

Exit Policy

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Authorization:

Prepared By		Approved By	
Name	Date	Name	Date
Human Resource	18 th February 2015	Director	1 st June 2015

Change History:

Ver	Section	Changed By	Date	Change Information
1.1				
1.2				
1.3				
1.4				
1.5				

Abbreviations and Acronyms

Acronym	Definition
NDC	No Dues Certificate
BU	Business Unit
TDS	Tax Deducted at Source
LTA	Leave Travel Allowance
PF	Provident Fund

1. PURPOSE

This document provides details of the Policies being followed at ITM to ensure a smooth separation of an employee.

2. SCOPE

This policy is applicable for separation of all employees across Departments and Functions of the Institution. All employees involved at any stage of the exit of staff should be aware of and adhere to the contents of this policy.

3. OBJECTIVE

This policy and procedures aim to achieve the following objectives:

- To explain in detail the steps involved in separation of employee.
- To complete the separation process in a manner that would ensure that the employee gets his/her full and final settlement as per the policy
- To ensure that the handover process is completed in a manner that would ensure that Institution interests are maintained.
- To make reasonable efforts to determine reasons for employee's separation in an effort to improve Institution performance and employee retention

4. Types of Separation

There are four types of Separation:

- a) Voluntary
- b) Involuntary
- c) End of term of employment
- d) Death

5. VOLUNTARY SEPARATION

- a) Resignation is a voluntary separation initiated by the employee when the employee is desirous of leaving the services of the Institution.
- b) Employee needs to send a written communication to the immediate supervisor stating his /her intent to resign. The application could be made preferably via email. Only in rare cases a handwritten application is admissible.
- c) All confirmed employees are required to give 30 days' notice or 15 days in case the employee is not confirmed. Employees in Grade range 1 need to give 90 days and Grade 2 need to give 60 days' notice period.
- d) The notice period starts from the date of acceptance of written resignation.
- e) The HR department, based on the recommendation from the superior/HOD, will decide on the employee's last working day in the organization.
- f) No leave shall be granted during the notice period. If availed, it will not be counted towards the notice period, will not be paid for and the relieving date will get extended by the duration of the leave taken.
- g) Employee can buy out notice period by paying One month's basic Salary in lieu of Notice period or as specified in the Appointment letter. The decision to allow notice period buy out will be at the discretion of the Director.
- h) It is obligatory for the employee to finish the task in hand before the specified date of release and hand over the completed assignment /task to the superior/HOD prior to the last working date.
- i) Leave Balance will be en-cashed as per the leave policy. Any balance beyond the permissible limit will lapse.
- j) All certificates/forms/letters/documents will be put on hold if the employee does not complete the separation process as per the laid-out policy. If the employee has any issues/ requests, then these should be discussed and approved by Director and Human Resource.
- k) While handing over the Institution property, the employee needs to ensure that the Institution related data/information stored in the laptop/ iPad/ all electronic storage devices are intact and no data is deleted. This will be verified by the person taking the handover / department head/ HR. If any data is found tampered or missing, then strict action will be initiated.
- l) The employee shall get the relieving letter and the experience letter on the date of relieving after he/she has completed all the exit formalities. The employee will be notified about the full and final settlement.

5.1 Process

- a) Employee who wishes to separate from the services at ITM must initiate the process by submitting a written notice of resignation to the Superior/HOD. This is required to confirm the decision.
- b) Superior/HOD should counsel the employee, if employee still insists to leave the Institution, Superior/HOD acknowledges resignation in writing and forwards the letter of resignation to Human Resource Department. A copy of the acknowledgment is sent to the Human Resource

Department with details of cause of resignation, consideration of Notice Period if part of agreement and date of relieving.

