

MBA- FT 2019-21

SUMMER INTERNSHIP REPORT



PROJECT TITLE:

**Consolidation & Documentation of “Employee Life
Cycle SOP”**

Submitted By:

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ON

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Submitted To:

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Institute Name	Institute of Management, Nirma University
Faculty Mentor	Prof. Meeta Munshi
Purpose of Report	Fulfilling the requirement of MBA course

A large, stylized version of the Bajaj Finance Ltd - AF logo, with "BAJAJ" in a very large, bold, blue sans-serif font and "FINANCE LTD - AF" in a smaller, blue sans-serif font below it.

Acknowledgement

I'm highly indebted to my institute for providing me an opportunity to work with Bajaj Finance Ltd. - Auto Finance. Bajaj Finance Ltd. - Auto Finance has provided me numerous opportunities to learn in the field of Human Resources and also to understand the corporate culture.

I would like to express my gratitude towards my organization mentor Ms. Aunja Krishna for teaching me so many things. Her experience in the HR field and in this industry is kind of rare and she taught us many things from her experience.

Also, I would like to thank my faculty mentor Prof. Meeta Munshi for her continuous support and motivation.

Executive Summary

Bajaj Finance Ltd. –Auto Finance is a large scale NBFC which was established in 1987 with a view to provide easy finance to the customer to encourage the sale of Bajaj vehicles. During the Summer Internship project, I was working on developing and improving the communication for various stages of employee life cycle. I got to understand how the work is done in the field of HR.

The report also highlights the tasks performed in the internship period i.e. making a presentation on **Employee Life Cycle Management**, designing **welcome on board e-mail**, developing a manual for **ZingHR OnBoarding** application, gathering employee data, learning about **training & development** and **separation**.

During this internship I developed my notice writing skills in communication and the learnings and conclusion part shows the output of the project and the knowledge gained from it. It also shows the insights that I have gained from the internship.

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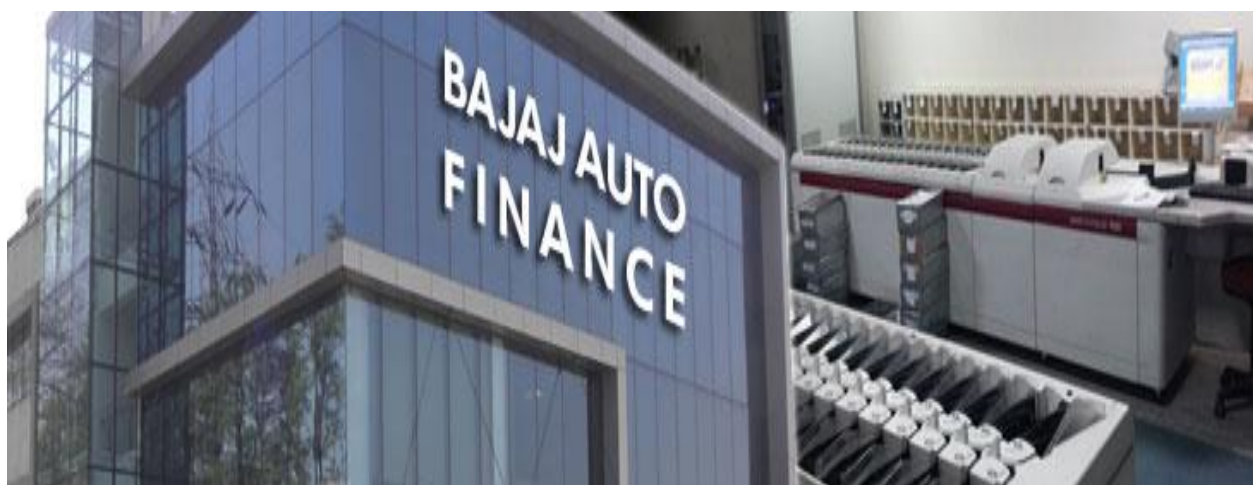
Part - A Organization Profile

Introduction

The Bajaj Group is among the main 10 business houses in India. Its impression extends over a wide scope of businesses, crossing cars (bikes and three-wheelers), home apparatuses, lighting, iron and steel, protection, travel and fund. The gathering's lead organization, Bajaj Auto, is positioned as the world's fourth biggest two-and three-wheeler maker and the Bajaj brand is notable over a few nations in Latin America, Africa, Middle East, South and South East Asia.

Established in 1926, at the tallness of India's development for autonomy from the British, the gathering has a celebrated history. The trustworthiness, commitment, genius and assurance to succeed which are normal for the gathering today, are frequently followed back to its introduction to the world during those long stretches of tireless dedication to a typical reason. Jamnalal Bajaj, organizer of the gathering, was a nearby associate and follower of Mahatma Gandhi. Truth be told, Gandhiji had embraced him as his child. We are celebrating 125th Birth commemoration of Shri. Jamnalal Bajaj on fourth of November 2014.

Bajaj Auto Finance Ltd. is a division of Bajaj Finance Limited and has headquarters in Akurdi, Pune, Maharashtra. Bajaj Auto Finance is in operation since 1987 and has more than 30 lacs customers across India. The company has 16 Regional Offices (RO) and 75 branch offices. Also, it has 294 urban and 497 rural consumer branches all across the nation.



Bajaj Auto Finance Ltd became a public company in 1988 and now it is being listed in NSE and BSE stock exchanges. The company has its operations in more than 42 countries in the world and it majorly operates in tier 2 and tier 3 cities of the country where Bajaj Auto Ltd has its outlets.

Bajaj Auto Finance provides loans to its customers on the basis of customer profile, eligibility criteria, cost of vehicle, etc.

