



## Recruitment Policy

### Document Control

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Midland Microfin believes in recruiting the most qualified people and in maintaining a pool of human resources according to the resource requirements and planning of the organization. At Midland, we transfer or promote capable and high-performance employees to fill vacancies so that employees are provided with opportunities to widen their exposure and further their career development within the organization.

**Objective**

The core objective of the recruitment guide is to define the clear note on the recruitment process, guidelines, criteria, lapses, and parameters to be taken care of while recruitment by an HR and roles of various departments.

**Human Resource Planning & Budgeting**

The organization has a budgeted recruitment headcount for all departments. HR must ensure hiring as per the approved budget.

*\*Calendar must include branch recruitment drives, employment exchange drives, campus recruitment schedules, fast-track promotions, and IJP schedule.*

Process	SPOC	Timeline
HR to schedule a meeting with their respective RM/ HOD for manpower planning in line with current HC, attrition, and expansion	RHR	Last week of the month
HR for the assigned department/region to be approved by the HOD / RM	ZHR	Last week of the month
HR SPOC to publish a recruitment calendar in their respective regions	ZHR	Last week of the month
Non-Ops budgeting and planning to be validated and approved by the COO	RTL	Last week of the month

**Sources of Recruitment**

- Midland Microfin Limited Database
- Walk-In
- Campus Recruitment
- Job Portals (Indeed, OLX, Monster, LinkedIn, Naukri, dedicated company Mail ID)
- Social Media Advertisements
- Employment Exchange
- Internal Job Posting

## Mega Rozgar Mela

To recruit high-potential candidates in alignment with Midland Microfin growing manpower needs and to actively contribute to the Government of India's "Gaon-Gaon Rozgar" mission by creating meaningful employment opportunities in rural and semi-urban areas. This policy also aims to standardize and streamline the execution of the PAN India Mega Rozgar Mela Mission across all MML locations, ensuring consistency, operational efficiency, and fulfilment of branch-wise hiring target.

<b>Date of Recruitment</b>	<b>1<sup>st</sup> Thursday of every month</b>
<b>Joining Date</b>	Tuesday & Friday
<b>Venue of Recruitment Drive</b>	All Branches, Divisional Offices, and Regional Offices of MML
<b>Certified Employee taking Interview</b>	Cluster Manager (as per the below criteria): <ul style="list-style-type: none"><li>• Serving notice or CM against whom disciplinary action had been necessitated due to financial matters are not eligible</li><li>• The minimum tenure of the CM must be 1 year</li><li>• He/she must be referred by the Regional Manager</li><li>• The name of the authorized interviewer will be shared with HR 5 days before the recruitment drive</li></ul>
<b>Eligibility Criteria</b>	As per the Annexure mentioned below

*\*If the first Thursday falls on 5<sup>th</sup> or before of the month the Recruitment Drive will fall on next Thursday.*

## Profile-wise hiring authorities

<b>Profiles</b>	<b>Hiring Authorities 1<sup>st</sup> level</b>	<b>Hiring Authorities 2<sup>nd</sup> level</b>	<b>Hiring Authorities 3<sup>rd</sup> level</b>
<b>Trainee Centre Officers, Centre Officers, Senior Centre Officers, Executive Centre Officers, Senior Executive Centre Officers Premium Centre Officers, Individual repayment officer</b>	Cluster Manager (Certified)	Divisional Manager (Certified)	Regional Manager
<b>Deputy Branch Heads, Branch Heads, Premium Branch Heads</b>	Cluster Manager/Divisional Manager /Regional Manager	Regional/ Zonal Manager	HR
<b>Trainee Branch Executives, Branch Operations Credit Officer</b>	Regional Manager	Regional Credit Lead & RHR/RM	HR
<b>Support Staff</b>	HR Recruiter	Team Leader (Department)	HOD/COO

## Recruitment Announcement Process:

- All staff (BMs, COs, and BOCOs) of the branch will announce the Mega Recruitment Mission at their centres to attract a high volume of talent from their area of operations. BOCO will announce the Mega Recruitment Mission at the time of Center disbursement
- Recruitment advertisements as per the recruitment calendar will be published on social media and pinned on Branch

#### Notice boards

- QR Code for application to be displayed on all the branches
- Announcement modes - SMS, HR-One wall, IVR calls, Social Media posters, Internal Communication, Center meeting announcements, and noticeboard advertisements
- Standard recruitment advertisement template to be shared by Regional-HR with the Ops team
- The recruitment announcement will be made 7 days before the scheduled interview date.

