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வணக்கம்

सुस्वागतम्

WELCOME

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**Know Your  
Company**

**Mahindra** HOME FINANCE

## Dear Employee,

Welcome to the Mahindra Rural Housing Finance Ltd. (MRHFL) family.

So you've gone through the interview, you've completed joining formalities and you're finally here at MRHFL. Congratulations and welcome to the MRHFL family.

On joining, you will receive your employee code from the HR department. Once it is generated, your reporting manager will send a request to the concerned IT person for mobile verification. After the mobile verification is done you will be getting SSO/EP (<https://172.30.0.187/LdapSSO/login.action>) portal rights & your e-mail ID will be configured. HR will also initiate the request for the generation of ID card and appointment letter through the online portal.

All the announcements & important communication from the organisation is shared by emails, so do access it without fail as it will keep you updated.

Don't forget to add your family member details (immediately after your joining) in the web portal to avail the mediclaim benefits (for grade L90 & above).

Reach out to your Branch Manager/HR department and get your salary account opened within a month after joining. Once it is activated, share a copy of a cancelled cheque with the HR department to update your salary account.

**Hi, I'm Champion Kumar!**  
**This manual has all the**  
**information you need to begin**  
**your journey at MRHFL.**





# KNOW YOUR ORGANIZATION

## MRHFL Overview

Mahindra Rural Housing Finance Ltd.(MRHFL), a subsidiary of Mahindra & Mahindra Financial Services Limited (MMFSL), has been established to provide home loans primarily in rural areas. Since its inception in April 2007, MRHFL has opened operations in 11 states namely Maharashtra, Gujarat, Rajasthan, Madhya Pradesh, Tamil Nadu, Andhra Pradesh, Telangana, Karnataka, Kerala, Uttar Pradesh & Bihar.

We operate in Rural & Affordable Housing (Semi-Urban).

The loans given by the company are secured by the property financed & may be available to the customer for purchase & construction of new property or repairs, modernization or extension of an existing home.



### Mission

To become the HDFC of Rural India



### Vision

Transforming Rural lives together



### Values of MRHFL

Entrepreneurship, Risk Mitigation, Team Work, Integrity, Customer-Centricity

# SENIOR MANAGEMENT



**Mr. Ramesh Iyer**

Vice Chairman & Managing Director, President of Financial Services Sector & Member of the Group Executive Board



**Mr. Anuj Mehra**

Managing Director



**Mr. Dharmesh Vakharia**

Chief Financial Officer



**Mr. Shantanu Rege**

Chief Operating Officer



**Mr. Srinivasan Kannan**

Associate Vice President - Operations  
(South Zone)



