MY HOME GROUP

PROCESS MAP OF HR & ADMIN

(This document describes to control all the activities
performed by and for the process implementation,
in accordance with ISO 9001:2015, ISO 14001:2015 &
ISO 45001:2018 requirements)

MY HOME CONSTRUCTIONS PRIVATE LIMITED

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Amendment History						
Rev. No.	Date	DCR#	Page Affected	Reason for Change	Prepared	Approved
00	01.07.2019	--	All	Initial release of IMS Documentation	AM - HRA	HOD – HRA
01	22.07.2024	--	All	For updating the process and the formats.	Executive-HRA	HOD – HRA
02	15-04-2025	--	All	Regular Review	Executive- HRA	HOD – HRA

DISTRIBUTION MATRIX		Date:15.04.2025	
Prepared By Executive - HRA	Reviewed By HOD – HRA	Approved By Director (P)	Issued by MR

Table of Contents

1. Purpose

To systematically establish, monitor, analyse, enhance and sustain HR processes within the HR Department in the following key areas: Man power planning, Recruitment and Selection, Resource Allocation, Work Environment Management, Job Description Development, Motivation and Goal Setting, Competency Assessment, Training Delivery and Effectiveness Evaluation.

2. Scope

This process is applicable to all activities, operations, and responsibilities of the HR Department at MHCPL.

3. Responsibility

Primary: Head of the Department - HR
Secondary: Associate General Manager- HR

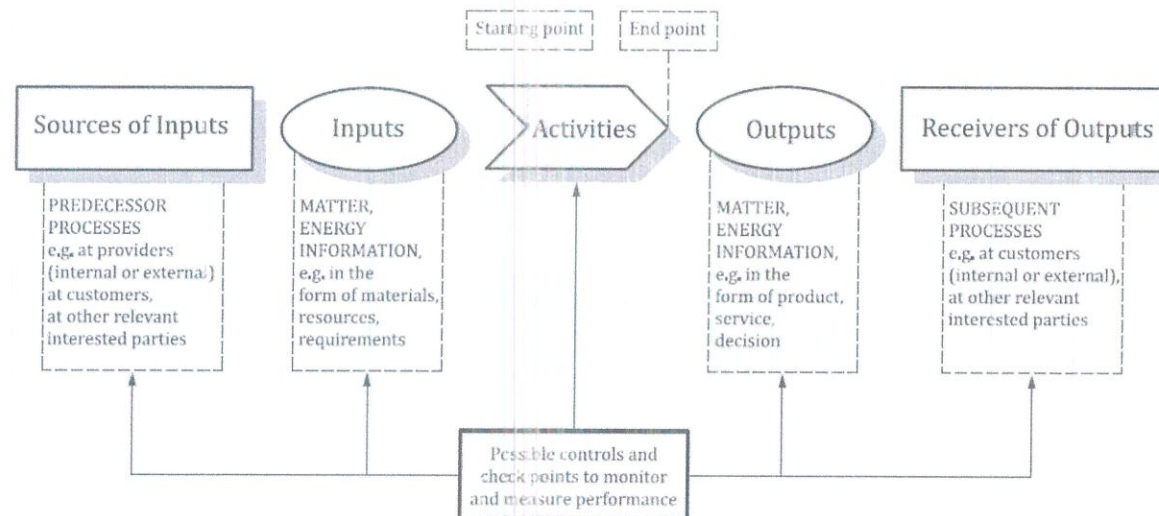## 4. SIPOC (Source, Input, Process, Output & Customer)

Figure 1 — Schematic representation of the elements of a single process

4.1   SIPOC:

Source of Inputs	Inputs	Process (Activity)	Outputs	Receiver of output (Customer)	Key Performance Indicator (KPI's)	Documented Information	Responsibility
User department & HR	MRF, Head hunting, Interview call, Interview evaluation sheet, Academic & Professional certificates, Skill set	Recruitment	Shortlisted Candidate Pool	Recruitment Team, HOD	TAT, Budget, MRF Alignment	MRF, Resume, Interview evaluation sheet, Qualification & other credentials,	Recruitment Team, Head - HR
Interview Candidate, HOD	MRF, Academic certificates, Test Papers (Technical & Behavioral), Salary negotiation, Ref. Check,	Selection	Offer Letter	Selected Candidate	Quality of hire, Fitment	Offer Letter	Recruitment Team, HOD & Head - HR
Candidate, External agency/ HR	Experience letter, Medical fitness & Bond	Onboarding	Appointment letter	New Employee	Reference Verification, Complete Document Submission	Experience letter, Medical fitness, Bond, Background check report, Appointment letter	HR Team
HR/HOD/Admin	Indent for computer, Id card, Email request, Business Card, Stationary & Work Space Assignment	Resource allocation	Provisioned Resources	New Employee	Timelines	Acknowledgement Receipt	HR/ IT/Admin

