

SeMT HR POLICY FOR OPEN MARKET PERSONNEL

I. Work Infrastructure

Objective:

This policy lays down the entitlements for work infrastructure, procedure for claiming reimbursement of these expenses and defines the eligibility criteria for providing laptops, pen drives etc to employees based on the needs of the organization.

Applicability

This policy is applicable to all NISG employees deployed to SeMTs whose work entails them to be accessible at all times.

Process Owner

HR

Policy Includes:

Cellular/Landline Phone

Laptop

Pen Drive

Internet Data Card Policy

E-mail usage

Internet usage

Communication Expenses Reimbursement

Entitlements:

- An employee shall be eligible for reimbursement of phone charges (Mobile/Landline) as per the entitlements defined
- The organization shall not provide handset/SIM card/Landline Connection to SeMT Personnel. It shall only reimburse monthly expenses
- Monthly/Annual Expenses entitlement Limits are as follows:-

Level	Max. entitlement per month
Level 3	Rs.2000/-
Level 2	Rs.1500/-
Level 1	Rs.1000/-



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Note:

- The reimbursement claims under this have to be met under the head "Office Maintenance" out of ACA(for States)/DIT(for UTs) funds (as applicable) available with the State Nodal agencies vide "Guidelines for implementation of CB Scheme and Utilization of DIT Grant-in-aid and ACA" issued in November 2008.
- Monthly phone Expenditure Limits includes all costs including Rentals, Taxes, Roaming Charges (National), Value Added Services Charges etc. incurred on Mobile, Landline connection at residence including internet charges on such landline connection, if any.
- In respect of Mobile bills, only post-paid connection reimbursements are allowed. Employee shall pay the bill as per the due date and forward the claim attaching thereto the Original Self-Paid bill for reimbursement. All claims for reimbursement must be submitted within one month of the billing period or the same month whichever is earlier to the official concerned in the State designated nodal agency. These claims shall be verified and reimbursed to the employee by the next Reimbursement Cycle by the State designated nodal agency.
- Employees should be judicious in the use of the communication devices.
- Any expenditure over the Monthly Usage Limits shall not be reimbursed.
- Any late fees charges will not be reimbursed.

Laptop:

- State designated nodal agency shall purchase, and provide laptops of appropriate configuration to all employees who need to travel out of office for official purpose. Such employees shall also be provided with pen drives for data storage.
- The Laptop will be configured with a standard suite of programs that are appropriate for the type of computer. It is also possible that other applications will be provided to the employee based on their professional needs or the requirements of the Laptop.
- Employees are prohibited from installing unauthorized/ illegal software on the laptops.
- To ensure that virus protection and other security patches are current, users must take responsibility that security updates are done on the Laptops on regular basis.
- It is recognized that it is impractical to limit the use of organization Laptop only to official use. Therefore, personal use is not prohibited, but it is expected from user employee to exercise prudent judgment in keeping personal usage to a minimum.
- Users are responsible for maintaining appropriate back-ups, especially of the work related documentation & data created that cannot be retrieved by reinstalling operating system or Program.
- In the event of theft, the user employee will be required to lodge an FIR with the nearest police station where the theft took place and approach the Reporting officer and State designated nodal agency, with a copy of FIR for further necessary action.
- The Lap top users will have direct responsibility and custody of their assigned machine/s. They will be held financially liable for any loss and / or damage to the machine due to inappropriate usage / carelessness.
- The employee will be required to return the laptop in fully working condition to the Reporting officer/ State designated nodal agency in the event of separation/ termination/ repatriation of services with the SeMT. He/she shall get clearance for the same from the Reporting officer and State designated nodal agency.



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Pen Drive:

- Employees are eligible for a data storage USB device i.e. Pen Drive etc. However, the device allotment shall be need based.
- The said device shall be used for the purpose of storage and transfer of data pertaining to organizational purposes.
- Users are advised to take utmost care and precaution with the usage of device in regard to virus and corrupted files etc.
- In the event of loss/damage to the device, concerned employee shall immediately inform the Reporting officer and State designated nodal agency and also be liable to bear the cost of the device.
- In case of separation/ termination/ repatriation employees shall handover the device to the Reporting officer in the SeMT/ State designated nodal agency (in fully working condition) and he/she shall get clearance from the Reporting officer and State designated nodal agency.