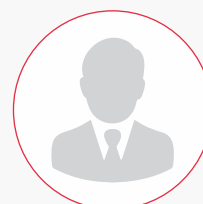
**Mr. Pankaj Verma**

Senior General Manager - Credit



**Ms. Moonmoon Roy**

General Manager - HR



**(Yet to join)**

General Manager - Affordable Housing



**Mr. Mohit Sharma**

DGM - Collections



**Mr. Jayant Jamble**

DGM- IT



**Mr. Rajendra Chalke**

General Manager - Accounts



**Ms. Shital Vekaria**

Manager - Business  
Excellence



# LEADERSHIP TEAM (RURAL)



**Mr. Vinod Madala**

Andhra Pradesh



**Mr. Vikash Kumar**

Bihar



**Mr. Anil Nambiar**

Gujarat



**Mr. Gopinath K.**

Karnataka



**Mr. Seltran A.**

Kerala



**Mr. Rakesh Dixit**

Madhya Pradesh



**Mr. Vishnu Ranade**

Maharashtra 1



**Mr. Dhruv Yadav**

Maharashtra 2



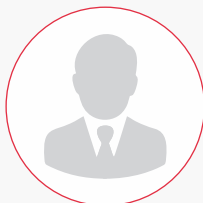
**Mr. Abhijeet Deshmukh**

Maharashtra 3



**Mr. Ravi Pardesi**

Maharashtra 4



**(Yet to join)**

Rajasthan



**Mr. Rajaselvam**

Tamil Nadu 1



**Mr. Ravishankar**

Tamil Nadu 2



**Mr. Abhishek Kumar**

Uttar Pradesh

# LEADERSHIP TEAM (Affordable Housing)



**Mr. G. Chandra**

Andhra Pradesh



**(Yet to join)**

Gujarat



**(Yet to join)**

Madhya Pradesh 1



**Mr. Alok Shivare**

Madhya Pradesh 2



**Mr. Vinod Sharma**

Maharashtra 1, 2, 3, 4



**Mr. Rajpal Singh**

Rajasthan



**Mr. Vijaikumar**

Tamil Nadu 1



**Mr. Manoj Kumar**

Tamil Nadu 2



**Mr. Fahad Khan**

Uttar Pradesh

# REPORTING HIERARCHY AT MRHFL

## For Operations & Collections



## For Legal/Technical/Credit





# ROLES & RESPONSIBILITIES

As an MRHFL employee, you are the face of the company and represent everything that this organization stands for. Along with fulfilling the duties mentioned below, it's important that our home finance employees derive attributes like market intelligence & entrepreneurship. This section of the handbook outlines the key deliverables that you will be accountable for as a part of your job role.

## A Customer Manager-Operations

- Making a plan for lead generation & customer logins
- Carrying out sales promotions/village activities & ensuring expansion into new geographies within the allotted area.
- Conducting preliminary field investigations
- Collecting customers' requisite documents
- Following up on loan approvals for submitted files
- Ensuring all formalities related to pre/post-disbursements are completed
- Handing over the loan disbursement cheque to the customer
- Achieving the budgeted disbursement targets in rural business and the collections targets for less than 1 year tenured contracts
- Maintaining customer relations through query resolution and promotion of the referral schemes of the company

## B Customer Manager-Collections

- Formulating a collections efficiency plan
  - a) Preparing the daily travel schedule
  - b) Visiting customers for collection of EMIs, overdues, AFC/SFC
  - c) Resolving allocated contracts
  - d) Submitting collected cash in the office on time
  - e) Making customers aware of the legal implications of non-payment of installments
  - f) Developing business through existing customers and passing on the leads to the operations team
- Encouraging cashless mode of payment
- Driving branch walk-ins

## C Credit Officer

- Profiling customers and analyzing their credit-worthiness prior to loan disbursements
- Processing disbursements in accordance with the defined policy and process
- Maintaining the documents according to regulatory requirements
- Visiting high-aging customers to ensure the NPA remains less than 1%
- Sending legal & technical reports to the concerned staff
- Post disbursement activity:
  - a)Cheque Cancellation
  - b)Minimizing of downsized cases
  - c)Cheque re-issue
  - d)PDD follow-up and submission
- Conducting reverse Field Investigation (FI)
- Audit & compliance
- Mentoring and guiding the Associate - Credit at the branch

## D Legal Officer

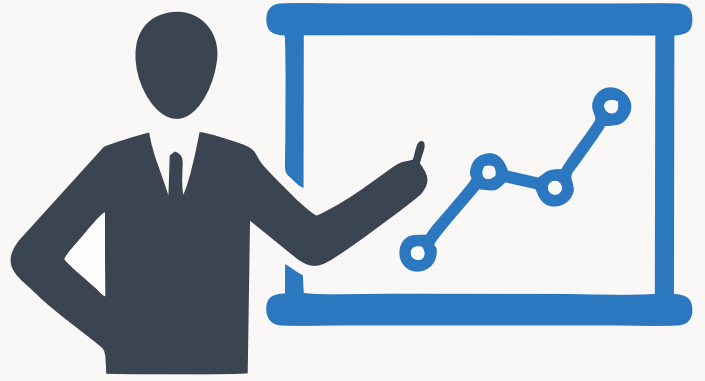
- Meeting with Team Leaders & Credit Officers regarding logins & legal search visits
- Verifying the property being financed or mortgaged for title verification and creation of Legal Search Report (LSR)
- Creation of mortgage deed
- Legal Audit Scoring
- Ensuring all relevant statutory compliances are met
- MIS of the mortgage creation/execution
- Conducting searches at the Sub-Registrar's office to establish the legality of documents (as per state norms) submitted by customers
- Verifying the original title deeds obtained as per LSR in case of equitable mortgage
- Planning with customers, completing all registered mortgages in time and confirming the same with TL to handover cheques