- c) Superior/HOD forwards confirmation of employee's last working day to the Human Resource Department.
- d) The Human Resource Department writes to the employee to invite him/her for Exit Interview and enclose an Exit Interview Questionnaire to complete in preparation for the interview. The Exit Interview provides employee to freely express views about working with the Institution and will be held in strict confidence. To ensure that the employee feels confident enough to make constructive comments, the interview will be conducted by an appropriate member of the Human Resource team.
- e) The Human Resource Department issues a NDC Form based on the information provided by the Superior/HOD.
- f) Employee has to take signatures of authorized signatories of the departments as mentioned in the NDC checklist.
- g) The Superior/HOD will ensure complete handover from the exiting employee and give clearance through NDC.
- h) The completed form is submitted to HR for final settlement
- i) Details of the process is summarized in the Process Chart (Annexure I).

5.2 CONDITIONS DURING THE NOTICE PERIOD

- a) After an employee, has submitted the resignation or confirmed intention to leave to the superior/HOD, employee is expected to co-operate with the systematic planning of handover of work assignments and work schedules within the team.
- b) The salary for the month in which the employee's resignation is accepted (minimum one month) will be kept on hold and will be released along with the F&F settlement payments.
- c) Either party may request that the notice period be waived by mutual agreement. If employee subsequently wishes to withdraw the resignation, this may only be done by a written request. It will be up to the Superior/HOD and Director to discuss and agree if this can be accepted.

6. INVOLUNTARY TERMINATION

Involuntary termination though undesirable may be necessary in case of employee misconduct, absenteeism, unsatisfactory performance, violation of service condition or terms of employment, layoffs etc.

Process

- a) Involuntary exit of an employee needs be initiated only after the disciplinary procedure is followed and where appropriate enquiry is conducted. The objective is to provide adequate opportunity for the employee to present his/her case or provide period for improving performance.
- b) In case of Involuntary exit of employee, before any action is taken to discharge an employee, the employees Superior/HOD must request a review by the HR department of all the opportunities given to the employee to improve performance.
- c) The Review committee consists of employees, HOD, Registrar and Director.
- d) If the review committee recommends dismissal, HR and the immediate reporting authority should notify the employee. HR should co-ordinate the exit process of such employee.

7. EXPIRY OF TRAINING / CONTRACT / RETAINERSHIP

Employees on Training / Contract / Retainer ship for a specific, time-bound role will be relieved on the last working day as per the contract terms. The contract automatically expires on the last date of contract as mentioned in the terms of contract without further information or intimation from ITM.

8. JOB ABANDONMENT

- a) If an employee remains absent without sanctioned leave or remains absent beyond sanctioned leave originally granted or subsequently extended. As a first step, HR will send a written email and registered AD Letter to the employee after 3 days of unreported absence, asking to report to office.
- b) If employee returns to work within 8 days from the commencement of such absence, then the employee needs to give written explanation for such unapproved leave.
- c) If the employee does not return to work after 8 days of receipt of the unauthorized leave notice, then the employee will be considered as having voluntarily terminated his / her employment without giving any notice and services will be terminated.

9. RETIREMENT

An employee on attaining the retirement age will superannuate from the Institution. Retirement age for Non-Academic staff is defined as 60 and for Academic Staff as 65.

Process

- a) The employee will be superannuated on the last working day of the month in which he/she is retiring
- b) HR team will organize a farewell event on Campus and present token of appreciation for the contributions made to the organization
- c) Handing over process will be as per the resignation process.

10. DECEASED EMPLOYEE

A termination due to the death of an employee will be made effective as of the date of death

10.1 Process

- a) Upon receiving notification of death of an employee, the reporting manager should notify the HR department immediately.
- b) On receipt of advice that an employee has expired, HR will convey condolences in writing to the immediate family.
- c) HR will process any outstanding salary, leave entitlements and any other dues, as from the last known working day.
- d) The family members of the deceased employee, will be requested to handover all the company property (including laptop and data) to HR. The handing over process should be completed within 2 months of the death.
- e) Death Certificate and nomination details needs to be submitted to HR.

