

PHONE




VALUE & BUDGET HOUSING
CORPORATION PVT LTD

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	<i>Name/Designation</i>	<i>Signature</i>	<i>Date</i>
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HISTORY OF REVISIONS

[illegible]



STANDARD OPERATING PROCEDURE			
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PHONE

1. PURPOSE

To manage the process of obtaining phone connections to the employees.

2. PROCESS TRIGGER

This process is triggered when an employee needs to travel for company related reasons.

3. SCOPE AND APPLICATION

All VBHC employees at all levels.

4. PROCESS OWNER

Administration – Head

5. PREDECESSOR AND SUCCESSOR PROCESSES


6. RESPONSIBILITY AND AUTHORITY

First approval: Reporting manager

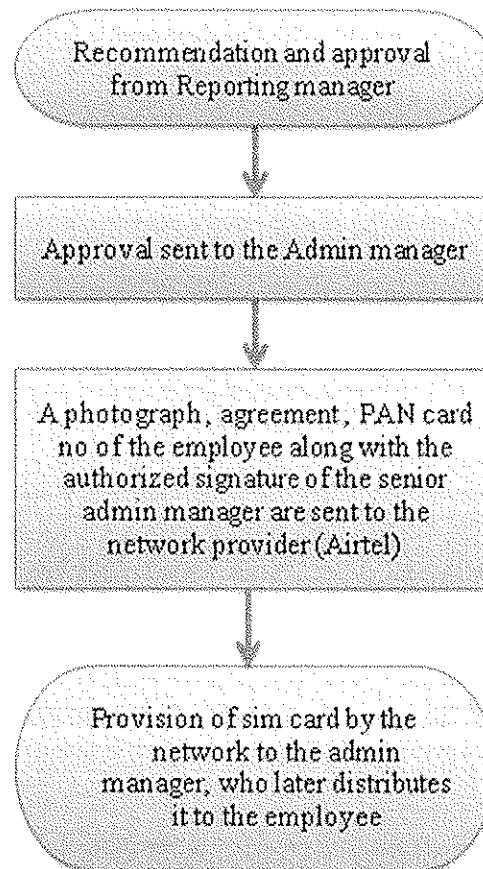
Final approval: Senior admin manager.

Sending all employee details to the network provider : Admin manager

7. DEFINITIONS & ABBREVIATIONS

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8. PROCESS FLOW CHART



9. PROCESS DESCRIPTION

- 9.1. Any employee of the company, in order to avail a company connection, is to be recommended and approved by the reporting manager. The reporting manager recommends an employee depending on the work assigned to the employee.
- 9.2. The request and approval is sent to the Admin manager by the reporting manager.
- 9.3. A photograph, agreement, PAN card no along with the authorized signature of the senior admin manager is sent by the admin manager to the network provider (Airtel).
- 9.4. The sim card and connection are provided by the network to the admin manager, who later hands it over to the employee. The connection comes with a credit of Rs 300 or Rs 1000, based

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on job priority. The company will only pay till Rs 300 or Rs 1000 on every monthly bill. If the bill exceeds Rs 300 or Rs 500 or Rs 1000, only with approval from the reporting manager, the company will pay the full amount. All company numbers with employee details will be entered in a format and kept with the admin department.

10. EFFECIENCY MEASURES AND EFFECTIVENESS MEASURES

Efficiency Measures: Number of days taken to provide the connection after request


Effectiveness Measures

11. RISK ASSOCIATED WITH THE PROCESS

12. FORMATS FOR MAINTAINING RECORDS GENERATED IN THE PROCESS

Employee Mobile Numbers

13. RECORDS

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ANNEXURE I

<u>Name of Format</u>	<u>Code</u>
Employee Mobile numbers	VBHC/ADM/F/05