Employee Referral Program
Process Note

Corporate Recruitment Team (CRT)
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1. **Introduction:**

Employee referral is one of the widely used & cost-effective sources to recruit candidates through our internal trusted employees.

This manual provides general information about the documentation, policy & process of releasing the payment to employee referral claim form against the candidates referred by employees which joined the organisation.

According to the payout policy, the payment should be released within specified TAT. Timely payment & communication would build strong and long lasting relations with an employee. This also keeps employees motivated for referring more candidates for future requirements.

Releasing payments should follow a standardized process, involving proper documentation & requisite approvals.

2. **Guidelines:**

- To refer a candidate an employee needs to attach the referred CV and email it to “refer@indiainfoline.com”. Any referred candidate walking into a branch directly will be considered as a Direct Walk in.

- Referred candidates will be reviewed against the JD/ minimum criteria and if found suitable, an interview shall be arranged with the Recruitment Team / Business Manager.

- Selection would happen on merit only and the referral process would be considered as one of the multiple sourcing options being used by Recruitment Team to source talent for vacancies created within the organization.
3. **Procedure:**

- Referring employee sends Employee Referral Incentive Claim Form to the concerned recruiter post the completion of 90 days within organisation.

- Employee Referral Incentive Claim Form (Annexure I) should mandatory comprise of the below details:
  - Referring Employee’s code, name, designation & department
  - Referred Employee’s code, name, designation, department, DOJ & days completed within the organisation

- Recruiter verifies all the above details in the Employee Referral Incentive Claim Form & verifies the current status of employee (Active / Resigned).

- Post verifying these details recruiter will sign the employee referral form & send the scan image / PDF of Employee Referral Incentive Claim Form, also dispatches the hard copy to Corporate Recruitment Team (CRT).

- Simultaneously recruiter sends the hiring approval mail (Approval of Head of Department with mapping details)

- CRT updates the Employee Referral payout tracker post verifying Recruitment Source & other details from the HR System.

- Post the approval from Resourcing Head & Head – HR CRT sends Employee referral payout snapshot and employee referral payout tracker to payroll team for the payment

- Payroll team will process the claim amount & it will be credited to the salary account of the referring employee on 3rd of every month with salary.

3.1 **Approval Required:**

For Employee referral payouts following approvals would be required.
- Hiring approval from Head of Department (HOD)
- Payment release approval (Hard copy Snapshot) - Head – HR

4. **Responsibilities:**

<table>
<thead>
<tr>
<th>#</th>
<th>Activity</th>
<th>TAT</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Referring employee sends employee referral form to recruiter.</td>
<td>90 days from the DOJ of referred employee (Maximum 180 Days)</td>
<td>Referring Employee</td>
</tr>
<tr>
<td>2</td>
<td>Verification of employee referral form:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Referring employee’s Code, Name, Designation &amp; Department</td>
<td></td>
<td>Recruiter</td>
</tr>
<tr>
<td></td>
<td>Referred employee’s Code, Name, Designation, Department, DOJ, Days completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Referred Employee current Status (Active/Resigned)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Providing Hiring approval mail from HOD (Business head), scan copy &amp; hard copy of Employee referral form to CRT.</td>
<td></td>
<td>Recruiter</td>
</tr>
<tr>
<td>4</td>
<td>CRT enters the details into the Employee Referral Payout Tracker and make summary for HR approval.</td>
<td>3 days</td>
<td>CRT</td>
</tr>
<tr>
<td>5</td>
<td>Payment approval is taken from Head – HR</td>
<td></td>
<td>CRT</td>
</tr>
<tr>
<td>6</td>
<td>Send approved Snapshot Approval &amp; summary to HR payroll team for payment process.</td>
<td>1 day</td>
<td>CRT</td>
</tr>
<tr>
<td>7</td>
<td>Payroll team will process the claim and amount will be credited to the account of the referring employee.</td>
<td>5 days</td>
<td>Payroll team</td>
</tr>
</tbody>
</table>
5. **Payout Matrix**