#### QR Code for WhatsApp Hire Bot as below:



#### Process – Applying for a job at the branch – Field Level

- Scan the QR Code using your mobile phone
- The app will redirect you to the WhatsApp Chat with the heading “MidlandMicrofin Ltd Hire Bot”
- Message “Hi” on the chat
- The BOT will ask you a couple of questions. The candidate is required to
- Share remarks and further select “Goan Goan Rozgar Muhim/ Mega Rozgar Mela” from the drop-down
- A Google form shall open. Candidate must fill out the Google form & share their resumes.

S. No	Process	Description
1	Recruitment Announcements	Recruitment announcements and advertisements are to be done as per the process mentioned above
2.	Attendance	Attendance of candidates will be captured on the recruitment format
3	Formation of Batches	Recruitment will be processed in a batch size of a minimum of 5 candidates in a batch (depending upon the branches’ portfolio)
4	Welcome candidates & provide clarity on job roles	BOCO/ BM will formally welcome the candidates and briefly explain the process of recruitment The Branch Head will briefly explain the job description, deployment criteria, and guarantor criteria remuneration structure and other HR benefits
5	Filling out online job application form	The candidate using the QR Code displayed in the branch must fill online job application form The QR code will route the candidate to a WhatsApp link (Hire BOT) where he shall be required to message “Hi” The BOT will route the candidate to the Google link application form under “Gaon Gaon Rozgar Muhim/Mega Rozgar Mela” The Google form must be filled and the Aadhar card, Driving License, and professional photo to be uploaded on the link Online MIS of candidates will be validated and monitored by the Regional HR & HO Monitoring SPOC
6	Online Written Test	The written test available on the same link must be filled out by the applicant.

		Each candidate must complete a 13-point evaluation test. A minimum score of 9/13 is required to qualify for the next stage.
7	Personal Interview	They will get interviewed by a certified CM/DM The average PI time should be between 10 – 12 minutes The CM or DM is required to fill out the online Interview evaluation sheet shared with him by Regional HR Validation of candidate name, Aadhar number, mobile number, and address is mandatory, and interview status is mandatory The final interview must be conducted by the Cluster/Divisional Manager on the same day and feedback shared on the Google sheet link
8	Provisional Offer Letter	Once shortlisted, a hard copy of the provisional offer letter will be issued to the candidates signed by the Interviewing Authority present their <i>*Provisional Offer letter format will be sent from Head Office to the branch managers, cluster managers before the recruitment drive</i>
9	Due Diligence	Due Diligence of shortlisted candidates will be done by the Regional/Divisional HRs within 4 working days from the date of recruitment.

#### **Interview Authority**

Sr	Profile	1 <sup>st</sup> Level Interview Authority	Final Interview Authority
1	Tr. Centre Officer/ Centre Officer/ Sr. Centre Officer/Executive Centre Officer / Business Officer / Senior BO	Cluster Manager (Certified)	Regional Manager
2	Branch Operations Credit Officer	Lead/CM/DM/RM/ Regional credit lead	Lead/CM/DM/RM/ Regional credit lead
3	Branch Manager	Cluster Manager / DM	RM / DBH
4	Cluster Manager and Divisional Manager	Regional Manager	DBH / COO
5	Regional Manager and Above	DBH /BH	COO

#### **Recruitment Process**

The recruitment Process has been divided into three sub-processes which are as under:

Sr.	Process	Description
1	Recruitment Budgeting	<p>Recruitment Budgeting will be done based on the following parameters:</p> <ul style="list-style-type: none"> <li>Minimum Active Centre Officers in a branch should be 5 or the number of Centre Officers required as per the business requirement</li> <li>Minimum CO requirement per branch shall be calculated as (Total Borrowers/600= Number of Centre Officers)</li> <li>Replacement of serving notice employees shall be considered for Recruitment budgeting</li> <li>5% surplus Centre Officer per Region shall be hired</li> <li>Existing Manpower of the region i.e., Surplus staff deployed in branches shall be considered</li> <li>The final manpower budget sheet will be published by the recruitment lead in liaison with the MIS team by the 24th of each month.</li> </ul>
2	Recruitment Planning	<p>Based on vacancies, recruitment will be planned division-wise with special attention to the following: -</p> <ul style="list-style-type: none"> <li>Recruitment shall be planned in all branches where the shortfall of employees is quite high</li> <li>Recruitment calendar to be published on the 25th of every month</li> <li>Regional-HR/Divisional-HR, Divisional Managers, and Branch Managers should ensure proper recruitment announcements at Centre Meetings and communication to a wider audience through SMS, IVR, social media posts, and WhatsApp</li> <li>Regional HR will prepare the recruitment advertisement, and he/she will publish it on all social media accounts and within the recruitment WhatsApp groups</li> <li>Interview notification email must be sent to all branches three days before the scheduled interview day</li> <li>HO HR will share the written Test Paper link one day before the scheduled Interview Day. The test paper link will be shared with the Regional HR and Divisional Managers.</li> </ul>
3	Follow up by Divisional Manager & Regional HR	<p>Rigorous follow-up must be done by the Regional-HR / Divisional-HR and Divisional Managers to ensure the maximum footfall of candidates during the Recruitment Drive</p> <ul style="list-style-type: none"> <li>The tentative number of candidates to appear for interviews will be sent by Regional HR to HR Managers and conversion will be tracked accordingly</li> <li>Regional HR / Divisional HRs must ensure that a minimum of 30 candidates must appear in each recruitment drive</li> </ul>
4	Branch Setup on Interview Date and Pre-requisite	<ul style="list-style-type: none"> <li>The Branch Manager will ensure an adequate number of chairs for smooth sitting arrangements</li> <li>Compliance with MOHUA guidelines is mandatory</li> <li>Display of QR code for application form is mandatory</li> <li>The Branch Manager must have the provisional offer letter printed and hand over a signed copy to selected candidates only</li> <li>Not more than 20 Candidates shall be allowed to enter a branch in one go</li> <li>The Branch Manager must ensure the proper cleanliness of the branch on the recruitment drive day</li> <li>All branch employees must be dressed up in formal attire</li> <li>Business activities to be planned in the second half of the day</li> </ul>
5	Duty Roster	<p>Regional HR will publish the duty roster one day before the scheduled interview date and prior consent must be taken from employees to whom duties will be assigned</p>

### **Checklist Points**

<b>Sr.</b>	<b>Checklist Points</b>
1	Welcome of Candidates by Branch Head / Deputy Branch Manager / BOCO
2	Brief Introduction about Midland Microfin Limited & its Business Model
3	Brief Introduction about KRAs, Profile, and Incentive Structure
4	Briefly explain the recruitment process & Deployment Guidelines
5	Sharing QR Code for capturing Personal Details, Attendance, and Test paper
6	Written Test and Online Score
7	Group Discussion
8	Personal Interview
9	If selected, provide a provisional offer letter signed by the Regional Manager
10	Sharing of shortlisted MIS to DM/RM for their final remarks
11	Final shortlisted MIS with DM / RM remarks to be shared with Regional-HR
12	Creation of Applicant Code on the same day of Recruitment by RHR on HR-One by uploading all application details (Note: App code of all candidates must be created)
13	Share confirmation and list of documents required for due diligence via email through the HR-One recruitment module
14	Zonal-HR to share the final shortlisting with the recruitment lead and HO monitoring SPOC by EOD
15	Welcome call by Regional HR to the shortlisted candidate on the same day IVR calls to be done to the selected candidate on the day of selection Explain the recruitment process Provide clarity on KRA, compensation, deployment, and joining process RHR to provide their contact coordinates and their supervisor's contact details for the further recruitment process.

### **Process of Background Verification**

In this process proper background verification is done in which the following things are considered.

- Report verification of employee's EPFO, Pan Card, Voter ID, Driver License & Equifax report is checked.
- Along with that experienced employees are verified like previous experience letters required & resignations acceptance (i.e. in the case if employee is on notice period)
- Taking feedback from previous reporting managers & HR's
- Taking feedback from Parents (In case of Fresher candidates)
- At the time of joining - Onboarding cost recovery consent letter, Application form, Annexure, Health declaration form, experience letter consent letter (if applicable) etc.
- Digi locker verification, Surety Bond, Guarantor Documents for further verification
- Address, Guarantor & Crime verification is required at Field officer level (Up to 31<sup>st</sup> of Mar'25).

### **Offer Release and Due Diligence Process**

Once the candidate is selected, he/she has to undergo the due-diligence process executive by the RHR, TAT for which is 4days from the interview date.

