1	Power of Attorney	
2	Cheque signing Authority	
3	Delegation of Power	
4	Letter of Credit	
5	Bank Guarantees	
6	Board Membership within Group	
7	Agreements Signed	
8	Nominated as Member of External Bodies	
9	International Forum Membership	
10	Club Memberships	
11	Subscriptions availed	
12	Loan / Donation given	
13	Benefits to family members	
14	Commitments made to external entities	

**Name of the reporting officer:**

**Signature:**

**Format for F&F Summary Sheet**

Ref no :

dd.mm.yyyy

Payroll Administrator:

Payroll Area:

**Sub: Final Settlement of Mr. / Ms.\_\_\_\_\_**

Mr. / Ms. \_\_\_\_\_ having PR no \_\_\_\_\_ has resigned from the services of the company on <<date of resignation>> and is relieved w.e.f. <<relieving date>> on close of working hours.

*Notice Period Calculation in respect of*

*Mr. / Ms. \_\_\_\_\_, PR No. \_\_\_\_\_, <<designation>>*

- |    |   |   |                                 |
|----|---|---|---------------------------------|
| 1  | Resignation Letter submitted on                       | : |                                 |
| 2  | To be Relieved from                                   | : |                                 |
| 3  | Notice period   |   |                                 |
| 4  | Notice period served                                  |   |                                 |
| 5  | Shortfall of Notice Period                            | : |                                 |
| 6  | Recovery of Salary on a/c of Balance of Notice Period | : | Rs.                             |
| 7  | Privilege Leave to his credit                         | : |                                 |
| 8  | Date of Joining                                       | : |                                 |
| 9  | LTA   | : |                                 |
| 10 | PLI   | : | Rs.                             |
| 11 | Mobile recovery                                       | : | Rs.                             |
| 12 | Gift Coupon   | : | Opted in CTC / Not opted in CTC |
| 13 | Food Coupon   | : | Opted in CTC / Not opted in CTC |
| 14 | Any other recovery                                    |   |                                 |

Kindly settle his dues, if any.

<<Name of authorised Signatory>>

<<Designation>>

**Format for Advise to Accounts Department for obtaining Sanction of Gratuity**

Payroll Section :

Mr. / Ms. <<employee name>> will be resigning / retiring / separating from employment from <<relieving date>>. Please arrange to put up his / her gratuity papers for sanction to the General Manager.

The particulars required are given below :

1. Name :
2. Designation :
3. P.R. No. :
4. Department :
5. Date of Joining :
6. Date of Separation from employment :
7. Reason for Separation from employment :
8. Date of Birth :
9. Rate of Salary for the month of :
10. Name & Address of the Nominee :
11. Relationship of the nominee with the employee :
12. Address of the employee :

Head of Concerned HR Department

Date :





**Format for Formal Communication of Recovery amount**

By Regd Post A.D

dd.mm.yyyy

To,

<<employee name>>

<<PR No>>

Dear Mr. <<Surname>>

Sub: OUTSTANDING RECOVERY OF DUES

This has reference to your (Resignation/Termination) of the services from our company on <<last working date>> and subsequent Full and Final Settlement of your dues.

You are liable to pay a sum of Rs..... (Rupees.....only) to the company, as per the attached Full and Final Settlement Statement.

You are advised to send us an account payee Cheque / Demand Draft of aforesaid amount in favour of our company <<Company name>> latest by \_\_\_\_\_ at the above mentioned address to enable us to settle your outstanding dues, failing which we will be constrained to initiate suitable legal action against you, at your cost & risk.

Should you have any clarification on the attached Statement of Full & Final Settlement, you may contact <<name, email id and contact details of concerned HR executive>> and copy to <<issuing signatory's email Id>>.

Thanking You,

For <<company name>>

<<Name of Signatory>>  
<<Designation>>(HR)

Encl: Statement of F & F Settlement

**Format for Formal Communication of Recovery amount – Reminder 1**

By Regd Post A.D

dd.mm.yyyy

To,

<<employee name>>

<<PR No>>

Dear Mr. <<Surname>>

**REMINDER – I**

**Sub: RECOVERY OF OUTSTANDING DUES**

This is in further reference to our letter / notice dated.....for settlement of your outstanding dues on your (Resignation/Termination) from the services of the company.

We regret to record that till date you have neither cleared your outstanding dues nor you have forwarded any communication to the company.

We would like to remind you that you are liable to pay a sum of Rs... .. (Rupees .....only) to the company towards your settlement of your dues, detailed in the attached Statement of Full & Final Settlement, communicated in the previous letter.

Please note that you should pay the aforesaid sum through account payee Cheque/demand draft in favour of the company <<company name>> at the above mentioned address, failing which we will presume that you have no intention to clear your dues and the company will be at liberty to take appropriate legal recourse at its own option against you, at your cost and consequence.