Bajaj Auto Finance gains a competitive advantage over its competitors by offering:

- Easy online payments of EMIs
- Processing loans in 3 mins
- Minimal documentation requirements
- Quick loan processing
- Repayment alert schedules
- Strong 24*7 customer support

Bajaj Auto Finance has head office in Akurdi and total of 16 regional offices in:

1. Ahmedabad
2. Bangalore
3. Bhopal
4. Bhubaneswar
5. Chandigarh
6. Chennai
7. Cochin
8. Delhi
9. Ghaziabad
10. Hyderabad
11. Jaipur
12. Kolkata
13. Lucknow

- 14. Patna
- 15. Pune
- 16. Ranchi

Bajaj Auto Finance was awarded Best Place to Work award in year 2019, in year 2018; the company was awarded as Best Employer in India. Bajaj Auto Finance has always believed in maintaining high- trust and high-performance culture. These awards show that Bajaj Auto Finance has a culture which supports employee to develop and grow in their careers by providing them new and challenging opportunities which in turn also increases employee's morale and reduces turnover. We as an intern at Bajaj Auto Finance has always experienced huge support and learning opportunities in the company and our allotted mentors always give us opportunity and freedom to do things in our own way but on the other hand, they allow monitor our work that we don't go off the track. In this pandemic situation also, the company is offering all the work opportunities to its interns by allowing them work from home by understanding their situation. This shows that company's nature is very understanding as they understood the importance of an internship for an MBA student also just before a week when the internship getting started my grandfather passed away and my mentor and the intern manager understood the situation at my home and didn't put any deadline for my work, whenever I used to complete my allotted work then only they used to give me new task, this shows the understanding and supporting culture of the company. The company has only 5 day working policy which gives employees time to focus on their personal lives which encourages them to work efficiently on their working days. Also, when we started our internship at the company there was an online orientation was organized by the company and senior manager helped us to understand the structure and working of the company and also, they allotted mentors to each intern to work efficiently. A mentor allots the work to their interns through mails and also explains the task, takes the progress report and also solves the queries through regular team meetings.

The culture at Bajaj Auto Finance is very understanding and supportive towards an employee as the company believes that human resources are the only thing which your competitors can't copy.

Strategy: The strategy of Bajaj Auto Finance is to provide maximum benefits to the customers and employees to retain them and to provide quality services like loan processing in 3 mins, easy EMI payment options, online processing, convenience to the customers and they also have a channel in some areas where the customer can call the company to collect the payment of EMI from him and a person from company will go to collect the payment and will give the receipt to him.

Systems: In Bajaj Auto Finance the decisions are made through both the top to bottom and bottom up approach, as all the decisions which involve high cost are taken by top management of the company and also some decisions are taken after taking advice from field level employees as the company believes that field employees are the one who are in contact with the real market. Also, any employee has a right to challenge manager's decision and is free to give his opinion and if his opinion is approved then he's asked to work on it on trial basis. In this lockdown period, all the working and communication is being done through emails only and all the mentors guide their interns through "teams meeting application".

Skills: Employees working in Bajaj Auto Finance are well trained in their area of work and also to enhance their skills, whenever they put forward an innovative idea, they are encouraged to develop a whole model to support their idea and are given a chance to do a trial of that model in a controlled environment

Staff: The Company has department which gives loan, collection department, legal department, HR department, finance department and IT department and every department require different skills to be performed and department head recruit them according to the positions offered. Employees are rewarded every quarter as well as annually and besides appraisal company uses awards like **Star of the Quarter** and **Star of the Year** to reward the employees.

Style: Top management of Bajaj Auto Finance always encouraged ideas from field workers as they are the one who can give accurate information of the market. Top management believes that encouraging and motivating others is the most important thing for surviving for a long time

Shared values: Bajaj Auto Finance have always encouraged new ideas and innovations and in Bajaj Auto Finance any employee can challenge a manager's decision and put forward his

thoughts. We as an intern have experienced that all the employee always encourages us to put forward new ideas and are always there in case of you need any help.

Economic Policy

There are policies like approving loans in 59 mins, moratorium policy and many more, but the Auto Finance companies are not much affected by them as Bajaj Auto finance has a policy to process loans within 3 mins to customer who have high credit score, a salaried customer and has a house of his own, and about moratorium policy, is a customer chooses the option of taking this policy then he can delay the EMI payments but he will have to pay the interest on that loan for those months as well, so many customers do not take the option of this policy and those who choose the policy from them company gets a higher interest, which ultimately is a benefit for the company.

The company has following departments:

- Motorcycle Department
- Commercial vehicle Department
- Collection Department
- Recovery Department
- Legal Department
- HR Department
- Finance Department
- IT Department

Departments

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- Motorcycle
- Commercial Vehicle
- Collections:-
 - MC Collections
 - CV Collections
- Recovery
- Legal
- Human Resource
- Finance
- IT

BAJAJ
pulsar

Customers

Bajaj Auto Finance bifurcate its customers according to different segments such as:

- I. Income Group: The Company mainly focuses on 3 customer segments i.e. salaried customers, self-employed customers and rural profile customers, who intend to purchase 2-wheeler and 3-wheeler vehicles. The company generally targets middle and lower segments of the markets.
- II. Age Group: The Company focuses on customers of 18-45 year of age, who wants to buy 2-wheeler and 3-wheeler vehicles for personal and commercial use.
- III. Behavioral basis: The company generally bifurcate the customers and focuses on customers who are regular in paying their EMIs and are stable financially

The company either approaches the customers directly through brochures or stored customer data or approaches the customers coming to the Bajaj showroom to buy 2-wheeler and 3-wheeler vehicles. The company offers loans to customers at Bajaj showrooms or at their authorized centers or the customers can apply for Bajaj loans online as well.

Bajaj Auto Finance has some conditions for customers, which they have to adhere to before applying for any loan at Bajaj Auto Finance:

- I. The customers must be between age of 21-65 and customers of age below 21 but above 18, can apply but with a co-applicant
- II. Also, the customer must submit/upload documents like ID proof, Address proof, payment bank slip to show income eligibility and latest passport size photos.

Industry

Bajaj Auto Finance Ltd come in “**NON- BANK FINANCIAL COMPANY (NBFC)**” industry. NBFC are companies which does not have a full banking license but they facilitate banking related services like loans and credit services, wealth management, educational loans, etc and they are the main source of providing financial services to major MSMEs. NBFCs provide tailored financial services to its customers according to their specific needs. Reserve Bank of India regulates the operations of all NBFCs. NBFCs are the reason that the competition within financial services industry has increased. From past few years, the number of non-bank financial companies has increased significantly as many companies have entered the industry such as Power Finance Corporation Limited, Magma Fincorp, Bajaj Auto Finance, Muthoot Finance, Shriram Transport Finance Co. Ltd, etc.