Source of Inputs	Inputs	Process (Activity)	Outputs	Receiver of output (Customer)	Key Performance Indicator (KPI's)	Documented Information	Responsibility
HR	New Joiners, Presentation & Training Room	Employee Induction	Awareness of Policies & Procedures	New Employee	Employee Feedback	Induction Presentation, Feedback Report	HR Team
HR	Job Descriptions, Existing competency Profiles	Competency Assessment	Competency evaluation Report & Training Needs Identification(TNI)	HR Team	Planned vs Actual Competency Gaps	Competency evaluation Report & TNI Document	HR Team
HOD's	TNI Collection, Consolidation & Approval, Quarterly Training Calendar Preparation	Training Needs Analysis	Training Calendar, Circular, Training records, Training effectiveness, Training evaluation	All concern personnel	No. of trainings Conducted, Man-hours spent (per individual), Training Impact Ratio	Attendance Sheets, Feedback Report	Trainer (External / Internal) & HR
Service provider	Contractor Licenses, Statutory compliance Documents	Renewal of Licenses	Renewed License Copies	HR Team	On Time Renewal	License Copies	HR Team
All personnel / HODs	Performance Appraisal forms	PMS	Promotions /Elevations and revision of pay scale	All Employees	Annual Rating system/Once Year	Appraisal form & Previous performance Records	HR Team
User/ Concern HOD	Transfer letter/Deputation request/ Resignation letter/ Code of conduct	Transfer or Deputation/ Separation/ Termination	Reliving letter/ Retaining/ transfer or Termination letter, Service letter, F&F	Employee	$\dfrac{Retention\ cases}{Applications} X100\%$	Transfer letter, Deputation request, Resignation letter, Code of conduct	HOD - HR

Source of Inputs	Inputs	Process (Activity)	Outputs	Receiver of output (Customer)	Key Performance Indicator (KPI's)	Documented Information	Responsibility
HR	Attendance report & OD Records, Deductions	Compensation Management/ Payroll Processing	Payroll Statement and pay slip	Employee	100% Data Accuracy / Timelines	Pay sheet, Pay slips	Payroll Team & Head HR
HR	Occasions and Events / Career Growth Plans & Work Engagement Activities	Employee Engagement	Organizing Event and Participation/Employee Retention	Employee	Budget Plan vs Actual, Impact Ratio	Circular	HR
Admin	PUC compliance for all company vehicles	PUC Renewal	PUC Certificate	HR	Within validity period	PUC Certificate	Admin
Admin	Menu Estimation, Costing	Canteen facility	Food & water, Finalized menu, Costing	All users HR	Food Wastage Reduction & Hygiene Standards	Menu, Costing	Admin
HR	Employee record	Medical examination and insurance	Diagnostic report	HR	Annual Compliance	Workforce Medical reports	Admin

5. Process flow diagram

Input	Process	Output

Process: Recruitment – New Employee Requisition - Vacancy

INPUTS | **PROCESS** | **OUTPUT**

- Manpower Requisition Form (MRF)
- User department shall raise a Manpower Requisition form
- User department

HOD → HOD shall approve the MRF → Head (HR) → Requisition budgeted as per Manpower Budget?

HOD (output)

- Discuss the requirement details with the concerned HOD to understand requirement
- Discuss the requirement details with the concerned HOD and MD/Director Obtain approval from MD/Director

A (output)

Notes:
The Staff requisition form shall clearly specify the job description.

Process: Recruitment – New Employee Requisition - Vacancy

INPUTS | **PROCESS** | **OUTPUT**

Notes:
1. Outside recruitment will be resorted to, in a situation where recruitment for a vacancy cannot be met by employees within the company.
2. The CHR, MD/Director and the HOD to examine the following options:
   - Reorganizing work distribution among the current workforce
   - Increasing an employee's responsibilities
   - Redeployment for an existing employee
   - Identify whether the vacancy can be posted on the internal Job Postings site
3. CHR (Coordinator) to maintain 2 trackers (Talent Acquisition Tracker & Source tracker) that shall serve following purpose:
   - Identify lead time to close an open position
   - Department wise Unbudgeted appointments
   - Eval. of the selection process
   - Identification of no. of selection vis-a-vis no. of applicants from a specific source
   - Cost-Benefit analysis of diff. sources

A → INPUTS (decision)
Yes → Can the position be filled internally?
No → MRF to be sent to CHR → CHR → Allocate the responsibility to the CHR (Coordinator) → CHR (Coordinator) → CHR (Coordinator) → Update Source Tracker

Updated Talent Acquisition Tracker

Updated Source Tracker

Process: Recruitment – Sourcing & Screening

INPUTS

Approved MRF

New Employee Requisition

PROCESS

HR Team

Identify suitable candidates from different sources

Obtain Job applications from the candidates

(1) Executive (HR)

Screen the applications based on job description → B

OUTPUT

Notes
Application screening to be done on basis of job description provided by the requisitioner in the MRF.

Process: Recruitment – Sourcing & Screening

INPUTS

PROCESS

B

Conduct HR round (telephonic interview) to shortlist the candidates

Rejected Applications shall be filed in a common file for Rejections and CV's that can be considered at a later date shall be shall be marked as "for future reference purpose" and filed accordingly.

(2)

Notify short listed candidates about the interview

Intimate interview panel about the details of the short listed candidates and the interview

(1)

Update Source Tracker

OUTPUT

Short listed Candidates

Updated Source Tracker

Notes
In case agency recruitment are hired, then agencies shall coordinate with the candidates.
A file to be maintained for rejected CVs and CVs that can considered in future.