Data Card:

- Employees deployed to SeMTs shall be provided Data Cards on need basis by the State designated nodal agency. Data cards would be activated under a plan wherein each data card will have internet access and downloads up to 2GB.
- For access and download over and above 2GB employees shall submit a written justification and rationale for the extra usage duly approved by the immediate supervisor or Reporting officer.
- In case of loss of data card device, employee shall immediately inform Reporting officer/State designated nodal agency of SeMT for appropriate action at their end and also file a complaint at nearest police station and submit a copy of complaint to Reporting officer and State designated nodal agency.
- Data card devices are the property of State designated nodal agency and shall be returned by the employee at the time of separation and he/she shall get clearance from the Reporting officer and State designated nodal agency.

Email:

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, organizations can be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances. It is therefore important that email is used as per the following guidelines:

- E-mail should mainly be used for formal official correspondence and care should be taken to maintain the confidentiality of sensitive information. Limited private use of email is permitted, provided it does not interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to determine whether staff usage or involvement is excessive or inappropriate
- Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion
- All emails sent should include the approved organization disclaimer
- In order to protect the organization from the potential effects of the misuse and abuse of email, the following instructions are to be observed by all users.



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- No material is to be sent as email that is defamatory, in breach of copyright or official confidentiality, or prejudicial to the good standing of the organization in the community or to its relationship with citizens, staff, customers, suppliers and any other person or business with whom it has a relationship.
- Email is not to contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
- The email records of other persons are not to be accessed except by management (or persons authorized by management) engaged in ensuring compliance with this policy, or by authorized staff that has been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum required to complete the task.
- When using email a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
- Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include termination of employment. Employees need to be aware that some forms of email conduct may also be open to criminal prosecution.

Internet:

The internet is a facility provided by the organization for office use. Limited private use is permitted provided the private use does not interfere with or distract from a person's work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using official internet access are not permitted:

- Attending to personal activities of a business nature
- Viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause Java Systems to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially
- Downloading or printing material as described above
- Showing to others, or allowing to be seen by others, items as described above
- Repeated or prolonged use that is not directly relevant to the user's work
- Introducing computer viruses by failing to follow organization IT procedures

Organization Purchased Software:

- Employees are not authorized to share the key and organization purchased software like MS Office 2007, Acrobat writer, outside the office.

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include termination of employment. Employees need to be aware that some forms of internet conduct may also be open to criminal prosecution.



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Exceptions/Deviations:

- Any exceptions/deviations shall be approved by the Reporting officer with due justification and rationale.
- Management reserves the right to modify or terminate this policy without prior notice.



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II. Leave Policy

Objective

The objective of this policy is to ensure that employees are able to balance work and professional life without compromising work continuity and discipline.

Applicability

All Open Market personnel deployed to SeMTs

Process Owner

HR

Guidelines

- Leave entitlement and computation are linked to the calendar year i.e. from January 1 to December 31.
- An employee can avail the following types of leave based on need and reason of absence:
 - Earned Leave
 - Casual Leave
 - Sick Leave
- Leave cannot be claimed as an employee's right. Except in case of emergencies, all leave will be granted subject to organization's requirements. A situation will be considered an emergency on a case-by-case basis and will be decided by the Reporting/ Controlling officer.
- Leave, except for medical reasons, must be planned in advance.
- The sanctioning authority in case of all types of leave will be the Immediate Manager. An employee can proceed on leave only after approval by the Immediate Manager/Reporting Officer.
- In the first year of service, an employee will be eligible for leave proportionate to the period of service computed from the date of joining.
- In the event of cessation, all forms of Leave that accrue on an annual basis will be computed on a pro-rata basis.
- Employees are eligible to avail casual/ sick leave during the notice period.