Auto Finance companies comes under NBFC industry and India’s Auto Finance market is one of the most developed Auto Finance markets in Asia. As much as 90% of the commercial vehicles purchased in India are bought with automobile loans. The Auto Financing industry faces a huge threat from its substitutes and new entrants as well who aims to provide quality services at lower interest rates. Auto Finance companies have threats from various competitors such as other Auto Finance companies, banks and credit associations, internet loan providers, etc.

Auto Finance industry is very competitive industry as there are many banks, NBFCs and other institutions competing in the industry also in this industry entry barriers are very low as any new players can enter the market with sufficient level of capital. Generally, in Auto Finance there was a thumb rule of one vehicle one party, but now in the changing industry many people can jointly own finance for the vehicle also now firms and businesses can buy vehicle and finance for the same on their name.

Economic Policy:

All the industries are facing economic slowdown due to COVID – 19 and Automobile industry faced economic slowdown previous year as well and the sale of all commercial and passenger vehicles had fallen down and jobs and services related to the automobile industry had come to stake, so to manage the situation government introduced few policies such as:

- Approving all loans in just 59 Mins
- Moratorium Period Policy: It is a 3 months period during which customers do not have to pay EMIs on their loans. This policy was implemented by Reserve Bank of India
- Applying for loans online without visiting banks

Vision

To build a set of financial service businesses in coming years that share the Bajaj Group's common values of reliability, innovation and efficiency and provide customers with high quality products and services, Bajaj Finance Ltd. – Auto Finance has created its brand identity.

Services Offered

The company offers following types of loans to its customers:

- I. 3-wheeler (autos) vehicles loans: It generally starts from RS 1,25,000 and is given to customers purchasing Autos
- II. 3-wheeler (cargo vehicles) loans: It generally starts from RS 1,25,000 and is given to customers purchasing 3-wheeler cargo vehicles

- III. Budgeted bike loans: this loan is generally given of budgeted bikes like Shine
- IV. Middle range bike loans: which is given for middle range bikes like Pulsar and it is generally given to salaried customers
- V. High range bike loans: which is given for high range bikes like KTM or other sports bikes
- VI. Top-up loans: which is given for modifying and repairing the vehicles and this loans ranges around Rs 5000, 8000, 10000

Competitors

Bajaj Auto Finance has many competitors some of them are:

- I. Shriram Transport Finance Co. Ltd: It is division of Shriram Group and it operates all over India with 1230 branches and 24533 employees. The company deals in commercial vehicle loans, business loans, working capital loans, etc. The company was awarded “Best NBFC” in “Asset Backed Lending” category by Chief Guest Dr. C. Rangarajan
- II. Cholamandalam Investment and Finance Company: It is a division of Murugappa Group and has headquarters in Chennai. The company has 1029 branches and more than 7000 employees all across the nation. In the previous financial year, the company showed a net income of RS 1885 crore. Also, the company has been ranked 9th among top 50 banking and finance companies in India by The Banking & Finance Post. The company offers vehicle loan, loan against property, home loan, SME loans, agriculture loans, etc.
- III. Mahindra & Mahindra Financial Services Ltd: It is a division of Mahindra Group and has headquarters in Mumbai, Maharashtra. The company has more than 4.7 million customers across the nation. The company provides vehicle financing, SME financing, home loans, etc. the company has 1300 offices and 33000 employees all across the nation
- IV. Punjab National Bank: It is a public sector, Banking and Financial services bank which is owned by Government of India. The bank has more than 115 million

customers with more than 11000 branches all over the nation. PNB provides 2-wheeler loan, home loan, education loan, agricultural loan, personal loan, car loan, etc.

Bajaj Auto Finance has been performing well as compared to its competitors in terms of providing quality services and maintaining customer loyalty. In terms of annual turnover Bajaj Auto Finance ranks 3rd all over India and also the company have a very high community building ability as compared to its competitors. Bajaj Auto Finance charges minimum processing fees to its customers and the company also provides various offers and discounts to its customers. Bajaj Auto Finance is one of the companies who provide minimum EMI options to its customers i.e. RS 254 per 10000 for 5 years.

External Factors

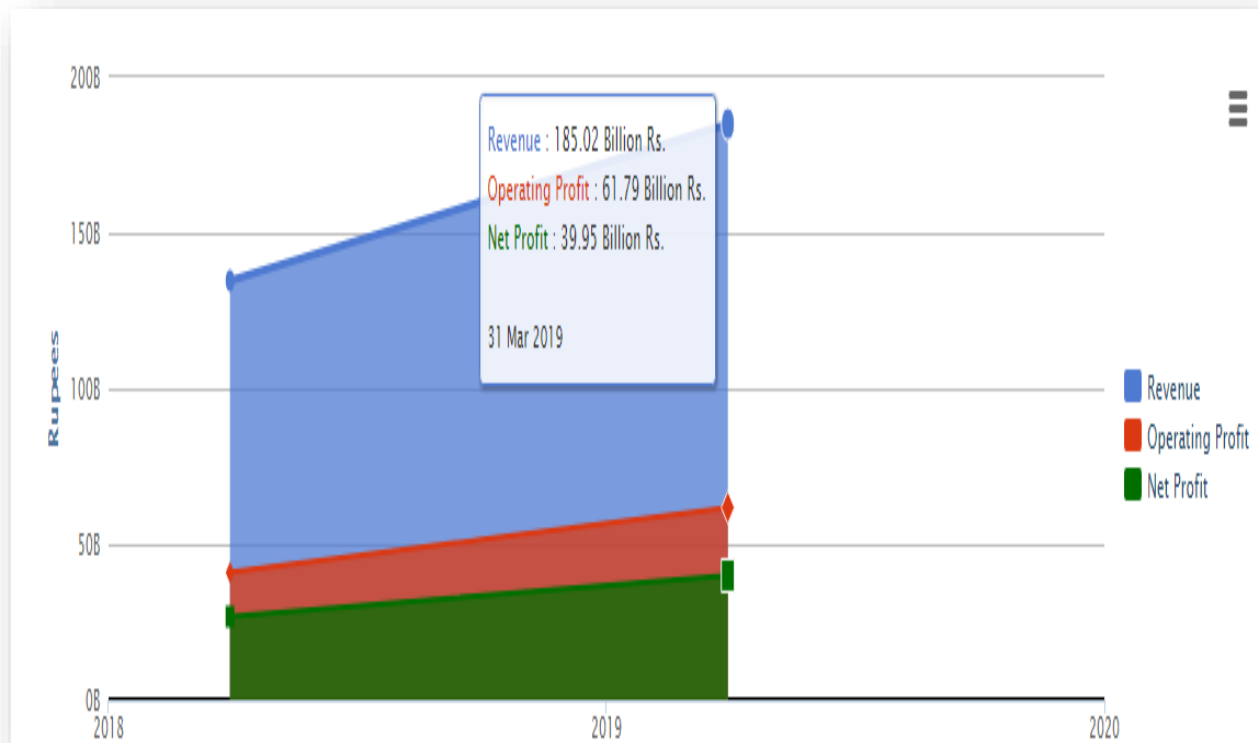
- 1. Supplier:** As the Auto Finance industry is a service-based industry, so the company doesn't require any kind of raw material, they only need finance for their working and for most of the companies the finance is arranged by their parent company only. So, in Auto Finance industry suppliers don't have much power to affect the company's working
- 2. Technology:** Today world is completely becoming digital and technologies are affecting the business world. In the Auto Finance industry new innovative technologies are coming which are changing the way of operating in the industry like
 - Honker- which allows the customers to lease cars and bikes online
 - Zing HR- which help to manage the data of all the employees and customers of the company so that the company have official record of everything with minimal efforts
 - Vroom- it is a car buying and selling platform which provides various financing options to its customers