Process: Recruitment – New Employee Selection

Notes
1. Subject to satisfactory background check duly authorized by report, an Offer Letter authority as per DOA shall be posted/e-mailed to the selected candidate by the Executive (HR Team). Joining formalities include:
- Organize for new joinee seating place
2. - Organize for technical support (Desktop, network connection) (if need be) – If as per the company policy, the new joinee is eligible to get a laptop, the Executive (HR) shall coordinate with the IT department personnel to arrange for a laptop for the new joinee.

DOA: Date of Appointment

Process: Recruitment – New Employee Selection

Notes
The recruitment and selection shall be carried out on at least two-tier basis (Preliminary and Final) by duly constituted panels. The candidates shall be interviewed by the interview panel as formed for the particular grade
For freshers, the "HR team" team shall prepare and compile the written tests formats and obtain the concurrence of the Manager HR. The written test shall help assess technical, analytical and communication skills of the candidate.

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Process: Recruitment – Employee Joining Process

INPUTS

- Blank Employee Information Form
- Blank Employee Joining Report
- Draft Appointment Letter
- E.S.I. form and P.F. form and nomination forms (if applicable)

PROCESS

- New Joinee
- (1) Signs Draft Appointment Letter
- Completes the EIF, EJR, ESI, PF and other forms
- HR Team
- (2) Verify credentials vis-à-vis Appointment Letter
- Authorized personnel as per DOA
- Counter signs the EJR and Appointment Letter
- D

OUTPUT

- Approved Appointment Letter

Notes

1. Appointment Letter shall be prepared in Triplicate. Sign-off of the employee and the authorized personnel shall be obtained on all the copies. A copy of the Appointment letter shall be given to New Joinee, one shall be sent to Accounts Team and third copy shall be filed in employee file.
2. Credentials include Relieving letter from previous organization, last pay slip, CV
   EIF: Employee Information Form
   EJR: Employee Joining Report

Process: Recruitment – Employee Joining Process

INPUTS

PROCESS

- D — Employee Joining Report sent to HOD of employee's department for
- Creation of new record in employee master
- Ensure coverage of all the documents / activities to be done by the new joiner with the
- (2) File all employee particulars in Employee personnel

OUTPUT

- Approved Employee Joining Report
- (I) Master Management

Notes

1. Refer to Master Management process for details on process for creation of a new record in employee master.
2. For employees joining at site, the joining formalities shall be carried out at the site. The employee files shall be maintained at a central repository place in HO by Executive (HR).

Process: Recruitment – Employee Confirmation Process

INPUTS

- Employee Confirmation Form
- On completion of an employee's probation period, ECF sent to employee
- Executive (HR) & Site HR

Notes
1. HRD and the employee's HOD to take decision on:
   - Confirmation of the employee,
   - Extension of the employee's probationary period,
   - Termination of the employee's services

PROCESS

- Employee
- HOD
- Review performance of employee and note comments in form
- HR Team
- Interact with the employee for employee performance counseling and feedback
- Head (HR) and employee's HOD
- 1 Decide on Confirmation of the employee
- If no unanimous decision is arrived at, the same shall be decided by Director /MD → E

OUTPUT

- Filed Employee Confirmation Form

Process: Recruitment – Employee Confirmation Process

INPUTS

Notes

PROCESS

- E → Manager (HR)
- Prepare Confirmation Letter/ Probation Extension Letter/ Termination Letter
- HOD & Head (HR)
- Approve the letter
- Executive (HR)
- File the letter in the employee file

OUTPUT

- Employee Confirmation Letter
- Probation Extension Letter
- Termination Letter
- Employee Separation

6. Objectives

Q/E/S	Objective(s)	UOM	Current status	Target	Time Line	What	Planning			Monitoring		Responsible
							Resources	How	Where	Frequency	Method	
Q	Attrition Rate	%	22.9% JM – 20.1% MM- 2.5% SM – 0.3%	21.2% JM – 19% MM- 2% SM – 0.2%	1 Year	-	Employees	Reducing Exits	All Locations	Monthly	No. of Attrition/Avg No. of Emp*100	Head - HR
Q	Trainings Imparted	No's	1 Man Day per employee	2 Man Days per Employee	1 Year	-	Employees / Trainers	Focusing on functional /Behavioral Training Programs.	All Locations	Quarterly	No. Of Trainings Attended per employee	Head - HR
Q	Recruitment	TAT	60-120 JM – 60 Days MM- 90 Days SM – 120 Days	45-90 JM – >45 Days<60Days MM- >60 Days<90 Days SM – >90 Days<120 Days	1 Year	-	Interview Candidates	Reducing Recruitment Cycle	All Locations	Annually	Success Ratio= No. of Joining's /Total No. of Offers made*100	Head - HR

*Q – QMS, E – EMS, S – OH&SMS, UOM – Unit of Measurement, FY – Financial Year, PA – Per Annum, PM – Per Month, NMT – Not More Than, NLT – Not Less Than, JM – Junior Management, MM – Middle Management, SM – Senior Management