## E Technical Officer

- Technical inspection of the properties proposed to be financed
- Monitoring partly-disbursed cases on a regular basis
- Field investigation
- Collecting general information about the local building construction laws
- Submitting the Technical Scrutiny Report to the Credit Officer
- Providing support for documentation, field investigation, legal appraisal, business and collections for the first and subsequent disbursements
- Attending weekly performance review meetings with the Team Leader

# TRAINING & DEVELOPMENT

Once on board, every employee performing different roles has to undergo the mandatory class room trainings as mentioned below. Under these, we cover our products, processes, HR policies and other related policies. Knowing them well is necessary to fulfil each role.



Apart from the training programs mentioned above, you will be notified about other necessary training programs time and again through HR communication emails or through your Regional HR or Reporting Manager.

Besides class room training we also provide training through other modes such as on job trainings, e-learning through Vyaas modules, mobile-based learning etc.

It is also very important for you to know that at MRHFL we have a Functional Competency Dictionary which lists the critical competencies required for your job role.





# KNOW OUR POLICIES



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**Additional Medical Reimbursement Policy - Dental & Spectacles**

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**Education Assistance Policy**

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**Mandatory Leave Policy**

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**Leave Policy**

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**Exit Notice Period Policy**

To read the policies in detail, login to MRHFL web portal <http://172.30.0.76/mrhfl/index.asp>

01

### Confirmation Policy



This policy will be applicable to all new joiners in grades L90 to L70 in all departments.

#### Confirmation procedure:

NO	Period	Type of Confirmation
1	4 to 5 months	Early confirmation (subject to achievement of target as per level 5 rating)
2	6 months	Regular confirmation
3	9 months	Confirmation after 1st extension

The duration for regular confirmation is 6 months and the shortest duration for confirmation is 4 months, which is an early confirmation that can be awarded only for exceptional performance. However, the final decision of confirmation will be at the discretion of the management.

Terms & conditions for availing confirmation bonus are as follows:

- Confirmed employees with a rating of 5 will be entitled to receive ₹15,000 as a token of appreciation from the organization, which will be included in the salary of the subsequent month after confirmation.
- Confirmed employees with a rating of 4 will be entitled to receive ₹10,000 as a token of appreciation from the organization, which will be included in the salary of the subsequent month after confirmation.
- All employees who have been issued the extension letter will not be entitled for benefits as mentioned in the confirmation policy.

For more details please refer the detailed policies at web portal.

02

### Education Assistance Policy



The objective of this policy is to provide a scheme for employees to pursue higher studies.

#### Scope:

- Confirmed employees with minimum 1 year of service
- Employees who have been rated 4 or 5
- There will be no advances of fees, only reimbursements
- Correspondence courses may be considered only where it is compulsory or it is the only way of pursuing the higher studies

#### Claim procedure:

- All claims must be submitted to the Controlling Regional/ Zonal office within 15 days of joining the course so that it can be forwarded to HO.
- Claims of examination fees must be submitted to the Controlling Regional/ Zonal office within 15 days of payment so that it can be forwarded to HO.
- The processed claim will be sent to the concerned employee within 15 days of receipt of the claim, provided it is complete in all respects and does not require any further verification by the Zonal/ Regional office.

For more details please refer the detailed policies at web portal.

03

### Employee Birthday Policy



#### Scope:

- This policy is applicable to employees at all locations of MRHFL
- Birthday mails will be sent to the employees on their birthdays
- They will also receive a gift from the organization
- On their birthday, employees may leave the office 2 hours early

For more details please refer the detailed policies at web portal.