Also, many AI based technologies help the Auto Finance companies to manage their customers and operations.

Financial Performance

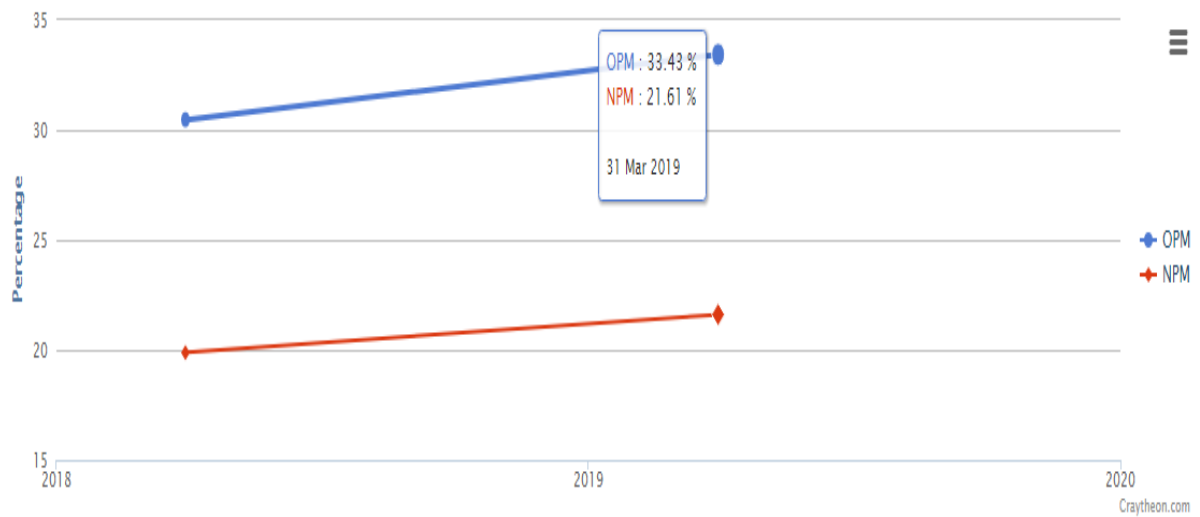
Bajaj Auto Finance is a vertical of Bajaj Finance Ltd.

Overall performance:



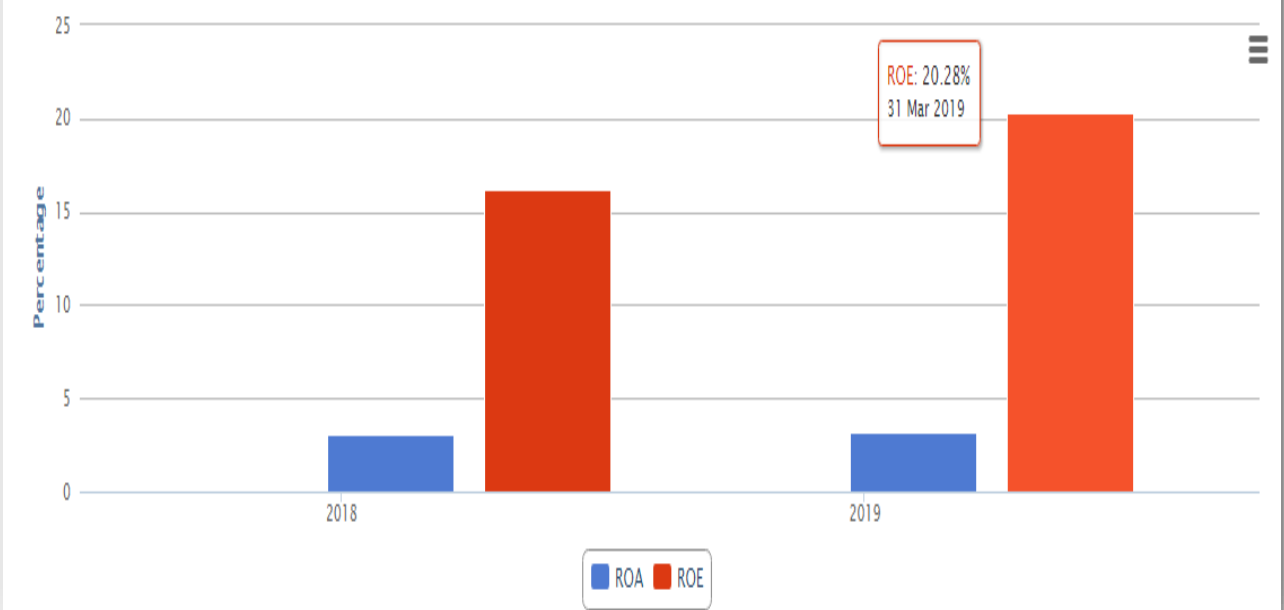
By looking at the graph we can say that revenues, operating profits and net profits of the company are continuously going up even when there was a recession in Automobile sector in 2018-19, which means that company is growing and as well as performing well in the industry

Gross, Operating, Net Profit Margin



This graph shows the operating profit and net profit percentages of Bajaj Finance are continuously increasing. It shows that Bajaj Finance have consistently increasing profit margins.