7. Departmental Chart
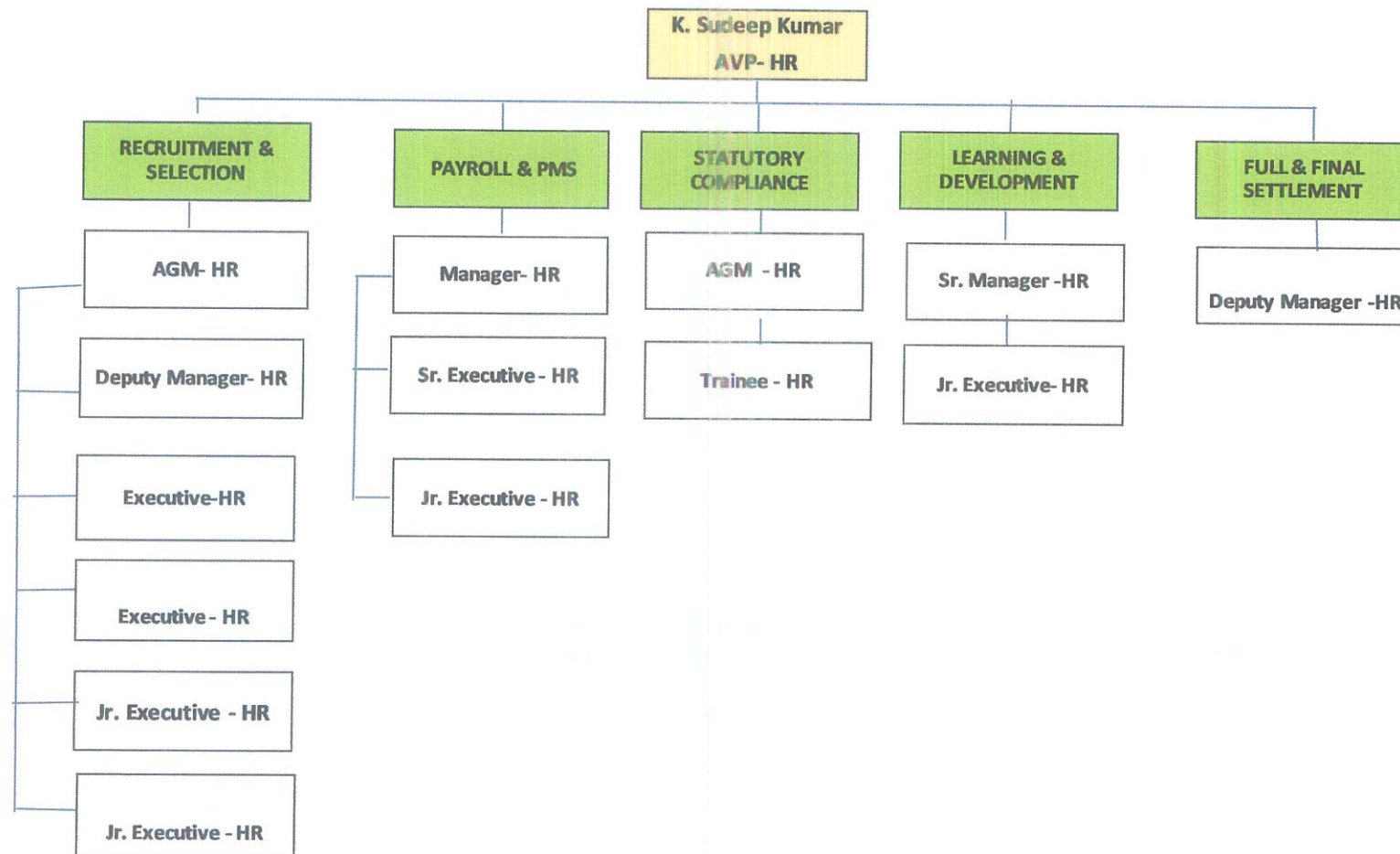
7.1 Role, Responsibility, Accountabilities and Authority:

Role	Responsibility	Authority	Accountabilities
AVP -HR	Manage all HR activities including policy development, recruitment, payroll, performance management, employee engagement, training, retention, benefits, leave, counseling, discipline, community relations, social activities and HR administration.	Approve and implement HR policies and procedures, Make final decisions on hiring, promotions, terminations, and compensation adjustments, Allocate and manage budgets for HR initiatives including training and benefits programs, Oversee HR-related vendor contracts and compliance requirements, Resolve employee relations issues, disciplinary actions, and grievances, Authorize organizational restructuring and workforce planning strategies, Represent HR in executive decision-making and board discussions.	Ensure HR strategies support organizational objectives, Maintain compliance with labour laws and internal policies, Deliver a high-performing, engaged, and diverse workforce, Achieve measurable improvements in employee satisfaction, retention, and productivity, Ensure accurate payroll, benefits administration, and HR record-keeping, Foster a positive, inclusive, and equitable workplace culture, Provide actionable HR metrics and insights to senior leadership, Drive continuous improvement in HR processes and systems, Mitigate risks related to employee relations and compliance issues, Ensure effective communication of HR policies and initiatives across the organization.
AGM – HR (Recruitment & Selection)	Develop and execute manpower planning strategies, Oversee end-to-end recruitment and selection processes.	Approve hiring decisions within approved headcount and budget, authorize recruitment strategies, job postings and vendor contracts, Decide on candidate selection and offer terms within policy guidelines, Allocate resources for recruitment campaigns and employer branding, Represent recruitment in strategic workforce planning discussions.	Achieve optimal staffing levels to meet business objectives, Ensure timely and high-quality candidate selection processes, Maintain compliance with labour laws and recruitment policies, Enhance employer brand through effective recruitment strategies, Report recruitment metrics and outcomes to HOD accurately, Align recruitment efforts with organizational growth goals.