**Step 1** – HR must upload the employee data on HR-One

**Step 2** - Add a candidate from “add from talent pool” to the job opening. Select all shortlisted candidates and share a link to “profile completion” in one go

**Step 3** – The candidate will receive a link on their email ID and through SMS. Once data is completed, the Regional HR will be notified

**Step 4** – Regional HR will start the due diligence process based on uploaded documents and follow up with a candidate to ensure closure.

**Step 5** – Salary negotiation and release of offer letter **post-Due Diligence completion**

**Step 6** – Due Diligence reports as mentioned below must be uploaded. Selection should be the basis of the guidance note for the Due Diligence process

The following are the due diligence criteria:

- System Generated reports for every candidate – **Fetch from the system & Upload to HR One**

Digi Locker approved KYC details

HR Bureau Report (Equifax)

Karza Report (To authenticate – VIC, PAN, EPFO, DL)

Credit Bureau Report (CRIF Highmark) – To check the credit history and score

- Reference Check –

One Professional Reference Checks are mandatory for experienced candidates

- Document Collection as mentioned below

**Step 7** – Offer to be released through HR-One. Candidates shall accept the same on HR-One/over the mail/ signature on the print out of the offer letter. The date of joining to be updated on the system and HR to closely monitor.

S. No	List of Documents	Operations	Non Operations
1	HR Checklist	✓	✓
<b>KYC</b>			
1	Aadhar card copy (front &back) *	✓	✓
2	PAN card copy*	✓	✓
3	Voter ID copy	✓	✓
4	Driving License (For field officers)	✓	✓
5	Passport No	✓	✓
<b>Recruitment</b>			
6	Resume*	✓	✓
7	Interview Evaluation Sheet*	✓	✓
8	Application form for Employment*	✓	✓
9	Offer Letter by MML*	✓	✓
10	Offer letter acceptance email/hardcopy by MML*	✓	✓
11	Appointment Letter from previous organization	✓	✓
12	Trainee Contract cum Offer Letter (If applicable)	✓	✓
13	Evaluation Test Report if applicable	✓	✓
<b>Educational Documents (All documentation photocopies to be collected, originals to be validated and handed over to candidate)</b>			
13	10th Certificate*	✓	✓
14	12th Certificate*	✓	✓
15	Graduation Certificate*	✓	✓
16	Post-Graduation Certificate *	✓	✓
<b>Background Verification</b>			
17	Police verification/ Character Certificate*	✓	✓
18	Equifax report*	✓	✓
19	CRIF report*	✓	✓
20	PAN*/DL*/Voter verification report	✓	✓
21	EPFO verification report*(Not for freshers)	✓	✓
22	Aadhar card of dependents* (Father, Mother, Spouse, Children)	✓	✓
23	Applicant Photograph (2 copies) *	✓	✓
24	Dependents Photograph (1 copy each)*	✓	✓
25	Guarantor Calling Acknowledgment - HR	✓	
<b>Previous Experience Documentation (for experience)</b>			
26	<b>Experience Letter cum Relieving Letter of Previous organization* (For Experienced candidates only, for all the companies)</b>	✓	✓

27	Current Company's Appointment letter/ Offer letter * (Applicable for experienced candidates)	✓	✓
28	Last 3 months salary slip of current organization* (Applicable for experienced candidates)	✓	✓
29	Salary account bank statement- last 3 months* (Applicable CM / AVP Above)	✓	✓
30	Employment Verification (HR / Immediate Supervisor) *	✓	✓
31	Resignation Letter of current organization* (Applicable for experienced candidates)	✓	✓
32	Resignation Acceptance Letter* (Applicable for experienced candidates)	✓	✓
<b>Compliance Annexures</b>			
33	Employee undertaking	✓	✓
34	Declaration of a family loan	✓	✓
35	Group media-claim insurance & personal accident policy	✓	✓
36	ESIC form	✓	✓
37	Form 11- EFP	✓	✓
38	Indemnity & Surety Bond (applicable on branch employees i.e CO, ILO, IRO, BOCO, BM,CM)	✓	
39	Declaration Cum Undertaking by Parents (CO to CM) – <b>Annexure A</b>	✓	
40	Vehicle Registration and Insurance copy* (up to BM)	✓	
41	Applicant Cheque (Cancelled Cheque & Blank Cheque – all employees)	✓	✓

**NOTE: -**

*\*Star marked documents are mandatory to submit for joining the process as per company norms*  
*Employee if unmarried documents of parents are mandatory; if married, documents of parents, spouse & children are mandatory*  
*Surety bond is mandatory for submission*  
*In case an employee is unable to produce a surety bond at the time of joining, a police verification receipt can be accepted.*  
*The employee must submit the surety bond & police verification receipt before their first salary payout cycle*  
**For senior managerial profiles cancelled cheques are mandatory.**  
**Blank cheque, character certificate/police verification both are optional.**

### Relieving Letter from previous Employer

As a condition of employment, all new lateral hires are required to submit their experience/relieving letter from their previous organization within 90 days (3 months) of their joining date at Midland.