## 04 Employee Wedding Policy

### Scope:

- This policy is applicable to all permanent employees of MRHFL
- An amount of ₹5000/- will be credited to the employee's account as a wedding gift
- The company will take up air travel expenses up to ₹25,000/- for a honeymoon tour for the couple. The employee should have completed 1 year & 1 appraisal, with a minimum rating of 3 in order to avail the benefits of this policy
- The details should be supported by a copy of the wedding invitation
- The benefit of the policy can be availed only once

Terms & conditions for availing the benefits of the policy:

- No rescheduling in the travel plan will be allowed once the travel tickets are booked.
- The employee should produce a copy of the marriage certificate to the concerned Regional / Corporate HR within 2 months from the date of marriage.
- If both husband & wife are employees of Mahindra Finance, then the wedding bonus of ₹5000/- would be given to both the employees. However, the benefit of travel can be availed by either of the two.
- All the rail bookings are to be done through the respective RHRs.
- No additional benefits will be allowed under the wedding policy.

For more details please refer the detailed policies at web portal.



## 05 Employee Anniversary Policy

### Scope:

- This policy is applicable to employees at all locations of MRHFL
- Anniversary mails will be sent to the employees on their anniversaries
- They will also receive a gift from the organization

For more details please refer the detailed policies at web portal.



## 06 Group Mediclaim Insurance Policy

### Scope:

- All employees of Mahindra Rural Housing Finance Ltd. are covered under this policy
- If at any time during the tenure of the policy, an employee suffers from any illness or sustains any bodily injury through an accident and needs to be hospitalized, he/she will be eligible to claim medical expenses not exceeding the sum insured for him/her in any one period of insurance
- Currently the sum insured for Mediclaim in the family floater for all the employees of MRHFL is as follows:

Grade	Coverage	Amount
L4DH to L90	₹3,00,000/-	Self, spouse, 2 children & dependent father & mother
L10 A to L10C	₹1,00,000/- (for non ESIC* covered employees) ₹50,000/- (ESIC covered employees)	Only self

\*ESIC: Employees drawing a salary equal to or less than ₹21,000 are covered under ESIC.

For more details please refer the detailed policies at web portal.



## 07 Additional Medical Reimbursement Policy

**Dental & Spectacles-** This scheme covers all confirmed employees of grade L90 and above and their families.

“A family in this context includes a spouse and two dependent, unmarried children under 25 years of age.”

The reimbursement of dental & spectacles expenses in terms of this policy would be as per the limits stated in the annexure to this policy.



For a particular financial year all bills are to be submitted for reimbursement by 31st May of the next financial year. Any bills submitted after this date shall not be considered for payment.

- a) It is mandatory that all claims for reimbursement are supported by receipts/vouchers given by the medical practitioners, diagnostic centres, clinics, etc.
- b) Claims for reimbursement will have to be supported with relevant prescriptions.

For more details please refer the detailed policies at web portal.

08



### Maternity Leave Policy

#### Scope:

- All female employees of MRHFL are eligible for his policy
- Female employees are entitled to 26 weeks of paid maternity leave, of which 8 weeks can be taken before the expected date of delivery. Maternity leave of 26 weeks is applicable for up to 2 children. Thereafter, from the 3rd child, maternity leave will be 12 weeks

For more details please refer the detailed policies at web portal.

09



### PBMR Policy

Performance Based Monthly Reward (Incentive). Every month the PBMR policy is floated by the RHR. It varies according to the role of each employee and a mailer regarding the same is floated in the 1st week of every month by the RHR.

For more details please refer the detailed policies at web portal.

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### Mobile Policy

#### Scope:

- Employees handling business & collections profiles and who are required to travel continuously, are eligible for mobile bill reimbursement as per the grades mentioned in the table.

### Mobile usage reimbursement-

Grade	Amount
L10 A,B,C	₹300
L9O	₹500
L8O	₹750

For more details please refer the detailed policies at web portal.