Role	Responsibility	Authority	Accountabilities
AGM – HR (Statutory Compliance)	Develop and implement statutory compliance strategies, Over see compliance with labour laws, regulations, and HR policies, Manage Group Medical Insurance (GMC) and Group Term Life Insurance (GTLI) programs.	Approve compliance policies and procedures within regulatory frameworks, Authorize audits, filings, and interactions with regulatory bodies, Decide on corrective actions for non-compliance issues within guidelines, Approve GMC and GTLI policy terms and vendor agreements within guidelines, Allocate resources for compliance training, awareness programs, and GMC/GTLI initiatives, Represent HR in statutory compliance and insurance discussions with senior leadership.	Ensure full adherence to all applicable labour laws and regulations, Maintain accurate and timely statutory filings and records, Ensure effective implementation and management of GMC and GTLI programs, Mitigate compliance and insurance risks through proactive audits and corrective measures, Enhance organizational awareness of statutory requirements and insurance benefits, Report compliance status, GMC/GTLI metrics, and issues to HOD accurately and timely, Align compliance and insurance efforts with organizational governance and employee welfare goals.
Sr. Manager –HR (L&D, Onboarding, PMS)	Develop and execute L&D plans based on business and employee needs, Conduct training needs analysis and coordinate training programs, Initiate and structure the Performance Management framework, Build awareness and train managers on PMS processes and tools, Oversee onboarding process to ensure smooth integration of new hires and alignment with company culture.	Recommend training budgets and vendors, Approve L&D program content and delivery modes, Suggest changes to PMS framework/tools, Access employee performance data, Make decisions regarding internal and external training nominations, Influence promotion, reward, and development decisions through PMS insights, Design and improve onboarding experience and material.	Timely execution of annual training calendar, Training ROI and improved employee capability, Accuracy of performance data and documentation, Increased employee engagement and retention via development initiatives, Timely and structured onboarding process for all new joiners, Compliance with audit requirements and organizational policies.

Role	Responsibility	Authority	Accountabilities
Manager -HR (Payroll & PMS)	Develop and execute payroll strategies and processes, Oversee the Performance Management System (PMS) and related activities.	Approve payroll calculations and disbursements within policy guidelines, Authorize PMS processes, including performance reviews and reward allocations, Decide on adjustments to compensation structures within approved budgets, Allocate resources for payroll system enhancements. Represent payroll and PMS in discussions with senior leadership.	Ensure accurate, timely, and compliant payroll processing, Maintain effective PMS implementation to drive performance and engagement, Mitigate payroll errors and ensure compliance with labour laws, Enhance employee satisfaction through fair and transparent PMS processes, Report payroll and PMS metrics and outcomes to HOD accurately and timely, Align payroll and PMS efforts with organizational financial and performance goals.
Deputy Manager / Sr. Executive/ Executive Jr. Executive– HR (Recruitment & Selection)	Coordinate with site teams, department heads, and HR to understand manpower needs, Source, screen, and shortlist suitable candidates, Conduct preliminary interviews and schedule next rounds, Maintain and update recruitment tracker and reports.	Recommend candidates for interviews and selection, Communicate interview schedules and feedback with site teams and department heads, Coordinate directly with panel members for interview process.	Timely and efficient closure of vacancies, Quality and relevance of shortlisted profiles, Accuracy of recruitment data and reports, Effective coordination with site and HO teams.
Deputy Manager – HR (Full & Final Settlement)	Process Full & Final (F&F) settlements for resigned/terminated employees, Coordinate with departments, payroll and finance for clearance inputs, Ensure accurate calculation of notice pay, leave encashment, and other dues, Handle PF-related tasks including new account creation, exit formalities, and claim processing, Maintain F&F and PF records, ensuring timely closure.	Verify and approve F&F and PF-related inputs, Communicate with site teams and departments for clearance and PF details, Address employee queries related to F&F and PF matters.	Timely and accurate processing of F&F and PF (new account, claim, exit), Compliance with internal policies and statutory norms, Proper documentation and audit-ready recordkeeping, Smooth coordination with site and HO teams for closures and PF activities.

Role	Responsibility	Authority	Accountabilities
Deputy Manager/ Associate Manager/ Sr. Executive/ Executive - HR & Admin (Site)	Manage site-level employee attendance, leave, and discipline records, Coordinate with HO for recruitment follow-ups, joining formalities, and documentation, Support employee grievance handling and engagement initiatives, Maintain records of contract manpower and ensure statutory compliance (PF, ESI, etc.), Handle site-level admin tasks like accommodation, transport, canteen, stationery, and security coordination	Verify attendance, leave applications, and issue site-level HR/admin circulars, Coordinate with contractors/supervisors for manpower availability, Escalate any compliance or disciplinary issues to HO HR.	Timely submission of attendance, leave, and payroll inputs to HO, Accuracy of employee and contract manpower records, Smooth execution of administrative support at site, Compliance with labor laws and internal policies at site level.
Sr. Executive – HR (Payroll & Admin)	Collect and verify monthly attendance and leave data from sites and departments, Compile and share payroll inputs (OT, deductions, incentives, etc.), Process and track marriage gifts, salary advances, and reimbursement bills, Coordinate with Finance for timely disbursement, Maintain payroll and admin-related records, Manage stationery requests, stock, and distribution for HO.	Verify and validate payroll inputs before final processing, Approve requests for advances, bills, and stationery as per policy, Communicate with site HR/admin for clarifications and approvals.	Timely and accurate submission of payroll inputs, Proper tracking and processing of gifts, advances, reimbursements, and stationery, Accuracy in records and documentation, Smooth coordination between site and HO teams.