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Earned Leave

Eligibility	All employees except external consultants
Entitlement	20 days per year on pro-rata basis
Purpose	Earned leave may be used for personal reasons
Process	Can be availed with prior approval of the immediate superior.
Extension	Extension of leave beyond the entitlement will be permitted only for emergencies. The extended leave will be treated as leave without pay
Encashment	In case an employee ceases to be in employment for any reason, earned leave to his credit will be en-cashed and paid along with dues
Accumulation	Privilege leave standing to the credit of an employee can only be carried over and accumulated for up to 60 days. Encashment shall be only at the time of separation or retirement.

Casual Leave

Eligibility	All employees except external consultants
Entitlement	5 days per year – cannot be carried over or combined with other leave
Purpose	Casual leave may be used for personal reasons
Process	Can be availed with prior approval of the immediate superior.
Extension	Extension of leave beyond the entitlement is not permitted
Encashment	Not permitted
Accumulation	Not permitted

Sick Leave

Eligibility	All employees excepting external consultants
Entitlement	5 days per year
Purpose	Sick leave may be used for medical purposes
Process	Can be availed without prior approval of the immediate superior
Extension	Extension of leave beyond the entitlement will be permitted only for emergencies. The extended leave will be treated as leave without pay
Encashment	Not permitted
Accumulation	Sick leave standing to the credit of an employee can only be carried over and can be accumulated for up to 20 days.



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III. Employee Benefits

Insurance

Objective

The organization is committed to the health and well being of its employees and their immediate family members. The objective of this policy is to provide suitable medical and accident insurance cover with a view to safeguard the health and safety of employees.

Applicability

All Open Market personnel deployed to SeMTs

Process Owner

HR

Guidelines

Medical Insurance

- NISG shall provide Group Medclaim cover for the employee, spouse and up to 2 dependent children.
- However, employees who wish to include their parents in the medclaim cover shall have to bear the entire additional premium as communicated by NISG HR in consultation with the insurance partner.
- Each employee and his/her spouse and children are insured for a maximum of INR 3 lacs per annum.
- This policy is meant to reimburse employees for eligible expenses that may have been incurred by them or any member covered under the policy, on account of hospitalization for a minimum of 24 hours and involving some treatment during the course of such admission. In such cases, the policy will pay for such expenses as are reasonably and necessarily incurred on account of such treatment, subject to certain terms and conditions as covered by the insurance company.
- All non-medical expenses like telephone/fax charges, registration charges, service charges, food charges for relatives, etc. are not payable.

Accident Insurance

- All employees on long term contract are covered under accident insurance. Sum insured is up to INR 3 lacs per person.



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- In the unforeseen event of death 100% of the amount insured is payable to the nominated dependent/s. In case of any accident which results in temporary or permanent disablement, a weekly sum of money (depending upon the extent of disablement) is payable up to the maximum of the sum insured.
- The weekly benefit is restricted to 1% of sum insured subject to maximum of INR. 3000/-.



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IV. Policy on reimbursement of Relocation Expenses

Objective:

Relocation Expenses include expenses incurred towards relocation of the family of the SeMT personnel including travel, packing and transportation of goods from the previous place of work/residence to the new place of posting in SeMT. The objective of this policy is to ensure reimbursement of relocation expenses. to candidates joining NISG from outstation or to existing personnel, in case of transfer to another station due to organizational needs. In case an internal transfer is initiated by the personnel on 'own request', he/she will not be entitled for the benefit.

Applicability

All Open Market personnel deployed to SeMTs

Process Owner

HR

Guidelines

Entitlement on Packing and Transportation of Goods:

Reimbursement shall include packing/unpacking, loading/unloading, insurance (on goods transported) and transportation of the goods from one city to another. Reimbursement would be made as per entitlement detailed below:

Level	Baggage	Vehicle
Level 3	Rs.35000/- or actual cost incurred whichever is lower	Rs.15000/-
Level 2	-do-	Not Admissible
Level 1	-do-	Not Admissible

Travel Reimbursement for relocation of Family:

- Single Person: Entitled for one way - Economy Class Airfare for self (from normal place of residence/place of previous organization to place of posting in NISG)
- Married Person: Entitled for one-way Economy Class Airfare/ for Self and spouse (from normal place of residence/place of previous organization to place of posting in NISG).
- Married person with children: Entitled for one-way Economy Class Airfare for Self, spouse and for up to 2 children (from normal place of residence/place of previous organization to place of posting in NISG)



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Claim Period:

Within 2 months of the date of joining/expenditure incurred on relocation, subject to production of all

Note:-

- **Maximum entitlements for reimbursement of relocation expenses shall be as under:**
 - i. **Head SeMT - Rs.60,000/- or actual cost incurred, whichever is lower.**
 - ii. **Senior Consultant/ Consultant - Rs.50,000/- or actual cost incurred, whichever is lower.**
- The reimbursement claims in respect of relocation of family including Baggage and Vehicle shall be submitted to NISG for payment.
- If location of work of previous organization is not the same as place of residence, then the expenses incurred on packing and transportation goods can be claimed either from work location of previous organization to the location of posting in NISG or from the place of residence to the location of posting in NISG.
- If an individual quits the organisation for any reason within one year of joining, the relocation expenses must be repaid by the individual to the organization, prior to the exit date or it will be adjusted recovered by NISG in the full and final settlement.



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V. Travel Policy

Objective

The objective of this policy is to facilitate a uniform and consistent practice with regard to official travel. The official domestic travel includes Travel from previous place of work/residence to the new place of posting in SeMT.

Applicability

All Open Market personnel deployed to SeMTs

General Principles

The following principles shall apply:

- All official travel should be approved by the Reporting Officer
- All expenditure incurred while on tour should be within the entitlement limits as defined in this policy and in case of any deviation, employees shall obtain a special approval in writing from the Reporting officer.

Process Owner

Accounts, Administration and Human Resource

Guidelines

Entitlement on Accommodation and Travel for Joining:

Entitlement for stay in hotel on joining (for the first 7 days) and for travel is as detailed below:

Level	Stay	Travel
Level 3	Category A cities-Rs. 4000/- per day for 7 days Category B cities-Rs. 3000/- per day for 7 days Category C cities-Rs. 2500/- per day for 7 days	Air – Economy Class
Level 2	Category A cities-Rs. 3500/- per day for 7 days Category B cities-Rs. 2500/- per day for 7 days Category C cities-Rs. 2000/- per day for 7 days	Air – Economy Class
Level 1	Category A cities-Rs. 3000/- per day for 7 days Category B cities-Rs. 2000/- per day for 7 days Category C cities-Rs. 1500/- per day for 7 days	Air – Economy Class



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Note:-

- In case of travel by any other mode (Train/Taxi/Bus) the claim will be restricted to actual expenditure incurred subject to production of bills.

Local Travel

- For official travel within headquarters, employees would be entitled to claim taxi/auto /any other transport fare based on locally notified rates. The same rates would apply even if the employee uses his/her own vehicle. No claim would be allowed if the employee is provided with Official transport for local travel.
- Head SeMTs are entitled to engage an AC car (Indigo or equivalent) on a continuous basis as required during tour outside Head Quarters. All others are entitled to engage AC car (Indica or equivalent) on a point-to-point basis.
- Employees shall record the mileage traveled on the trip sheet.
- To claim reimbursement for local travel an employee is required to submit bills and vouchers (wherever applicable) along with Travel Expense Claim Form to the Admin/HR in charge in SeMT along with approval from the authorized approving authority within two weeks.
- Employees are requested to be judicious while using official transport.

