

## **Recruitment Policy of BPOC**

### **Summary of the recruitment process**

1. Issue of Manpower Requisition Form.
2. Approval for back filling or creation of new position.
3. Shortlisting and interview.
4. Prepare the outcome of the selection process in a structured format with all details like who interviewed, the interviewer's opinion, ranking of the candidates and finalized CTC.
5. Send the summary of the process to Central HR for preparation of offer letter.
6. Send offer letter to the candidate.
7. Candidate gives acceptance.
8. Finalize date of joining and hand over for on boarding.
9. On boarding.

**Hiring Process:** To enables HR to initiates the hiring process at any point of time during the year, the respective user department to fill the Manpower Requisitions Form (Attached for yourreference) duly approved by the concerned approving authority and submit online to the hiring team.

### **Hiring Approval process:**

- Manpower Requisition of CCE/Agents & Team Leaders for normal **BACK FILLING** in the approved PAY BAND should be approved by Centre Head/Centre HR.
- Manpower Requisition for Assistant Manager & above for **BACK FILLING** should be approved by the COO.

Manpower Requisition for Agents, TLs and AMs when it is over and above the approved/existing strength to be approved by CEO/COO/HR Head.

- Manpower Requisition for Managers and above for **BACK FILLING** to be approved by CEO and COO.
- Manpower Requisition for Managers and above when it is over and above the Approved/Existing strength to be approved by Directors/CEO with information to HR Head.
- MRF along with JD should be shared by concerned HOD to HR Team.

**Sourcing of Candidates:** On receipt of the MRF , HR can make use of any of the below mention sources as per requirement.

- **Job Portal:** Job portals will be made available to the sourcing team .This is very good and cost effective sources for middle level positions.
- **Internal referral:** All hiring requirements would be published in the notice board/Web site for the information of all the employees of the company. Internal referral should be made strong source of recruitment. In order to encourage /rewards internal referrals company will pay below mentioned amounts of incentives to employees who have referred the candidate and are selected. However immediate line manager, skip level manager, employee at an AVP level and above & HR department would not be eligible for any such reward. However the management may come out with specific policies looking at the organization requirement and the same needs to be approved by the COO.

Level	Amount per employee
Agent/CCE/Advisors	Rs.250/-
Support Leader, Quality Lead, Executive, Trainer ) Staff(Team	Rs.500/-
Assistant Manager	Rs.1000/-

- **Empanelled recruitment Consultants:** On normal circumstances the company does not encourage recruitment through consultants/agencies. HR will maintain a list of empanelled recruitment consultants. In case a required skilled set is not available within the organizations, then pool the requirement to the recruitment consultant.

**The process of new empanelment of a new recruitment consultant will be as follows**

1. The HR can propose the new empanelment of a new recruitment consultant.  
In normal circumstances **NO monetary compensation** will be paid to the recruitment consultant/agencies. However on a case to case basis any such pay out may be recommended by the concerned HR department and the same needs approval by the COO & HR Head of the company.
2. In case it is decided to pay then the hiring rates for such recruitment consultant will be as follows:

Level	Percentage of Annual gross
Assistant Manager and above	15 days of gross salary

- **Campus Recruitment:** The Company proactively will recruit fresh talent from campus directly.
- **Recruitment by advertisement:** In case of large /mass requirement of similar nature it is advisable to publish recruitment advisement in local newspaper. Such advertisement along with the cost and content needs to be approved by the HR Head/COO.
- **Job Fair:** HR can also decide visit job fairs in case of mass requirement. However any such events needs to be planned and approved by the HR Head.

**Selection of Candidates:** Company being an equal opportunity employer, there is no discrimination any candidates on the basis of gender, religion, ethnicity or age in the process of shortlisting.

**Recruitment process of Customer Care Executive/Advisors/Agent:**

- **The user departments fills the MRF duly approved by the Centre Head submit to the Hiring Team.**
- Based on mail, recruitment teams arrange manpower through different sources like agencies, walk-in, and referrals.
- The center HR team will maintain a tracker at each location from the time of reporting of the candidate to selection.
- **Each center HR team will ensure that at least one third of the candidates will be from employee referral process. At least one third of the candidates will be from WALK INS and balance from any other source.**
- First round screening should be done by Centre HR to check type speed, accuracy. Communication skill of the candidates.
- If the candidates selected in 1st round, than he/she should be seat for next round .It will be a purely operational round and conducted by Operation Team.
- The selected candidates are then communicated about their salary structure and shift schedule.
- After completion selection process, onboarding process should be carried out by the HR Team.

**Recruitment process of Support staff/Team Leader/Asst. Manager/Manager/Sr. Manager:**

- **The initiator of the process fills up the Manpower Requisition form and submits to the concerned center HR/Central HR.**
- Recruitment team will conduct screening and shortlisting of candidates based on the BEST FIT with their competencies and JDs
- At least 3 CVs should be shortlisted for each position.
- Shortlisted candidates will appear for interviews as per the requirement of the specific

position.

- **For Team Leader and above, first level screening should be done by HR and Asst. Manager in the concerned Centre and second level screening should be done by the Center Head along with one other location Centre Head.**
- **For Asst. Manager & above**, first level screening will be done by Centre HR followed by Centre Head and second level screening should be done by VP/COO.
- **For Manager & above** position final selection would be done by Business Head and HR Head.
- Once the candidate is selected recruitment team will ask the candidates to upload/share the scanned copies of the required documents.
- The HR team will share the outcome of the selection process along with negotiated salary details to the Manager Recruitment, Central HR.
- Once the documents are verified and found satisfactory an offer letter in the standard format will be given to the candidates.
- If, a candidate is unable to provide the required documents, the candidate will be rejected forthwith.,
- On account of outstation candidates a VC should be preferred over telephonic interviews.

**It is mandatory to fill up the Interview assessment sheets (standard format attached) even if candidate is a fresher.**

**Pre-employment Screening:** Once the line manager and HR agree upon the candidate suitability for selection for BPO Convergence, HR would take up the following Pre-employment check.

1. To check for any default/police case.
2. To check for any past history of being interviewed by the company.

Before the offer letter is released, HR should be in possession of the following documents.

1. Resume of the candidate.
2. Interview assessment sheet filled by the line manager and HR.
3. Clearance from the pre-employment checks.
4. Aadhar card.
5. Last 3 month salary slip.
6. Copy of the last revision letter/Appointment letter incase no revision has been done.
7. Bank account proof.

On acceptance of the offer letter the prospective employee need to communicate a tentative date of joining to HR. Once the employee joins the company, he/she is to be issued a formal appointment order. The appointment order can be issued by corporate HR.

**Notice Period buy-Out:** This option has to be exercised sparingly on case to case basis. The line manager needs to keep in mind the level and criticality of the role before recommending buy over. The line manager needs to send the requisition with the approximate amount to HR with a justification on urgency of the recruitment. HR will then get this approved by CEO and HR Head. Tenor of the buyout shall not exceed 30 days and this amount shall be reimbursed to the employee on production of proof of deduction. However in case of voluntary termination of his/her employment within 12 months of joining, the amount will have to be recovered from his full & final settlement.