Role	Responsibility	Authority	Accountabilities
Jr. Executive – HR (Payroll)	Prepare offer letters, appointment letters, and related joining documents, Enter and update employee details in HRMS/payroll system, Maintain records of new joiners and employee changes, Share updated employee data with payroll team for processing, Assist in handling employee queries related to offers and Appointments.	Generate and release offer and appointment letters as per approved formats, Update employee records based on verified documents, Coordinate with recruitment and payroll teams for data accuracy.	Accuracy and timeliness in preparation of offers and data entry, Up-to-date employee master data in HRMS/payroll system, Proper maintenance of joining documentation, Smooth coordination with internal HR functions (recruitment/payroll).
Jr. Executive – HR (L&D and Onboarding)	Assist in coordination and scheduling of training programs, Maintain training records and attendance logs, Support new joiners during onboarding with documentation and induction, Prepare onboarding kits and ensure joining formalities are completed, Share feedback forms and assist in basic training evaluation.	Share training schedules and follow-ups with employees, Coordinate with departments for onboarding support and training participation, Update L&D and onboarding trackers and documents.	Timely coordination of training sessions and onboarding activities, Accuracy of training and onboarding records, Positive joining experience for new employees, Smooth communication between HR, trainers, and new joiners.
Trainee – HR (Statutory Compliance)	Support the team in maintaining statutory registers and reports, Follow up with sites/vendors for submission of compliance data, Help in preparing files for internal checks or external inspections, Maintain filing and documentation for compliance records.	Coordinate with site teams/vendors for basic data collection, Update internal trackers and document logs, Share reminders for submission of required statutory data.	Timely collection and organization of compliance documents, Accuracy in data entry and filing, Proper maintenance of registers and records, Support smooth functioning of statutory compliance processes.

7.2 Competency Requirement

Level	Role(s)	Qualification	Experience	Functional Areas	Skillset
Level 1	AVP/VP/ P/Sr. P	Any Graduation + MBA/MHRM	25 - 30 years	All HR Activities	Strategic HR leadership, talent acquisition, compliance management, payroll oversight, L&D program design, with expertise in policy formulation, IMS implementation, Performance Management System (PMS) design, and team management. Proficient in sourcing & selection, compensation management, labour law adherence, training strategy development, compliance audits, performance evaluation processes, and fostering collaborative team dynamics.
Level 2	Sr. DGM/GM/ Sr.GM		22 - 30 years	All HR Activities	Strategic HR leadership, talent acquisition, compliance management, payroll oversight, L&D program design, with expertise in policy formulation, IMS implementation, Performance Management System (PMS) design, and team management. Proficient in sourcing & selection, compensation management, labour law adherence, training strategy development, compliance audits, performance evaluation processes, and fostering collaborative team dynamics.
Level 3	AGM /DGM		19-22 Years	Recruitment & Selection	Manage end-to-end recruitment by executing recruitment strategies including talent sourcing, interviewing, and Ensure alignment with staff schedules and track Hiring's against the budget for cost-effective hiring.
				Pay Roll	Oversee accurate and timely payroll processing, including tax calculations and benefits administration &Performance Management System (PMS) design.
				Statutory Compliance	Ensure compliance with local and national labour laws, audits, and regulatory requirements.
				Learning & Development	Design training programs to enhance employee skills and organizational capability along with Onboarding .
				Site HR	Manage site-level HR activities, manage attendance systems, including employee relations and grievance handling.

Level	Role	Qualification	Experience	Function	Responsibility
Level 4	Manager/Sr. Manager		13-19 Years	Recruitment & Selection	Manage end-to-end recruitment by executing recruitment strategies including talent sourcing, interviewing, and Ensure alignment with staff schedules and track Hirings against the budget for cost-effective hiring.
				Pay Roll	Oversee accurate and timely payroll processing, including tax calculations and benefits administration &Performance Management System (PMS) design.
				Statutory Compliance	Conduct regular audits to ensure adherence to labour laws and organizational policies.
				Learning & Development	Implement training programs to address skill gaps and support employee growth.
				Site HR	Manage site-level HR activities, manage attendance systems, including employee relations and grievance handling.
Level 5	Associate Manager/ Deputy Manager	Any Graduation – MBA/MHRM	7-13 Years	Recruitment & Selection	Sourcing and screening candidates via job portals and social media, coordinating job requisitions and interview scheduling with hiring managers. Shortlist candidates, conduct structured interviews, and manage offer negotiations.
				Pay Roll	Assist in payroll processing, ensuring data accuracy and timely disbursements.
				Statutory Compliance	Support statutory filings and maintain records for audits and inspections.
				Learning & Development	Organize and facilitate training sessions, tracking employee participation and feedback.
				Site HR	Manage site-level HR activities, manage attendance systems, including employee relations and grievance handling.
Level 6	Executive /Sr. Executive		3-7 Years	Recruitment & Selection	Sourcing and screening candidates via job portals and social media, coordinating job requisitions and interview scheduling with hiring managers. Shortlist candidates, conduct structured interviews, and manage offer negotiations.
				Pay Roll	Verify payroll data, process salary calculations, and resolve discrepancies.
				Statutory Compliance	Assist in preparing statutory reports and maintaining compliance documentation.
				Learning & Development	Arrange training sessions, including scheduling, materials, and vendor coordination along with onboarding activities
				Site HR	Manage site-level HR activities, manage attendance systems, including employee relations and grievance handling.