11. FULL AND FINAL SETTLEMENT

- a) On receiving No Dues form from Human Resource department, the employee must obtain signatures from all concerned and return the checklist to HR department.
- b) The employee is required to settle:
 - i. Loan repayment, if any
 - ii. Repayment of dues from the employee to the Organization
 - iii. Abiding by any bonds / undertakings with the Organization
- c) The full and final amount will be paid to the employee after recovering all advances / outstanding dues, if any.
- d) The final settlement shall be done by cheque, and under normal circumstances the HR department will dispatch the settlement cheque at the permanent address or the address provided by the employee in the NDC form, within two months from the last working day.
- e) Apart from salary payable for the due months and reimbursements, if any, will get added to the full and final settlement.
- f) Notice period amount where applicable, excess leaves availed, excess salary paid, TDS, salary advance and any loan amount will be deducted from the final amount. The onus of providing investment declaration for tax deduction is with the employee, which should be given to the payroll team within 15 days of last working date. If the HR team does not receive the data then, the final settlement will be completed basis the data available with HR department.
- g) All items loaned or signed out to the employee by the company must be returned in full working condition at least one day before the last working day. Any such items not returned by that date will be billed to the employee at their cost and may be deducted from the final settlement. These items include but are in no way limited to keys, card keys, laptops, office equipment, etc.

Process:

- a) The email for disabling the email id and removing names from all the group email ids is to be sent by the HR representative, 3 days before the last working day of the employee. IT department to remove the name from the email Groups, 3 days before last working day of the employee. IT department will not disable email on instructions from any other person. If the access to email is required to be kept active, the password will be shared with the employee nominated by the Institution
- b) On acceptance of the resignation HR department will send email to the employee
- c) After discussion with Reporting Authority, HR will inform the employee the last working day. RA or any other member will not inform the same.
- d) HR to check the leave balances of the employee and update him/her. The leave balances cannot be adjusted against the notice period.
- e) As an ongoing process, HR representatives to publish list of employees exiting or exited from the organization with the details of employee code, function, date of joining, date of resignation, date of leaving, notice period status (completed or waived), type of exit, status of final settlement, date of settlement initiated by the Institution, date of settlement done, experience and relieving letter issued.
- f) HR will share this list with Function Head and Payroll team.
- g) Payroll department to update the list with the F&F amount, PF processing status and F&F settlement status

- h) HR representative to update employee database and all relevant databases related to employee.
- i) HR representative to collect PF form for clubbing with the final settlement payment.

Annexure II – No Dues Certificate

Annexure III – Detailed Checklist for HR department

Annexure I - Exit Process

HOD/ Reporting Authority	HR Department	Employee
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PROCESS CODE	PROCESS NAME	PROCESS DEFINITION	PROCESS TOOLS
HR EXIT-1	Resignation	Immediate reporting authority and head of dept /HR to counsel the employee for reconsideration who wishes to leave the organization. If employee still insists to leave the services of the organization submits resignation to head of department (HOD) through immediate reporting authority	Resignation Letter
HR EXIT-2	Acceptance Of Resignation	The reporting authority will accept and forward the resignation to HR department and consults HR on following issues - Cause of resignation, Acceptance, Consideration of Notice Period if part of agreement, date of relieving, alternate arrangement proposed.	Resignation Acceptance Letter/Mail (Exit Form 1)
HR EXIT-3	Clearance from various departments	HR issues the no dues certificate and resigning employee is responsible to get the clearance from all departments mentioned in No Dues Certificate. Employee to submit the filled in form to HR department	No Dues Certificate (Exit Form 2)
1.			
HR EXIT-4	Communication to Payroll Department	HR department prepares the statement of dues to be recovered if any from employee [eg. notice pay, loans and advances, surety amount as per service bond or agreement, leave encashment etc as applicable] and handover the statement to employee to inform amount due to him.	F and F Form (Exit Form 3)
HR EXIT-5	Collection of Dues	HR department informs the amount due to employee. HR collects cheque/DD in the name of the organization.	
HR EXIT-6	Mandatory Forms filled	HR to prepare work experience certificate and relieving letter and get mandatory forms like PF, Gratuity etc. filled by employee.	Service Certificate (Exit Form 4) Relieving Letter (Exit Form 5) PF Withdrawal Form
HR Exit –	HR Handover	Once dues are paid and mandatory forms are	