**Gold Loans:**

<table>
<thead>
<tr>
<th>Department</th>
<th>Position</th>
<th>Payment</th>
<th>*Referral Reward In Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold Loans</td>
<td>Branch Manager</td>
<td>1st installment post referred candidate completes one month &amp; 2nd on confirmation</td>
<td>Rs.5000/-</td>
</tr>
<tr>
<td></td>
<td>Relationship Managers</td>
<td></td>
<td>Rs.3000/-</td>
</tr>
<tr>
<td></td>
<td>Gold Appraiser</td>
<td></td>
<td>Rs.2000/-</td>
</tr>
</tbody>
</table>

*Employees will receive their reward in two equal instalments:
  1. The Management reserves the right to review, modify or withdraw this scheme without any prior notice.
  2. Taxes as applicable would be deducted at the time of payment.

6. **Terms & Conditions**

- To be eligible for Referral incentive, employee should mention their name & code while referring the candidates.
- There is no limit to the number of referrals an employee may provide.
- To be eligible to receive a referral reward under the Employee Referral Program, both the referring employee and the referred/ recruited candidate must be active at the time of payment. (Resigned referee will not get any incentive)
• The resume submitted by the employees will be valid for three months from the date of submission of referral.
• In case the same candidate is referred by more than 1 employee, the 1st employee will be considered for referral amount. Recruitment team decision in this regard would be final.
• Decisions taken by Management with respect to the scheme and its applicability will be final and binding on all.

7. Escalation Matrix

In case the above TAT is not adhered, pl find below the escalation matrix:

<table>
<thead>
<tr>
<th>#</th>
<th>Name</th>
<th>Designation</th>
<th>Email id</th>
<th>Working Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Archana Dave</td>
<td>RTMO</td>
<td><a href="mailto:archana.dave@indiainfoline.com">archana.dave@indiainfoline.com</a></td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Reetesh Chaturvedi</td>
<td>RTMH</td>
<td><a href="mailto:reetesh.chaturvedi@indiainfoline.com">reetesh.chaturvedi@indiainfoline.com</a></td>
<td>7</td>
</tr>
<tr>
<td>3</td>
<td>Jerry Tauro</td>
<td>Head - Resourcing</td>
<td><a href="mailto:jerry.tauro@indiainfoline.com">jerry.tauro@indiainfoline.com</a></td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>Pallab Mukherji</td>
<td>President - HR</td>
<td><a href="mailto:pallab.mukherji@indiainfoline.com">pallab.mukherji@indiainfoline.com</a></td>
<td>15</td>
</tr>
</tbody>
</table>
8. Flowchart:

Referring employee sends employee referral form to recruiter

Recruiter checks details in the employee referral form

Recruiter sends hiring approval from HOD & Employee referral form to CRT

CRT verify all the details as per our record & updates Employee Referral Payout Tracker

Head - HR approval is taken on all the payment to be released

CRT Sends summary to HR payroll team for payment processing

Payroll Team process the claim
Annexure 1:
Employee Referral Incentive Claim Form

Name of Referring Employee: ________________________________
Employee Code: _______________________________________
Department: _____________________________________________
Designation: _____________________________________________

Details of Candidate Referred:

<table>
<thead>
<tr>
<th>Employee Code</th>
<th>Names of Referrals</th>
<th>Designation</th>
<th>Department</th>
<th>Date of Joining</th>
<th>Days completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Declaration:

I hereby declare that above referred candidate(s) is known to me personally or professionally. In case of any misrepresentation of facts by me will entitle organisation to take suitable action.

Date: ________________  Signature of Referring Employee: ________________

HR Approval:

Name of Recruiter: ________________________________  Date: ________________
Designation: ________________________________  Signature: ________________
Amount: ________________________________