				Recruitment & Selection	Manage candidate documentation including verification and proper record maintenance. Coordinate interviews by scheduling, communicating with Interview Panel and ensuring timely feedback collection.
Level 7	Management Trainee/ Jr. Executive	Any Graduation +MBA/MHRM	0-3 Years	Pay Roll	Input payroll-related data and verify employee details for processing.
				Statutory Compliance	Learn and assist in maintaining records for statutory compliance.
				Learning & Development	Help organize training sessions and compile participant feedback along with onboarding activities.
				Site HR	Support site-level HR tasks, such as attendance monitoring and employee onboarding.

8. Issues – Risks & Opportunities:

8.1 External Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Attendance Management	National/ Public Holidays	Reduced workforce availability	Optimize Shift planning & Productivity.	Adjustment through extended working Hours	2	2	4	Implement flexible working hours during peak holidays.	W – Yearly H – HR Dept R – HR Team
S	Climate Condition	Flu	Employees Health	Promote Health Awareness Programs	Using pest control	2	2	4	Caution to all employees & workers	W – Daily H – Health Checks R – Site HR/Admin
E	Vehicle Movement	Govt. Regulations	Air Pollution	Promote Eco Friendly Transport	Arranged Common Vehicle from Railway Station	3	2	6	Encouraged metro and Carpooling	W – Daily H – Monitor Usage R – HR Team

8.2 Internal Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Recruitment	Last Minute Hiring by HODS	Hiring without proper planning	Promote advance Manpower planning.	Staff Schedules	2	2	4	Suggest HODs to provide Hiring needs in advance.	W – Monthly H – Recruitment Lead R – Recruitment Team
S	Administration	Drinking water Contaminant	Labor Health	Enhanced Water Quality Standards	Supplying RO Water	1	3	3	Monitoring PH Value	W – Daily H–Check PH Value R – Site HR/Admin
E	HR	Cartridge/Paper Wastage	Environment Impact	Digital Documentation Adoption	Using one side papers	2	2	4	Promote paperless Processes.	W – Daily H-Monitor Usage R - HR
S	HR	Mobile Radiation	Health Concerns	Encourage Wired Communication	Using Intercom	2	2	4	Limit mobile usage during working Hours	W – Daily H-Radiation Audit R - HR

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,

Severity (S): (1) No quality/ delivery / environment/ occupational health & safety issue,

(2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,

Risk Rating (RR) = Probability (P) X Severity (S); If is RR ≤ 5 Acceptable and if RR > 5 Not Acceptable

W – When, H – How, R - Responsible

9. Interested Parties – Risks & Opportunities:

9.1 External Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
S	Occupational Health Providers	Periodic checkups, health Screening, Wellness programs	Unreported Health risks	Enhance workforce wellbeing	Health camp schedule managed site wise	2	3	3	Plan quarterly wellness activities	W – Quarterly H – HR Dept R – HR Dept

9.2 Internal Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	HODs	Quick backfill of resigned employees	Drop in team Productivity	Improve internal mobility.	Exit intimation shared with HR by reporting Managers.	2	2	4	Maintain internal backup resource pool.	W – Monthly H – HOD R – HR Team

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,
Severity (S): (1) No quality/ delivery / environment/ occupational health & safety issue,
(2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,
Risk Rating (RR) = Probability (P) X Severity (S); If is RR ≤ 5 Acceptable and if RR > 5 Not Acceptable
W – When, H – How, R – Responsible

Documented Information

9.3 Supporting Documented Information to be Maintained (DIM) Including External Origin

S. No.	Document Information Maintained	DIM No.	Document Origin	Revision Status	Approval Authority	Controlled copy issued to	Disposal Authority	Mode of disposal
1	Recruitment & Selection	MHCPL-HR-SOP-01	Internal	01	WTD	HOD	HOD	Tearing
2	Leave Management	MHCPL-HR-SOP-02	Internal	02	WTD	HOD	HOD	Tearing
3	Medical Health Check-up	MHCPL-HR-SOP-03	Internal	01	WTD	HOD	HOD	Tearing
4	Mobile Phone	MHCPL-HR-SOP-04	Internal	03	WTD	HOD	HOD	Tearing