7		filled, HR to handover the service certificate and relieving letter to employee on last working day and get acknowledgement signature & collect receipt of the copy. HR department to enter the date of termination in information system and inform IT department to delete email id	
HR Exit – 8	Full and Final Settlement	Process final payments due to employee - salary for the days worked and other benefits for which employee is eligible. Make final payment.	
HR Exit -9	Exit Interview	HR department to conduct exit Interview	Exit Interview Form(Exit Form 6)

Annexure - III

Checklist for Issuing NOC (For HR Department)

1. Email and Email Groups:
 - a) Mail sent to IT team to suspend or close the email id: Mail sent to IT to disable access to company internet, intranet, Campus Dimension, HRIS, or any other software – access to which has been provided during the service
 - b) Remove membership from all the groups
 - c) Remove email id of the employee from any portals or websites or brochures where the contact details are mentioned
 2. Hand over/Recovery of ITM Property:
 - a) Cell Phone
 - b) Sim Card
 - c) Laptop
 - d) IPad
 - e) Personal /Desktop Computer
 - f) Dongle
 - g) Any Pen Drives or Memory sticks or CD's or such Media
 - h) Desk keys
 - i) Room keys
 - j) Keys of the cupboard etc
 - k) Designs and Materials
 - l) Inventory allocated
 - m) Stationery - Recovery of brochure, any letterheads, unused Business Cards and ITM stationery
 2. ITM data – student's database, vendor database, back up of documents and folders, back up of critical communication with vendors, customers and employees
 - a) List of work in progress or incomplete work
 - b) List of colleagues and employees informed about their dependencies and handover of relevant information
 - c) List of customers/ vendors to be informed and charge taken over. Highlight any issues or concerns to be handled or any open areas which are in discussion
 - d) Handover of customer/ vendor / employee related documents to the respective role holders
- Advance taken
 - Amount due
 - Amount settled
 - Amount pending- If not settled, then agreed mode of settlement
 - HR comments:
 - Any pending legal or statutory obligations:
 - Exit interview conducted-
 - a) Yes/ No
 - b) Date of interview

- c) Conducted by (Name & Designation of Interviewer)
 - Exiting employee given statement of F&F dues as a record
4. Updates to relevant stakeholders:
 - a) Exit information sent to Web management team to update information on Company website
 - b) Exit information sent to Compliance team to update all compliance related records
 - c) If the employee is at the management level or is an authorized signatory then the Banks and Government bodies should be updated
 - d) If employee terminated or left due to violation of service rules, then legal department should be informed
 - i. Contact Police reference if required.
 - e) File transfer (copy) to Legal Dept for legal procedure
 5. Documents to be collected from Employee:
 - a) Collect Form for consenting to release the Gratuity dues at the time of F&F settlement
 - b) Collect PF withdrawal or Transfer form from the employee
 - c) Ensure that the employee has submitted Investment declaration proofs to the payroll department
 6. Deposit of PF form with the Consultant and PF office.
 7. Updates to the employee
 - a) Inform ex-employee about submission of form to the PF office
 8. File transfer to Records with marking the reason for separation
 - a) Voluntary for Health, Disability or transfer of spouse or other family reason such as care for aged or care for new born etc
 - b) Resignation for better job, migration
 - c) Asked to resign for behavioral reasons
 - d) Asked to resign for fraud
 - e) Termination
 - f) Retirement on superannuation
 - i. death or accident
 - ii. suspension
 - iii. Recording a summary in Employee file
 - iv. Further action
 - v. Internal enquiry
 - vi. Cause of action
 - vii. Action taken, civil, criminal