Return on Assets and Return on Equity - Bajaj Finance Ltd.



ROA was 3.08% in year 2018 and 3.22% in year 2019 and ROE was 16.16% in 2018 and 20.28% in 2019. When means that for every rupee of asset and equity invested, the company is making this much profit and the company is giving shareholder a huge return as its ROE is much higher.

Dividend History

Announcement Date	Effective Date	Dividend Type	Dividend (%)	Remarks
24-02-2020	03-03-2020	Interim	500.00	Rs.10.0000 per share(500%)Interim Dividend
16-05-2019	11-07-2019	Final	300.00	Rs.6.0000 per share(300%)Dividend
17-05-2018	05-07-2018	Final	200.00	Rs.4.0000 per share(200%) Dividend
17-05-2017	06-07-2017	Final	180.00	Rs.3.6000 per share(180%)Dividend
24-05-2016	14-07-2016	Final	70.00	Rs.7.0000 per share(70%)Final Dividend
02-03-2016	16-03-2016	Interim	180.00	Rs.18.0000 per share(180%)Interim Dividend
20-05-2015	09-07-2015	Final	180.00	Rs.18.0000 per share(180%)Dividend
14-05-2014	03-07-2014	Final	160.00	Rs.16.0000 per share(160%)Dividend
15-05-2013	04-07-2013	Final	150.00	Rs.15.0000 per share(150%)Dividend
16-05-2012	05-07-2012	Final	120.00	-
17-05-2011	29-06-2011	Final	100.00	Rs.10.00 per share(100%)Dividend
13-05-2010	08-07-2010	Final	60.00	-

Bajaj Auto Finance has been consequently declaring dividends from past 9 years and this year they have declared an interim dividend of 500%, which shows that company has been performing very well in the industry from a long time.

Growth Story

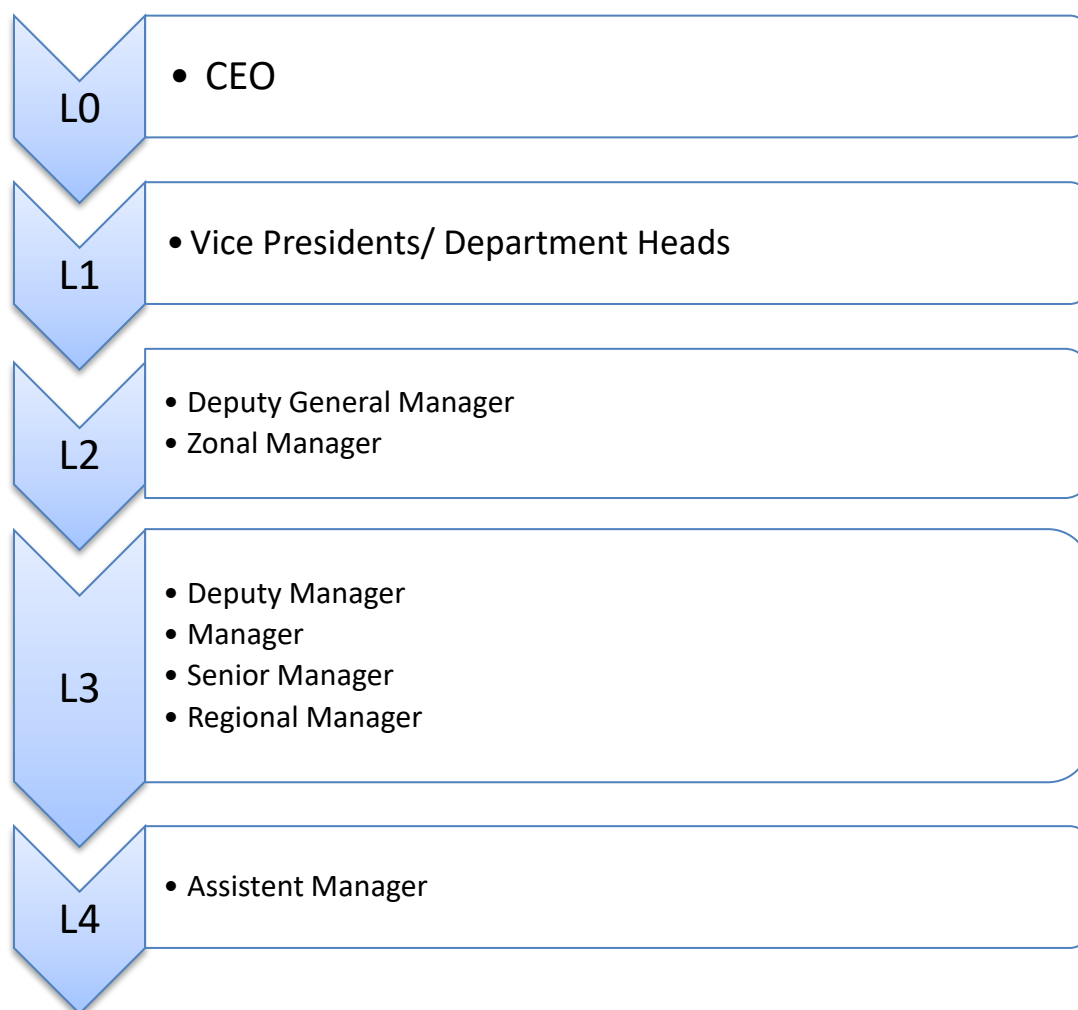
Bajaj Auto Finance was started in 1987 with a view to provide easy finance to the customer to encourage the sale of Bajaj vehicles. The company initially started with a private company then it became a deemed public company and in 1988 it became a public company and got listed in NSE and BSE. In 1995 the company showed 10 crores of profits and 100 crores of equity in 1996. The company is only focused towards providing finance for 2 and 3-wheeler vehicles only and the company has made a huge success throughout this journey. The company started expanding more and more by collaborating with various banks and non-banking intuitions and also every year, the company has been using its profits for organizing various CSR and other activities to benefit the society. In the year 2015-16, Bajaj Auto Finance showed 36% growth in its business and in 2016, Bajaj Auto Finance gave their ever-highest loans to various customers worth RS 2.5 million. In year 2019, the company was awarded as India's Leading NBFC and "Best Place to Work". In 2019, there was slowdown in the automobile industry but Bajaj Auto Finance effortlessly managed to maintain their annual sales.