This document is essential for completing the onboarding process. Failure to submit the required letter within the stipulated timeframe may result in termination of employment, as per our Company Policy.

Please note that it is the employee's responsibility to ensure timely submission of this document.

### Authorized signatory for offer letter

Designation	Signing Authorities
Centre Office, IRO, ILO, BOCO	DHR/RHR/ZHR
Branch Manager, CM, DM	RM / DBH
Executive & upto Managerial Role	HR
Senior Leadership Role	COO

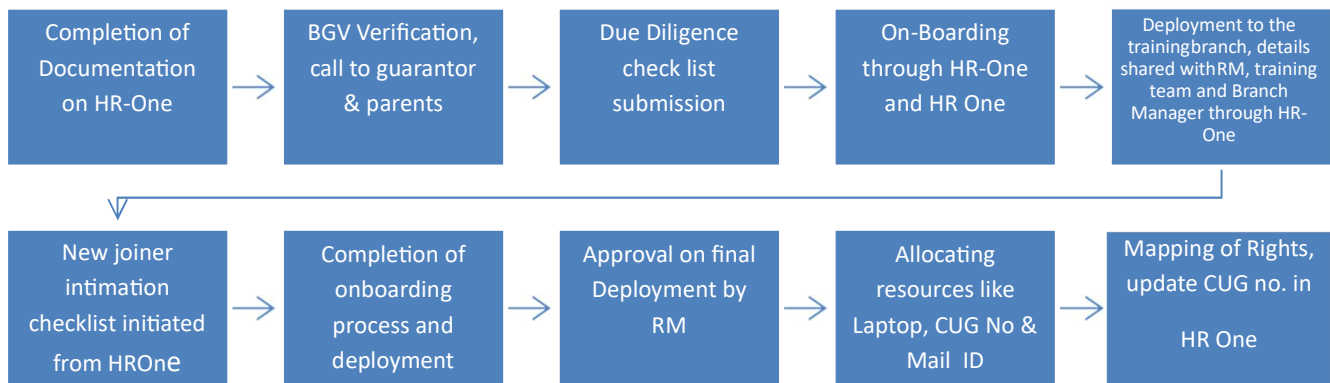
### Due Diligence Process & Validation Checks

Lapses observed during the onboarding process

Lapses	Action by HR
<b>Fake Aadhar Card /PAN Card/ Driving License</b>	All KYC is to be validated using Digi Locker at the time of joining in the presence of the onboardingrecruiter / DHR <i>This can be done by sending a WhatsApp message to DIGILOCKER NO by scanning thebelow QR Code</i> Photograph of the employee should be validated from DL, fetched from the KARZA app
<b>Fake Guarantor Details (Surety &amp; Indemnity Bond)</b>	All fields to be filled by an employee Validation of guarantor details through HR Calling, before the candidate joining
<b>Fake Parent Details</b>	Calling parents is a mandatory process and RHR The pre-boarding checklist should be filled in and uploaded in the documents section before the creation of the e-code. ZHR to ensure
<b>Bank Sign verification</b>	New joiners must submit bank validation certificates from their respective salary bank account(format available in annexure)
<b>Policy Verification</b>	Police verification must reflect the police office address and SPOC number for validation.The format must be on their official letterhead and signed by the police authority
<b>Photograph</b>	Submission of employee photograph must be a professional passport size photo and same to be uploaded on HR-One as profile pic and for ID Card purpose Validate new joiner photo on all documents basis KARZA / Digi Locker validated photo
<b>Deployment</b>	Zonal-HR to validate the deployment document and seek approval from ZM Employees from the same village, less than 80 kms, and relatives deployed in the same branch or underlying team to be validated.