S. No.	Document Information Maintained	DIM No.	Document Origin	Revision Status	Approval Authority	Controlled copy issued to	Disposal Authority	Mode of disposal
5	Marriage Gift	MHCPL-HR-SOP-05	Internal	01	WTD	HOD	HOD	Tearing
6	JRL	MHCPL-HR-SOP-06	Internal	01	WTD	HOD	HOD	Tearing
7	GET	MHCPL-HR-SOP-07	Internal	01	WTD	HOD	HOD	Tearing
8	PGET	MHCPL-HR-SOP-08	Internal	01	WTD	HOD	HOD	Tearing
9	LTA	MHCPL-HR-SOP-09	Internal	01	WTD	HOD	HOD	Tearing
10	Lunch Facility	MHCPL-HR-SOP-10	Internal	01	WTD	HOD	HOD	Tearing
11	POSH	MHCPL-HR-SOP-11	Internal	02	WTD	HOD	HOD	Tearing
12	Diversity, Equity & Inclusion	MHCPL-HR-SOP-12	Internal	00	WTD	HOD	HOD	Tearing
13	Employee Remuneration	MHCPL-HR-SOP-13	Internal	00	WTD	HOD	HOD	Tearing
14	Human Rights	MHCPL-HR-SOP-14	Internal	00	WTD	HOD	HOD	Tearing
15	Travel Policy – Domestic& International	MHCPL-HR-SOP-15	Internal	01	WTD	HOD	HOD	Tearing
16	Notice Period	MHCPL-HR-SOP-16	Internal	01	WTD	HOD	HOD	Tearing
17	Local Conveyance	MHCPL-HR-SOP-18	Internal	01	WTD	HOD	HOD	Tearing
18	Retirement	MHCPL-HR-SOP-19	Internal	01	WTD	HOD	HOD	Tearing
19	Consultant	MHCPL-HR-SOP-20	Internal	01	WTD	HOD	HOD	Tearing

9.4 Supporting Documented Information to be Retained

S. NO.	DIR Name	DIR No.	Revision status	Indexing	Mode	Storage	Retention	Disposal Authority
1	Manpower Request Form	MHCPL-HR-F01	01	Soft	Soft	Soft	Permanent	HOD
2	Candidate Application Form	MHCPL-HR-F02	00	Soft	Soft	Soft	Permanent	HOD
3	Telephonic/Skype Interview Form	MHCPL-HR-F03	C0	Soft	Soft	Soft	Permanent	HOD
4	Interview Evaluation Form	MHCPL-HR-F04	C0	Soft	Soft	Soft	Permanent	HOD
5	JD Format	MHCPL-HR-F05	00	Soft	Soft	Soft	Permanent	HOD

S. NO.	DIR Name	DIR No.	Revision status	Indexing	Mode	Storage	Retention	Disposal Authority
6	Reference Check	MHCPL-HR-F06	00	Soft	Soft	Soft	Permanent	HOD
7	To & Fro Client Form	MHCPL-HR-F07	00	Soft	Soft	Soft	Permanent	HOD
8	Self-audit Form	MHCPL-HR-F08	00	Soft	Soft	Soft	Permanent	HOD
9	Offer Format	MHCPL-HR-F09	00	Soft	Soft	Soft	Permanent	HOD
10	Appointment Format	MHCPL-HR-F10	00	Soft	Soft	Soft	Permanent	HOD
11	Contract Assignment	MHCPL-HR-F11	00	Soft	Soft	Soft	Permanent	HOD
12	Employee Checklist	MHCPL-HR-F12	00	Soft	Soft	Soft	Permanent	HOD
13	Project Internship	MHCPL-HR-F13	00	Soft	Soft	Soft	Permanent	HOD
14	Joining Report	MHCPL-HR-F14	00	Soft	Soft	Soft	Permanent	HOD
15	Probation Confirmation	MHCPL-HR-F15	00	Soft	Soft	Soft	Permanent	HOD
16	Undertaking	MHCPL-HR-F16	00	Soft	Soft	Soft	Permanent	HOD
17	Leave Approval Format	MHCPL-HR-F17	00	Soft	Soft	Soft	Permanent	HOD
18	Leave Travel Allowance	MHCPL-HR-F18	00	Soft	Soft	Soft	Permanent	HOD
19	Salary Advance / Loan Format	MHCPL-HR-F19	00	Soft	Soft	Soft	Permanent	HOD
20	Training Calendar	MHCPL-HR-F20	00	Soft	Soft	Soft	Permanent	HOD
21	Training Attendance From	MHCPL-HR-F21	00	Soft	Soft	Soft	Permanent	HOD
22	Training Feedback	MHCPL-HR-F22	00	Soft	Soft	Soft	Permanent	HOD
23	Training Effectiveness Evaluation Form	MHCPL-HR-F23	00	Soft	Soft	Soft	Permanent	HOD
24	Reliving Letter	MHCPL-HR-F24	00	Soft	Soft	Soft	Permanent	HOD
25	Service Certificate	MHCPL-HR-F25	00	Soft	Soft	Soft	Permanent	HOD
26	PMS Formats - 1	MHCPL-HR-F26	00	Soft	Soft	Soft	Permanent	HOD
27	PMS Formats - II	MHCPL-HR-F27	00	Soft	Soft	Soft	Permanent	HOD
28	PMS Formats - III	MHCPL-HR-F28	00	Soft	Soft	Soft	Permanent	HOD

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