Part –B Project Work

Introduction

My project at Bajaj Finance Ltd. –Auto Finance was to work under HR business partners of the company on consolidation and documentations of different processes within HR business partnering wherever there is scope for improvement in documentation, reports and communication. I was regularly given tasks for improving and developing the communication for various processes / stages within employee life cycle like, attraction, recruiting, on boarding, development, transfer and separation.

Workflow of the departments at Bajaj Finance Ltd. –Auto Finance is as follows:



Firstly, I was given a task of preparing a presentation of **Employee Life Cycle Management** so that I get a brief idea of what is employee life cycle, what are its stages, how it works and all other theoretical aspect and then I was exposed to the practical work which happens in a company related to employee life cycle. Recently I worked on improvising the **Welcome on Board** mail which goes to the new joiner for welcoming him in the company and informing him of all the applications, provided benefits and policies of the company, and it comes under the On Boarding process of employee life cycle and currently I'm working on developing a manual for using the **ZingHR- On Boarding** application which comes under the **Pre-Boarding process**, where during the time period between getting the offer letter and the joining of the candidate, he needs to complete all the Pre-Boarding formalities like uploading all necessary documents, identity proofs, bank details, address proofs, family information, etc.

Preboarding

The company was introducing a new application so that before joining, the employee can fill-in all his data like uploading all educational details and certificates, personal details, medical nominees, address proofs, employment history, bank details, viewing and downloading the offer letter, etc.



Onboarding

I was given a task of designing a Welcome on Board mail, which is sent to every new employee joining the organization to make them feel part of the Bajaj family, introducing the new employee to the system and to making him aware of the action areas and benefits provided by the company like uniform application, applying for medical insurance, leave benefits, applying for laptop, filling the personal and past employment details and completing the joining the kit and sending it back to the HR department.



Dear Rishab,

Welcome to Bajaj Finance Ltd. (Auto finance).

Your Employee Code is :

To make a smooth transition to your new role, we herewith present the details of the process to be followed upon joining BFL-AF:-

IMPORTANT NOTE - Your user id and password to login and update your personal details in Zing HR Portal will be sent to your official e-mail id and registered mobile number after 3-4 working days from your joining date. E-mail and SMS will be sent from Zing HR Portal only.

Training & Development

Bajaj Auto Finance provides technical, other various development programs to its employees with an objective of:

- To obtain knowledge on company policies and procedures
- To improve personal performance of the employee
- To gain new knowledge or information that helps employees to improve work performance
- To learn technical skills, like using applications efficiently
- To influence employee attitudes and perception towards work and performance



Technical Program in Bajaj finance

- ICAS – Web Application
- MYCAS – Mobile Application
- These applications are developed for on field people to maintain the track of their customer loans and dues.

Under recognition program of Bajaj Auto Finance, the company also give different category of awards to its employees for their outstanding performance to reward and motivate them and another employee as well



Retention

Retention means to retain efficient employees in the organization for a longer duration by giving them challenging work, rewards, recognition, etc. Bajaj Auto Finance does not have a retention policy to retain their employees.

Separation

In Bajaj Auto Finance the separation policies are different for voluntary separation and involuntary separation.

In case of voluntary separation:

- 1st employee needs to apply for his resignation through **Zing HR** app

- Then the application for resignation goes to his immediate manager for approval
- Then from his immediate manager, the application goes to the respective regional HR SPOC
- Then from regional HR SPOC, the application goes to HR Operational Manager, their he checks for any pending dues, any disciplinary issues or complaints, incomplete documents, etc.
- After all the things are checked and cleared then the acceptance of resignation letter is sent to the employee through an E-mail, with an exit kit and the employee is told to submit all his work and company assets and clear all dues and formalities related to his resignation

In case if involuntary separation:

- Warning, or formally known as charge sheet is filled against the employee
- The charge sheet is sent to the employee through an E-mail and registered post to his address. The charge sheet also specifies a reporting time on which the employee is asked to come to the company and give explanation for all charges against him
- If the charges against the employee gets proven then the employee is asked to leave the company
- Then the HR department calculates his full and final settlement due to him, due to government regulations salary of the employee till the last working day can not be cut unless the employee holds any amount liable to the company or he posses any company asset like laptop

HRD/RA/902874

Date: 05-June-2020

Vinod Kumar H M
Bajaj Finance Ltd,
No-74, 15th Cross, J-P- Nagar,
3rd Phase (Near Mini Forest)
Bangalore - 560 078

Subject: Resignation Acceptance

We are in receipt of your letter/email dated **09-Mar-20**, tendering resignation of the post held with us. We accept the same with regret.

You will be relieved of your duties with effect from **08-Jun-20**, after working hours. You are requested to hand over all the company assets, company documents and any other records/ material on or before the last working day to your reporting officer.

Also, attached herewith are the necessary forms (F&F, Exit Interview, Gratuity and PF forms in case you wish to settle the PF account with us).

*(Gratuity form is applicable only if you complete continuous service of **4 years and 240 days** and Gratuity will be paid as per Gratuity Act.)*

Process v/s Role

My mentor at Bajaj Auto Finance also helped me to understand the difference between the process (work) and role of HR department at the various stages of Employee Life Cycle, like Role of HR department in:

- **Recruitment & Selection:** To find a candidate that is best fit for the position and also matches the company culture
- **Onboarding:** Instilling trust in the employee and making him feel welcomed. Introducing the employee to his work and company system. Also, Introducing him to the individual and team roles, responsibilities and expectations
- **Training & Development:** Providing the necessary training to acquire new skills and to increase the productivity of the employee

- Retention: Retaining the employee, who is beneficial for the company and also to know the reasons of leaving
- Separation: Transition of employee out of the firm go smoothly by keeping in mind all the labor laws and regulations

Gathering Employee Data

I was also given a task to manually collect the past employment history of around 100 employees with a purpose to find out the positions that the employees have worked on previously, so that it will help the HR department to know the eligibility of the candidate applying for a vacant position in the company through internal job posting.