<b>Equifax</b>	DL, Aadhar Card, PAN Card, Passport – combination of all to be used when fetching Equifax report Equifax will be fetched on the day of reporting to the branch for TCO and before joining all other employees Negative Equifax report = candidate not suitable for joining
<b>Cheque Submission</b>	The cheque submission form is to be filled by the employee and guarantor/family members Blank Cheque must reflect Midland Microfin Ltd & signature validated as per the above-mentioned process
<b>Reference Details – Application Form</b>	Ref check format to be filled on HR-One. Shall be triggered to the recruiter on the day of offer release. All fields are mandatory and must be filled
<b>Original Documents</b>	Colored, original documents to be cross-verified and clear visible copy to be uploaded on HR-One, for future audit and compliance Only DigiLocker-verified KYC details shall be accepted
<b>QR Code on KYC</b>	QR Code must be scanned as part of the validation of the document
<b>Handwriting Check</b>	Handwriting on all documents, and signatures are same (even for guarantors and witnesses)

### Employee Joining Process



- Regional-HR will ensure the tentative date of joining is updated on HR-One at the time of offer generation
- Regional-HR / Divisional-HR will follow up with the concerned candidate three (3) days before the scheduled date of joining
- The HR must ensure guidance notes & videos on “How to upload docs on HR-One’ are shared with the candidate beforehand. All documents must be uploaded and validated through HR-One prior to joining
- If there is any change in the Date of Joining, then the same must be updated in HRMS. The offer letter must be re-shared with the correct DOJ
- The individual must report to HR for joining formalities. The process of joining commences on submission of documents and receiving the letter of appointment, duly signed by the individual, indicating the date of his/her joining. HR will make sure that all documents are received and checked thoroughly before issuance of the formal appointment letter.
- Candidates joining for the post of TCO/CO/Sr. CO/ ECO/ Br. Jr. Executive/DBM/BM/Sr. BM or any profile in the accounts department, documentation should be complete at the time of joining. For all other profiles the documents except “Indemnity cum Surety bond” should be submitted at the time of joining and the candidate can be given time up to one month for submission of “Indemnity cum Surety bond”

- In case the “Indemnity cum Surety bond” is not submitted at the time of joining, police verification & character certificate is mandatory to be submitted. The RHR must follow up on the closure of the submission of “Indemnity cum Surety bond” before the month's payroll closure
- It is mandatory for all new employees to submit their UID and PAN Card. UID of parents is also mandatory. The details of the employee and his/her family members will be considered as per UID
- All the documents should be self-attested by the respective persons
- In case of any pendency of documents, they should be submitted by the new joiners within 7 days from the date of joining. Regional/Divisional HR will follow up with the candidate and send detailed mail regarding the pendency of documents to the branch keeping his/her senior authorities in the loop
- Payroll for the month to be processed post-completion of all documents.

**Guidelines for new joining and induction**

All joining is to be ensured at divisional/regional offices

Delay from any department to be highlighted as per the escalation matrix

Day of Joining	Day of Joining	Induction	Training Agenda
Centre Officer & Branch Manager	Tuesday	2 Hours of induction training on documentation day	Company Overview, HR Policies, Buddy mapping, Training Branch Deployment, CUG No, Bank Account Opening, RM final interview, Training induction.
	Friday	2 Hours of induction training on documentation day	

Role of HR	Role of Trainer	Role of Admin
Joining formalities to be completed on HR-One by the candidate	Content for the training of CO and BOCO to be shared by the training department	Admin to ensure all arrangements for food and lodging are made in the DO/ RO before the induction batch.
New joiner must be enrolled on HR-One and attendance updated until e-code creation	Training as per training SPOC must be delivered and confirmation status to be shared with HR & RM	Joining / welcome kit to be provided to new joiners at the time of training orientation.
Candidate to be aligned to induction as per schedule	Training branch deployment is to be approved by RM and shared with HR for mapping	
Deployment to be discussed and approved by RM	Divisional trainer to seek reason for non-reporting of new joiners and inform RM	
Observation of behavior, attitude, and documentation is to be highlighted to RM and assessed accordingly before deploying to the branch	The daily training test result of a new joiner is to be shared with the central training team	