Should you have any clarification on the attached Statement of Full & Final Settlement, you may contact <<name, email id and contact details of concerned HR executive>> and copy to <<issuing signatory's email Id>>.

Thanking You,

For <<company name>>

<<Name of Signatory>>

<<Designation>>(HR)

Encl: Statement of F & F Settlement



**Format for Formal Communication of Recovery amount – Reminder 2**

By Regd Post A.D

dd.mm.yyyy

To,

<<employee name>>

<<PR No>>

Dear Mr. <<Surname>>

**REMINDER – II**

**Sub: RECOVERY OF OUTSTANDING DUES**

This is in further reference to our letters/notices dated..... &..... regarding your outstanding dues following your (Resignation/Termination) from the services of the company.

We regret to note that despite the said letters/ notices you have not cleared your outstanding dues till date, nor you have sent any communication to us on this matter till date.

As you are aware, you are liable to pay a sum of Rs..... (Rupees..... only) to the company towards settlement of your outstanding dues, as detailed in the attached Statement of Full and Final Settlement.

Please note that in view of above facts, the company is fully justified in initiating appropriate legal action against you; however the management has decided to give you a final opportunity to pay / settle your outstanding dues.

Accordingly, you are advised to pay the amount by an account payee Cheque /demand draft in favour of the company <<company name>> towards your outstanding dues latest by \_\_\_\_\_ at the abovementioned address, failing which we will presume that you have no intention to clear your dues and the company will be at liberty to take appropriate legal recourse at its own option against you, at your cost and consequence.

Should you have any clarification on the attached Statement of Full & Final Settlement, you may contact <<name, email id and contact details of concerned HR executive>> and copy to <<issuing signatory's email Id>>.

Thanking You,

For <<company name>>

<<Name of Signatory>>

<<Designation>>(HR)

Encl: Statement of F & F Settlement

### **Forms to be processed / required in event of Death of an employee**

In case of Natural death, only death certificate would be required, however in case of accidental death (while on duty) following will forms shall be duly filled:

1. Group Company claim form duly signed by the nominee, employer & page no.3 i.e. Medical Certificate is to be issued by concern hospital authority.
2. Attested photocopies of Post - Mortem report.
3. Original Death Certificate.
4. Attested photocopies of Police Panchanama Report.
5. Attested photocopies of First Information Report of concern police station.
6. Photocopy of Ration Card / Election card / Pass port / Aadhar Card / PAN Card of nominee for residence & relation proof.
7. In case the employee was driving the vehicle at the time of the accident, his driving licence and RC Book.

## Guidelines for Extension of Service post 58 years of age

These guidelines shall be in effect from 1<sup>st</sup> April 2024.

For MOOPL employees Extension of Service will be applicable post 60 years of age.

### 1. Guidelines

- 1.1. The normal retirement age for all executives shall be 58 years of age. The date of retirement will be the end of the month in which the executive turns 58 years.
- 1.2. Based on business requirement, services of the executives may be extended on regular employment or on contract basis generally for a period of one year, with a maximum of 3 years.
- 1.3. **Extension of service beyond 58 years shall be subject to fulfillment of following criteria across grades:**
  - 1.3.1. **Performance** - The executive should have secured a performance rating of 4 or 5 (on a 5 point scale), at least once during the past 3 years performance reviews.
  - 1.3.2. **Business Requirement** - Extension of service of an executive shall be based on any of the below mentioned requirements:
    - a) The role holder (executive) is a Subject Matter Expert (SME).
    - b) There is no immediate availability of “2nd in line” successor for the role holder.
  - 1.3.3. **Medical Fitness** - The concerned executive should be duly certified by the Company’s Chief Medical Officer to be medically fit at the time of extension of service.
  - 1.3.4. **Conduct & discipline** - No record of disciplinary sanction should exist for the executive.

### 2. Decision Matrix and Procedure:

- 2.1. All proposals for extension of service of executives with necessary recommendation and justification from Function Head shall be submitted to R-Infra Corporate HR for vetting / approval.
- 2.2. For executives of Business verticals, respective Business HR shall validate all the service extension proposals and send to R-Infra CEO for further approval, under intimation to R-Infra Corporate HR.
- 2.3. Final Approver for service extension of any executive shall be R-Infra CEO.
- 2.4. On receipt of final approval, process for issuing extension of service or appointment on retainerhip contract shall be initiated as applicable.
- 2.5. The Executive whose services are extended on regular employment, beyond 58 years of age, shall continue to be governed by all applicable policies.
- 2.6. In case of appointment as retainer / consultant, executive shall be separated from regular employment of the Company and necessary process shall be followed for settlement of F&F dues.
- 2.7. The Executive whose services are extended on contract basis, shall be governed by terms of his retainerhip contract.

3. **Management Discretion** - Any deviation to above guidelines shall be based on sole approval of R-Infra CEO.