Revised L4 - Excel

Ticket number	Employee_Na	Official_Email	Chartlevel	Department	Designation	Grade	Location	Paylevel	RegionalOffice	Date_Of_Joini	ReportingMan	ReportingManager_Code	
902756	Sankar Ganesl	sankargr@bfl	L4	CREDIT	Assistant Mar	BAF2	Chennai	L4	Chennai RO	43087 V Vasudevan	903659	COMPLETED	
902760	Ashish Kumar	akyadv@bfl	L4	TW Sales	Assistant Mar	BAF2	Allahabad	L4	Lucknow RO	43089 Ashish Kumar	66548	COMPLETED	
902761	Pranav Dilipb	pdilani@bfl	L4	ICV Sales	Assistant Mar	BAF1	Bhavnagar	L4	Ahmedabad Ri	43102 Upendra Chati	900271		
902769	Suman Khan	skhan@bfl	L4	TW Sales	Assistant Mar	BAF1	Kharagpur	L4	Kolkata RO	43108 Debraj Das	901997	COMPLETED	
902770	Rajeev Kumar	kumarrajeev@bfl	L4	CV Flow	Assistant Mar	BAF2	Madhubani	L4	Patna RO	43108 Rajiv Kumar	900759		
902773	Manoj Kumar	mkumars@bfl	L4	TW Sales	Assistant Mar	BAF1	Mysore	L4	Bangalore RO	43112 Ramachandra	901991	COMPLETED	
902775	Hussain Ahme	hahmed@bfl	L4	ICV Sales	Assistant Mar	BAF3	Bongaigaon	L4	Kolkata RO	43115 Debashish Bai	902086	COMPLETED	
902784	Jafar Sadiq Pa	jpsathan@bfl	L4	TW Sales	Assistant Mar	BAF1	Goa	L4	Bangalore RO	43118 Vivekanand S.	903806	COMPLETED	
902788	Mahatheer M	mzackaria@b	L4	TW Sales	Assistant Mar	BAF1	Kallakurichi	L4	Chennai RO	43118 Muralikrishna	903266	COMPLETED	
902790	Saurabh Shari	ssharma@bfl	L4	TW Sales	Assistant Mar	BAF4	Gurgaon	L4	Delhi RO	43119 Piyush Mittal	902424	COMPLETED	
902791	Rajendra Dhai	rydhatunde@b	L4	TW Sales	Assistant Mar	BAF1	Ichalkaranji	L4	Pune RO	43119 Tanaji Shanka	903395	COMPLETED	
902800	Vishal Shriran	vssuryawans@b	L4	ICV Sales	Assistant Mar	BAF2	Pune	L4	Pune RO	43132 Anil Balasahe	900453	COMPLETED	
902806	Pushpendra Iv	pmali@bfl	L4	ICV Sales	Assistant Mar	BAF1	Sahibabad	L4	Ghaziabad RO	43132 Vikrant Saxen	902727	COMPLETED	
902807	Ajharuddin	ajharuddin@b	L4	CV Flow	Assistant Mar	BAF1	Jaipur	L4	Jaipur RO	43132 Praveen Yada	903469	COMPLETED	
902808	John Singha	jsingha@bfl	L4	TW Sales	Assistant Mar	BAF1	Berpeta	L4	Kolkata RO	43132 Ramanuj Barn	902923		
902810	Narendra Sing	nsingh@bfl	L4	CV Flow	Assistant Mar	BAF1	Kota	L4	Jaipur RO	43132 Praveen Yada	903469	COMPLETED, HAS MAILED	
902812	Sathishkumar	sathishkumar@b	L4	TW Sales	Assistant Mar	BAF1	Vellore	L4	Chennai RO	43133 Krishna Yanat	904191		
902817	Kuldeep Sharn	ksharma@bfl	L4	TW Sales	Assistant Mar	BAF4	Nawanshahr	L4	Chandigarh Ri	43137 Narinder Singl	64150	COMPLETED	
902821	Koushik T	koushikt@bfl	L4	TW Sales	Assistant Mar	BAF1	Bangalore	L4	Bangalore RO	43143 Praveen Shiva	901209		
902828	Sandesh Hindi	shbhoite@bfl	L4	Collection Stri	Assistant Mar	BAF3	Pune	L4	Akurd HO	43145 Varun Kotwal	67425	COMPLETED	
902831	Ashish Kumar	aksharma@bfl	L4	ICV Sales	Assistant Mar	BAF2	Singrauli	L4	Bhopal RO	43147 Abhishek Bhai	903219	COMPLETED	
902832	Chetan Arun S	csurvade@bfl	L4	CV Flow	Assistant Mar	BAF2	Anand	L4	Ahmedabad Ri	43147 Keyur Chandri	903422	INCOMPLETE, NOT SURE ABOUT D	NEED TO CALL IN MORNING FOR RESUME
902833	Kiran Prakash	kpdhawale@b	L4	CV Flow	Assistant Mar	BAF1	Satara	L4	Pune RO	43150 Onkar Pramoc	903433	COMPLETED	
902835	Mahibooob Pat	mhinamdar@b	L4	CV Flow	Assistant Mar	BAF2	Bijapur	L4	Bangalore RO	43150 Ads Santhana	64380	CAN'T CONNECT	
902837	Vaithiyana	vhchandra@b	L4	TW Sales	Assistant Mar	BAF2	Erode	L4	Chennai RO	43151 Balasundar K	902958	COMPLETED	
902839	Nilesh Bhagwi	nbchaudhari@b	L4	Technology &	Assistant Mar	BAF1	Pune	L4	Akurd HO	43151 Padmanaban	64603	COMPLETED	

Expected Contribution

The project here aims at gaining broader perspective and new opinions for improving and developing the communication for various HR business partnering processes. We are currently aiming at developing and improving the communication and documentation for various processes to simplify the processes so that it could become understandable by all level of employees whether they are just beginners or be experts in their area of field. Its aims is to develop a communication material which is understood by all level of employees and also the communication material should be influencing that the company can be ensured that the employee will do the mentioned actions, which in turn would reduce the time and efforts of HR department to take follow-ups from all the employees and to solve their queries, which would ultimately increase the work efficiency of the employees.

The ZingHR Onboarding manual designed by me was initially used by 6 employees of level L4, L3 of the company, without facing any difficulty.

Methodology

The method used for collecting information is Ethnographic Study method, where information was collected by being an observant. Although, in this pandemic situation observing the real time situations in the organization was quite difficult, but with the support of my organizational mentor and her team, I would be able to observe some insights into working of HR department in an organization, like role of HR department in the organization, analyzing employee data, process of internal recruitment, etc.