### **Employee Deployment Guidelines**

- Regional HR will review the no. of vacancies branch wise, immediate requirements of employees in branches before proposing the deployment
- Regional HR will send the proposed deployment to the Regional Head for his/her recommendation
- After the Regional Manager's recommendation, the HR Manager will cross-check the proposed deployment as per the guidelines and give his final approval for Manpower deployment
- The employees recruited for the profile of field officer/branch in charge must be deployed at least 80 KM from their native place but not more than 300 KM in normal conditions. If there is no vacancy within the distance, he can be placed as per requirement
- The employees from the same village/city shouldn't be placed in the same branch
- The employees shouldn't be deployed under the person who referred him/her
- The employees shouldn't be deployed at the same location as the person who referred him/her
- The employee should not be deployed under his/her supervisor or line manager from a previous company
- More than four candidates can't be recruited from the same village/city in the Company. They must be deployed in different clusters
- No more than 2 blood relatives can be recruited. Blood relatives should be deployed in different divisions. The employee must be deployed in such a way that he/she should not report to his/her Friend/Relative
- The employees recruited from some other MFIs at the level up to the Branch Manager shall not be deployed to the same area he/she was serving in the previous company for one year
- Any employee promoted as DBM and above shouldn't be retained in the same branch after promotion.
- Premium Branch Head shall be deployed in premium category branches only
- Not more than 1 employee shall be deployed in a branch who belongs to the same pin code. 15. In premium Category branches, 1 surplus Centre Officer shall be deployed.

### **Welcome Letter**

- After the successful joining of the employee, a welcome letter will be automatically sent to the employee through HR-One mentioning all important contact numbers, links, policies, etc.
- The "Welcome message" task will be triggered to an employee's reporting manager at the time of e-code creation. The same must be filed within 2 days of joining
- Thank you call to the **employee's parents and in-laws** shall be made on the day of e-code creation (script below)
- HO Monitoring SPOC will trigger a 'thank you'll call to the new joiners' parents through IVR calling every Saturday.

### ***Script:***

*My name is XXX and I am calling from the HR Department at Midland Microfin Ltd. This is to extend our thanks to you for the employment of your daughter/son-in-law who has joined us on (date) as (profile). We appreciate your support and hope for a long-term relationship.*

### **Guidance for Branch Managers:**

- RHR shall share an intimation a "New Joiner Intimation Checklist" through HR-One to the branch manager and BOCO
- The branch SPOC will be responsible to validate the given details and share a confirmation by completing the Hr-One checklist
- The branch manager / BOCO must ensure the employee vs detail shared by HR are the same –
  - The candidate has received an offer letter from MML

- Digi Locker validated Aadhar Card & PAN Card with photograph
- Permanent Address, parents' details & details of the interviewer
- Indemnity cum Surety Bond/police verification has been submitted. If not confirmed date of submission of the surety bond shall be updated on the checklist
- Post confirmation from the BM/ BOCO, HR shall initiate and share their final confirmation post-discussion with the employee and handover the employee to the training department
- BM must ensure HR-One log in & attendance marking
- BM will be responsible for ensuring all application access and rights as per user rights policy are aligned to the new joiner.

## **ANNEXURE**

### **Eligibility Criteria of Candidates**

#### **Trainee Centre Officer:**

- Both male and female candidates can apply for the position
- If the qualification of the candidate is a minimum of 10+2, then the age limit will be 20 – 24 years
- If the qualification of the candidate is a minimum Graduation / Diploma holder, then the age limit will be 20 - 27years
- Freshers can apply for the Trainee Centre officer's profile.

#### **Centre Officers**

- Both male and female candidates can apply for this position
- If the qualification of the candidate is a minimum of 10+2, then the age limit will be 21 – 26 years
- If the qualification of the candidate is a minimum Graduation / Diploma holder, then the age limit will be 21- 29 years
- A minimum of six-month experience will be required of the BFSI sector or 12 months experience in any other sector
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization.

#### **Senior Centre Officers**

- Both male and female candidates can apply for this position
- If the qualification of the candidate is a minimum of 10+2, then the age limit will be 22 – 26 years
- If the qualification of the candidate is a minimum Graduation / Diploma holder, then the age limit will be 22 - 29 years
- A minimum of 12 months of experience will be required in the BFSI sector or 18 months of experience in any other sector.
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization

#### **Executive Centre Officers**

- Both male and female candidates can apply for this position
- If the qualification of the candidate is a minimum of 10+2, then the age limit will be 22 – 27 years
- If the qualification of the candidate is a minimum Graduation / Diploma holder, then the age limit will be 22 - 31 years
- A minimum of 18 months of experience will be required in the BFSI sector or 24 months of experience in any other sector
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization.