Domestic Travel & Stay

Mode of Travel

The entitlements of mode of travel shall be as given below:

Band	Entitlement
Level 3	Economy class by Air For short distances*, journey should, as far as possible, be performed by Train/ Taxi, whichever is economical
Level 2	2 tier AC Train/ Economy class by Air For short distances*, journey should, as far as possible, be performed by Train/ Taxi, whichever is economical
Level 1	2 tier AC Train



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Note:

- The entitlements under “Travel Reimbursement for joining” are different from the entitlements under “Domestic Travel Reimbursement”. The entitlement for travel reimbursement for joining SeMT or on his/her relief from previous organization does not apply to Domestic Travel.
- *Short Distances -For any travel between locations that can be covered in 6 hours or less by train the default mode of travel for all employees is AC Chair Car or II Tier AC as the case may be. Travel by air will be based on administrative exigency and with an approval from the Reporting Officer of SeMTs
- Under special circumstances, employees at level 1 may also be permitted to travel economy class by air with the approval of the Reporting officer of the SeMT
- Employees are encouraged to avail Super Saver, Apex or any other schemes offered by various airlines, so as to incur the lowest expenditure

Rules:

- To claim reimbursement, an employee needs to submit the Travel Expense Claim Form to the State designated nodal agency along with the relevant bills/vouchers, boarding passes, tickets and hotel bills and approval from the authorized approving authority within two weeks from the date of return from the trip.
- Submission of hotel bills is mandatory with the Travel Expense Claim Form
- With a view to factor in the relative cost differentials in traveling to various locations across the country, corresponding boarding and lodging expense entitlement limits have been set by classifying them into 3 broad categories. The classification is as follows:
 - **Category ‘A’** - Mumbai, Delhi, Chennai Kolkata, Bangalore, Hyderabad, Ahmedabad and Pune
 - **Category ‘B’** - Other State Capitals and major cities - Nagpur, Baroda, Kanpur, Cochin, Ludhiana, Ajmer, Agra, Allahabad.
 - **Category ‘C’** - All other locations
- The reimbursable expense limits on lodging and Daily Allowance, applicable during the business trip and corresponding to each location category, are set out in a level wise entitlement matrix provided below.

Level	Lodging			Daily Allowance		
	A	B	C	A	B	C
Level 3	4000/-	3000/-	2500/-	700/-	600/-	500/-
Level 2	3500/-	2500/-	2000/-	600/-	500/-	400 /-
Level 1	3000/-	2000/-	1500/-	500/-	400/-	300/-



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Daily Allowance (DA)

- Daily Allowance is paid to employees only for outstation official travel.
- DA will be paid over and above the other entitlements
- The employee is not entitled to D.A. in case of seminars/workshops/Training, where the organizers bear all expenses towards stay and food.
- Entitlement is calculated from the scheduled time of departure of the plane/train/bus, up to the return of the plane/train/bus at the headquarters.
- A full day will be calculated as 24 hours and for any fraction of a day, the following scale will apply.

Period	DA entitlement
– Up to 12 hrs	– 50% of DA
– More than 12 hrs	– 100% of DA

- All expenses are inclusive of applicable taxes.
- Expenses on telephone calls from the hotel and alcohol shall not be reimbursed.
- For cities and towns where the Company has tie-up with Guest Houses/ Hotels, the employees are encouraged to use the same as a first preference.
- Any exceptions to the above entitlements shall be processed subject to the approval of the Reporting Officer in SeMTs
- All employees are entitled to claim a Travel Advance for meeting the cost of stay and local travel.
- All Travel Advance requests require approvals from the Reporting officer in SeMTs.

General Notes:

- The Company may, notwithstanding the eligibility and terms mentioned above, at its discretion amend, modify or withdraw this policy.
- Any deviation from the provisions made in the clauses mentioned in the policy, will require the prior approval.
- The employees should contact the HR, in case of any clarifications
- The bills relating to Air Fare and stay for 7 days on joining SeMT shall be approved and processed for payment by the Officer concerned in the State designated nodal agency of SeMT out of ACA/DIT funds made available to the States/UTs.

