

Sub.: Guidelines for use of Mobile phones.

1. All staff members are required to carry a smart phone (preferably android 5.0 and above). Only some assistants are exempt from carrying the smart phone.
2. For purchase or replacement of smart phone a loan of Rs. 5,000/- shall be provided and deducted @ Rs. 500/- per month.
3. Staff is encouraged to add an SD card to their smart phones. Sales, CR & promotions shall download relevant documents given on the staff login page on the SD card.
4. All mobile of employees are in a CUG (close user group) where calls between all staff members are free of cost. Employees are being reimbursed mobile charges in one of the 2 categories given below:
 - i. Rs. 199/- per month – no data
 - ii. Rs. 399/- per month – Infinite Family 399 – 20GB data
5. Everyone must have call waiting enabled on their phones. On calling another staff member, their line is on call waiting, continue to hold to give the person a chance to end the existing call and pick up your call.
6. Staff members must learn how to use access point on their phone. It is equivalent to WIFI internet connection. Also learn to set limits on data usage based on monthly cycle. System administrator to help configure it.
7. Email and viber must be configured on the mobile.
8. Most importantly the guideline for deciding whether to send the message by viber or email is as follows:
 - i. Send a viber message only to convey short bits of information. Do not send a viber message when a detailed reply is expected.
 - ii. Viber message can be sent when a quick reply is expected and the reply is not more than one or two words like yes/no, approved/not approved.
 - iii. For all other purposes send an email. Ensure that email is marked to all relevant persons/divisions.
9. In case of change in phone nos. send contact card using viber. Do not send simple message with corrected no.
10. Whenever an email or viber message is sent to a group of persons and the message is addressed to a specific individual, ensure that the message is addressed to that individual by name.

All managers shall have a brief training session with their team to ensure that the above is strictly followed.

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