Observations

I observed how HR department have hidden objectives behind doing any task, like:

- Zing HR Onboarding application: This will help the HR department to find out that how much the employee is interested in working in the organization, as if the employee fill in the data as soon as he receives the e-mail then he's highly interest in the job and will not leave the company sooner, on the other hand if the employee is delaying in filling up the

information, that can be interpreted as that the new joiner is not much interested in the job, he may leave the organization very soon or he may even not join.

- Welcome on-Board mail: This helps the HR department to introduce the employee to the system, specify his action and problem-solving areas and specifying about company benefits and policies
- Gathering employees past employment data: This will help HR department in future internal job posting, as by looking at his positions in his previous organizations, we can analyze that the candidate is eligible to work on the specified position or not

I also observed that how a change is implemented in the organization, like in Bajaj Auto finance, 1st the change is proposed in front of the team leader then it goes to the regional head, then if everything is checked and verified, then the proposal goes to the board of directors, if they approve the proposal then the employee suggesting the change get a defined period to work on that proposal, after that the proposal is implemented in the controlled environment of the company and if everything goes right then the change is implemented in all the regional offices of the company.

Critical Issues

- a) As the world is moving towards automation, there are still many functions in the company which needs to be performed manually, so the company might have to face some challenges in the terms of technology in future, but the company is working to bring automation in most of its functions like for managing the data of customers and all employees company is using **Zing HR** platform.
- b) Due to this pandemic situation, every country is facing economic problem, and many people have either lost their jobs or have got salary cuts and due to the long lockdown period savings of many families are also getting over. So, the middle- and lower-class people would not prefer to buy new 2-wheeler or 3-wheeler vehicle or they would prefer buying a less expensive model, which would reduce the sale value of Bajaj vehicles in future, which in turn would also affect the sales of Bajaj Auto Finance. But there are high possibilities that people will buy more of budgeted vehicles to avoid going in public transports so Bajaj Auto Finance

can focus more on providing loans for budget 2 wheeler and 3 wheeler vehicles and the company can also start leasing or renting their vehicles to the customers for around a year so that the customers will not need to think much before taking the vehicle on rent as it would cost less to them as compared to buying and this would increase the sale of Bajaj Auto as well as Bajaj Auto Finance.

- c) The interest rate of Bajaj Auto Finance on 2 wheeler vehicle loans is above average i.e. 18% but still the company is maintaining its competitive advantage and its annual profits, but the company may find threat from its competitors and new entrants in near future as its competitors have already reduced their interest rate on 2 wheeler vehicles loans i.e. Indian Bank 9.65%, Bank of India 7.75%, etc.

What the company can do is that they can reduce the interest rate of its loans to a certain level to maintain competitive advantage and also, they can provide quality services and easy repayment options to its customers.

Conclusion

Bajaj Auto Finance Ltd. is a division of Bajaj Finance Limited, it has 16 regional offices and head office in Akurdi. Bajaj Auto Finance provides loans to its customers on the basis of customer profile, eligibility criteria, cost of vehicle, etc. Bajaj Auto Finance has always believed in maintaining high- trust and high-performance culture. Bajaj Auto Finance has a culture which supports employee to develop and grow in their careers by providing them new and challenging opportunities which in turn also increases employee's morale and reduces turnover. We as an intern at Bajaj Auto Finance has always experienced huge support and learning opportunities in the company and our allotted mentors always give us opportunity and freedom to do things in our own way but on the other hand, they allow monitor our work that we don't go off the track. In this pandemic situation also, the company is offering all the work opportunities to its interns by allowing them work from home by understanding their situation.

Employee Life Cycle has various stages like Recruitment, Onboarding, Development, Retention and Separation. I have worked on onboarding and preboarding stage and learnt about recruitment, training & development, retention and separation stage.

Part –C Learning

This internship has given me opportunities to experience the work and importance of HR department corporate world. In this internship, there were different projects under consolidation and documentation of “Employee Life Cycle SOP” but the main aim was to understand how the work is done in the field of HR and also importance of various documents for communication. I started my internship work 1st by making a presentation on “Employee Life Cycle Management”, to gain the basic knowledge and understanding of the various stages of employee life cycle.

While preparing **Welcome on Board** mail, I learned that how it helps in introducing new employee to the system and also to specify the action areas which the employee needs to focus on. I also learned that how welcome on-board mail can make employee feel welcomed at the same time it can specify the immediate work to be done, to the employee.

While preparing **Manual** for **ZingHR OnBoarding** application, I learned how the application works and also, how the application can be used to find out the interest of the selected candidate in the job offered and also how time efficiency of the departments can be increased by simplifying the long-time taking processes. The manual designed by me was used primarily used by 6 L4 and L3 employees and they were able to use the **ZingHR OnBoarding** application without any difficult. Also, during this internship, I have developed my notice writing skills in communication. While collecting employee data, I learned that how this can be used to fulfill the other objectives of the HR department.

While learning about the **training & development**, I learned that how different reward can be used to motivate the employees and also how regular trainings can contribute to employee performance and organizational success.

Separation, I learned that how to ensure that transition of employee out of the firm go smoothly by keeping in mind all the labor laws and regulations and also the importance documenting the whole process of separation to avoid any future complexities.

My mentor also shared her personal experience of her journey in HR department, this also helped me a lot to learn about real time working in HR department.

Annexure

BAJAJ
FINANCE LTD - AF

Date: 23rd June 2020

Subject: CERTIFICATE OF INTERNSHIP

Dear Ms. Chanchal Agrawal

This is to certify successful completion of your Internship for the period of 22nd April 2020 to 22nd June 2020.

During this internship you have submitted Projects on the Topic of:

Consolidation & Documentation of Employee Life Cycle Process

- Upgradation in Onboarding process by use of Mobile Application
- Improving communication content for on boarding

The above project was completed under the guidance of Ms. Anuja Krishna (Senior Manager - HUMAN RESOURCES) who has confirmed satisfactory completion of your Internship.

During internship, you have engaged with Managers at our following office:

Bajaj Finance Ltd
Old Mumbai-Pune Road,
Akurdi, Pune-411035
(Maharashtra)

We ***Congratulate Chanchal!*** and wish her good luck for her professional Journey.

Warm Regards,

**Rohit R Poonja**

(Deputy General Manager- Human Resources)

Bajaj Finance Limited

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