Associated Forms/ Templates:

- Travel Approval Form
- Mobile Expense Form
- Travel Booking Form
- Travel Advance Form
- Travel Expense Reimbursement Claim Form
- Local Conveyance Reimbursement Claim Form
- Relocation Expense Claim Form
- Leave Application Form



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List of Forms/ Templates

Travel Approval Form

1. Name of the Employee.....
2. Designation.....
3. Purpose.....
4. Date of Travel: Onward
- Return
5. Place of Travel
7. Mode of Travel (a) By Air Economy/Business Class
(b) By Rail 1AC/2AC/3AC/Sleeper Class
(c) By Road
8. Time of Departure: (a) Onward.....
(b) Return.....
9. (a) Transportation: To be arranged office/self
(b) Accommodation: To be arranged office/self
10. Travel Advance: Required/Not Required
11. Amount of Travel Advance Required (in Rs):.....
12. Remarks (if any).....
13. I hereby declare that I have already submitted the travel expense statements for the earlier tours and no amount of travel advance drawn is pending with me.

Signature of the employee*

Signature of Competent Authority

**Employee shall obtain special approval wherever the entitlement limits are exceeded.*



SeMT HR POLICY FOR OPEN MARKET PERSONNEL**Mobile Expense Claim Form**

Date:	
Name:	
Employee No:	
Function:	
Designation:	
Mobile Number:	

Claim Details:

Bill Dated (From – To):	
Bill Amount (INR):	
Reimbursable Amount (INR):	

Claimed By	Checked By
Approved By	Settled By

Note:

Bill amount up to the applicable limit does not require any approval.

Bill amount in excess of the applicable limit shall be borne by the employee



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Travel Booking Form

Name of Employee:	
Employee No:	
Designation:	
Function:	
Date:	

S. No	Type of Travel	From - To	Date and Time (From - To)	Lodging Requirements	Remarks/ Comments
Reason for Travel:					
Visa requirements:					

Requested By	Authorized By	Actioned By (Administration Dept)



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Travel Advance Form

Name of Employee:	
Employee No:	
Designation:	
Function:	
Date:	
Date by which advance is required:	

Travel Details

Please indicate the estimated amount, wherever exact figures are not available.

From (Location):	
To (Location):	
Date of departure:	
Date of return:	
Number of Days:	
Domestic / International:	
Purpose of Travel:	

Expenditure Amount

Type	INR	No of days	Total
Boarding Expense Entitlement			
Per Diem			
Others (Please Specify)			
Grand Total			
Total Expense Entitlement			
Total Advance Required			

Requested By	Authorized By	Actioned By (Administration Dept)



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Travel Expense Reimbursement Claim Form

Name of Employee:	
Employee No:	
Designation:	
Function:	
Date:	

Travel Details

Please indicate the estimated amount, wherever exact figures are not available.

From (Location):	
To (Location):	
Date of departure:	
Date of return:	
Number of Days:	
Domestic / International:	
Purpose of Travel:	

Expenditure Amount

Type	INR	No of days	Total
Boarding Expense Entitlement			
Per Diem			
Others (Please Specify			
Grand Total			
Total Expense			
Total Advance Taken			
Amount Payable/ Receivable			

Claimed By	Authorized By	Checked By	Settled By



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Local Conveyance Reimbursement Claim Form

Name of Employee:	
Employee No:	
Designation:	
Function:	
Date:	

Date	From	To	Purpose	Kms	Amount
Total:					

Claimed By	Authorized By	Checked By	Settled By



SeMT HR POLICY FOR OPEN MARKET PERSONNEL**Relocation Expense Claim Form**

Name of Employee:	
Employee No:	
Designation:	
Function:	
Date:	

Claim Details

Reason for Relocation:	
Relocation From- To (Location):	
Effective date of relocation:	
Mode of Travel:	
Address:	
From – To (Date):	

Expenditure Amount

Travel Expense for self and family:	
Boarding and Lodging Expense for self and family:	
Baggage:	
Total:	

Employee Signature :**Date :**

SeMT HR POLICY FOR OPEN MARKET PERSONNEL**Leave Application Form**

1.	Name and Designation of the Applicant: (In Block Letter)	
2.	Reason for Leave Application:	
3.	Leave Duration (Dates):	
4.	Number of Days:	
5.	Type of Leave : CL/ SL/ EL	

Employee Signature :

Date :

Approved by :

Approver's Signature :

Date :