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### New Born Baby Gift

#### Scope:

- This policy is applicable to all employees of MRHFL
- The employee/his Manager informs the Regional HR about the new member in their family through email
- RHR will procure a gift hamper within the allocated budget and present or courier it to the employee

For more details please refer the detailed policies at web portal.

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### Leave Policy

#### Casual Leave (CL)-Eligibility:

- 8 days per year

#### Computation:

- The CL will be computed proportionately from the date of joining till the end of the calendar year
- A maximum of 3 CLs can be taken at a time
- Adding normal holiday(s) to the CL is not allowed
- CLs cannot be accumulated

#### Sick Leave (SL)-Eligibility:

- 8 days per year

#### Computation:

- SL will be computed proportionately from the date of confirmation till the end of the calendar year
- A maximum of 3 SLs can be taken at a stretch without a medical certificate
- SL cannot be encashed

#### Privilege leaves (PL)-Eligibility:

- 30 days per year

### Computation:

- PL will be computed proportionately from the date of confirmation till the end of the calendar year
- PL can be availed only after confirmation of the employee, the leaves will get credited to the employee after completion of one year from date of joining
- Accumulation - Maximum 90 days (including all intervening holidays)
- PL will be encashed when the employee is leaving the organization
- Daily basic will be computed by dividing monthly basic by 30 days
- Casual leave, sick leave or privilege leave cannot be 'suffixed or prefixed' at a time with paid holiday, weekly off or paid leave, as paid holiday will then be converted into casual leave/sick leave/privilege leave based on whichever is being applied for
- In absence of sufficient leave balance, the leave taken in excess will be treated as leave without pay
- In case of an emergency, if it is not possible to apply in advance, approved leave applications should be submitted by the employee immediately on resuming duty, otherwise the absence of that period will be treated as unauthorized absence and no salary will be paid for said period

For more details please refer the detailed policies at web portal.

13



### Mandatory Leave Policy

#### Scope:

- This policy is applicable to all confirmed employees of the organization who have completed 1 calendar year of service
- Each employee can avail 15 days of mandatory leave, which can be broken up as many times in the year as per PL policy

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### Paternity Leave

#### Scope:

- All male employees in all grades are eligible for this policy
- Up to 5 working days of paternity leave is provided to the male employees. It can be availed within 15 working days from the delivery of the child and it is valid for up to 2 children

For more details please refer the detailed policies at web portal.

15



### Personal Loan Policy

#### Scope:

- All employees in grade L90 & above are entitled for this policy
- This policy will be applicable under the following special circumstances only
- Medical expenses for self & family (if expenses exceed mediclaim insurance)
- Family includes – dependent parents & children
- Marriage (for self)

For more details please refer the detailed policies at web portal.

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### Two Wheeler Expenses Reimbursement Policy

#### Scope:

- This policy is applicable to all employees of MRHFL
- Employees who need to travel can claim traveling expenses as per the state eligibility. This includes maintenance expenses as well

For more details please refer the detailed policies at web portal.



## Exit Notice Period Policy

### Scope:

- For all employees in all grades of Mahindra Rural Housing Finance Ltd.
- In the event of resignation from the services of the company
- An employee on probation or training will have to serve 15 day notice

### Notice days for permanent employees:

Band	No. of days
O-Band	30 days
M-Band	60 days
DH & above	90 days

- No employee will be relieved before the end of the notice period. Relieving & experience certificates will be issued to employees only on completion of necessary notice period
- No leaves can be availed during the notice period. If any leaves are taken, the period of notice will increase by that many days

For more details please refer the detailed policies at web portal.

The information given above is a brief explanation of the policies. To read the policies in detail please login to the web portal by clicking the link below -

<http://172.30.0.76/mrhfl/index.asp>



FOR ANY COMPLAINTS/ISSUES,  
PLEASE REFER TO THE  
ESCALATION MATRIX GIVEN BELOW



**‘We are not a team  
because we work  
together. We are a  
team because we  
respect, trust, and  
care for each other.’**

**All the best!**