#### **Senior Executive Centre Officer / Premium Centre Officers**

- Both male and female candidates can apply for this position
- If the qualification of the candidate is a minimum of 10+2, then the age limit will be 22 – 27 years
- If the qualification of the candidate is a minimum Graduation / Diploma holder, then the age limit will be 22- 31 years

- A minimum of 24 months of experience will be required in the BFSI sector or 30 months of experience in any other sector
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization.

#### **Trainee Branch Executives**

- Both male and female candidates can apply for this position
- The age limit will be between 21 – 25 years
- The minimum qualification should be graduation. BCOM shall be preferred
- He/she must be competent to work on the computer.

#### **Branch Operations Credit Officer**

- Both male and female candidates can apply for this position
- Age limit will be between 23 – 30 years
- The minimum qualification should be graduation. BCOM shall be preferred
- A minimum of 12 months of experience will be required in the BFSI sector or 24 months of experience in any other sector
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization
- He/she must be competent to work on the computer.

#### **Deputy Branch Managers**

- Both male and female candidates can apply for this position
- Age limit will be between 24 – 30 years
- The minimum qualification should be graduation. BCOM shall be preferred
- A minimum of 30 months of experience will be required in the BFSI sector or 24 months of experience in any other sector
- If the qualification of the candidate is up to 10+2, then a minimum of 36 months of experience will be required in the microfinance sector
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization
- He/she must be competent to work on the computer.

#### **Branch Managers**

- Both male and female candidates can apply for this position
- Age limit will be between 25 – 32 years
- The minimum qualification should be graduation. BCOM shall be preferred
- A minimum of 36 months of experience will be required for the BFSI sector
- If the qualification of the candidate is up to 10+2, then a minimum of 60 months of experience will be required in the microfinance sector
- An experience letter from the previous organization is mandatory for onboarding
- He/she must not be an absconding/terminated employee in his/her previous organization
- He/she must be competent to work on the computer.

S.No	Profile	Qualification	Work Experience	Age Criteria
1	Trainee Center Officer	12 <sup>th</sup> and above	Fresher's	18 – 29 Years
2	Center Officer	12 <sup>th</sup> and above	3 – 6 months	18 – 29 Years
3	Senior Center Officer	12 <sup>th</sup> and above	7 – 18 months	18 – 29 Years
4	Executive Officer	12 <sup>th</sup> and above	19 – 24 months	18 – 29 Years
5	Senior Executive Center Officer	12 <sup>th</sup> and above	25 – 30 months	18 – 29 Years
6	Business Officer	12 <sup>th</sup> and above	18 – 29 Years	18 – 29 Years
7	Senior Branch Officer	12 <sup>th</sup> and above	37 – 42 months	18 – 29 Years
8	Senior Branch Manager	Graduation above	42 months & above	21 – 29 Years
9	Executive Branch Head	Graduation above	48 months & above	21 – 29 Years
10	Premium Branch Head	Graduation above	49 months & above	25 – 32 Years
11	Cluster Manager	Graduation above	49 & above months	25 – 35 Years
12	Divisional Manager	Graduation above	49 & above months	28 – 35 Years
13	Regional Manager & Above	Post-Graduation	Minimum 10 Years	28 – 40 Years

S No.	PROFILE	MONTHLY GROSS SALARY	MONTHLY VARIABLE INCENTIVE	OTHER BENEFITS
1	Trainee Centre Officer	Rs.12000/- (Stipend)	Up to Rs.8000/-	ESI, Mobile, GPA, GMC, PF, R&Rs, Performance-based fuel and incentive amount
2	Centre Officers	Rs.13140/-	Up to Rs.8000/-	
3	Senior Centre Officers	Rs.13140/-	Up to Rs.8000/-	
4	Executive Centre Officers	Rs.13468/-	Up to Rs.8000/-	
5	Brand Operations Credit Officers	Rs 11500/-(For 10+2 in commerce)	Up to Rs.8000/-	
		Rs 15201 to Rs.23732/- (For Minimum Graduation)		
6	Branch Manager	Rs.26600/- (Minimum Graduate)	Up to Rs.10000/-	

#### **Review and Regulatory Supremacy**

This Policy shall be reviewed at least once in every year or earlier, as may be required, to incorporate changes arising from applicable laws, regulatory guidelines, supervisory instructions, or evolving business and operational requirements.

In the event of any inconsistency between the provisions of this Policy and any applicable law, regulation, circular, guideline, or direction issued by a statutory or regulatory authority (including the Reserve Bank of India), such law or regulatory requirement shall prevail to the extent of such inconsistency, and this Policy shall be deemed to be amended accordingly.