

MSR

TRAVEL AND ACCOMMODATION POLICY

Version Control		
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1.0	01-2026	Policy
1.1	30-6-26	Re drafted , changes made to OPE, Food Allowance clauses

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1. OBJECTIVE:

The objective of the travel policy is to lay down guidelines that are to be followed by an MSR on domestic or international travel for official work and to ensure that the travel of MSRs is effectively managed.

2. APPLICABILITY:

This policy applies to all MSRs.

3. TRAVEL BOOKING PROCEDURE AND RESPONSIBILITY MATRIX:

MSRs must raise travel requisition through – IMAST App.

Role & Responsibility Matrix:

Steps	Role	Responsibility
1.	MSR (Traveller)	1.1 For every trip MSR must raise a travel request through the IMAST App then get approval from 2 Levels approvers i.e. Level I – Immediate Manager- Either state or regional Level II- Zonal / National sales manager 1.2 In case of Own Arrangement- MSR must inform to State or Regional sales manager.
2.	Approval Level I (Immediate Manager- Either state or regional)	2.1 Should verify the Travel Request 2.2 Approved through IMAST App
3.	Approval- Level -II (Zonal / National sales manager)	3.1 Should verify the Travel Request 3.2 Approve through Mail.

4. DOMESTIC TRAVEL AND ACCOMMODATION:**4.1 DOMESTIC TRAVEL**

Whenever MSR is travelling from one city to another city within India can avail following modes of travel based on eligibility criteria.

- Train Travel
- Bus Travel
- Taxi Travel
- Personal Vehicles Travel

Guidelines:

- a) **The travel requisition is must and should** be raised a minimum of **seven (7) days** prior to the date of the Journey:
- b) **Daily tracking of their travel must log in the IMAST system.**
- c) All the travel requests must be approved by the Approving Authority Matrix
- d) MSRs are not allowed to change the schedule, class, or route on their own initiatives unless suggested/approved by their manager.
- e) In case of non-availability of one Class of ticket, 1 class down-ticket will be booked.

4.1.1 TRAIN TRAVEL

MSRs are entitled to travel by train as per the below guidelines:

Guidelines:

- a) **The travel requisition is a must and should be a minimum of ten (10) days prior to the date of the Journey.**
- b) Routing shouldn't include stopovers/deviations for personal reasons. Any deviations will require approval from the Approving Authorities.
- c) In case of non-availability of an entitled class of ticket, 1 class below ticket will be booked.



GRADE	ENTITLEMENTS
MSR	Sleeper/ Train (III AC)

4.1.2 BUS TRAVEL

MSRs can avail Bus as mode of travel, only if the destination location:

- Is not connected with proper Train route.
- Does not have availability of Train tickets at the travel schedule

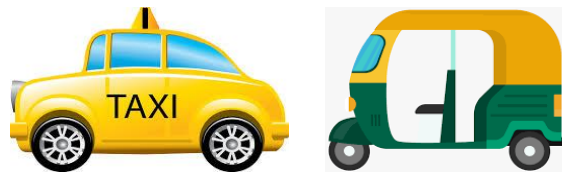


Guideline:

- a) The travel requisition is a **must** and should be raised a minimum of **two of (02)** days prior to the date of the Journey.
- b) In case of non-availability of an entitled class of ticket, 1 class below ticket will be booked.

4.1.3 TAXI TRAVEL (Hired Taxi/ CAB/ Auto Rickshaw/ Company Vehicle) Within City and Inter-City)

MSRs can avail below-mentioned travel options for any official Local Travel (with in city) OR Inter – City (not more than 8 Hours journey) for the official purpose like Customer Visit, Vendor Visit etc.



Grade	Type of Vehicle Entitlement	
	Within City	Inter City (City to City)
MSR	Hired Rickshaw/ Bus /Own Vehicle (Two-Wheeler)/Public Transport CAB (In case all above options are not available)	Bus/Train

Guidelines:

- a) Approval to be made prior to travel by Immediate Manager- Either state or regional and **actual bills to be raised** on the app post approval and as per policy.

4.1.4 PERSONAL VEHICLE (2-WHEELER)**Fuel & Vehicle Usage Guidelines**

Employees may use their personal vehicles (2-wheeler) for official purposes, subject to the following reimbursement rules:

- i. **Two-Wheeler (Own Vehicle)**
 - o Reimbursement Rate: **₹7 per kilometre**
 - o Applicable Distance: Reimbursement applies for travel within **50 km (one-way)** from the job location.

5. ACCOMMODATION

Guidelines:

- a) Personal Guests are not allowed in a hotel.
- b) MSR must inform the Immediate Manager- Either state or regional Manager a minimum of **five (5) days** prior to the actual journey date in case of pre-planned visit
- c) Company owned Guest house can be availed subject to priority and availability **and prior approval of the Immediate manager and admin.**

1. HOTEL ACCOMMODATION

MSRs are eligible for Hotel Accommodation during their official travel to other locations in the following scenario:



- a) MSR to make his/her own stay arrangement in hotel, provided Immediate Manager- Either state or regional has given approval. The MSR will be entitled to reimbursement as per entitlement and guidelines.
- b) In case of cancellation of a planned trip, the MSR must inform the Immediate Manager- Either state or regional. The intimation should be at least 24 hours before the schedule date to avoid the cancellation charges.

2. HOTEL ACCOMMODATION - ENTITLEMENTS

Grade-wise Hotel accommodation entitlement which is based on the category of City – A, B & C.

Category of City in India:

Category on City – India	Names of the Cities
A-Class City	Mumbai, Pune, Delhi, Kolkata, Chennai, Bangalore and Hyderabad,
B-Class City	Bhubaneshwar, Jamshedpur, Surat, Gandhinagar, Lucknow, Jaipur, Chandigarh, Noida, Gurgaon, Faridabad (NCR), Agra, Goa, Kanpur, Varanasi, Aurangabad, Srinagar, Mussoorie, Darjeeling, Shimla, Gangtok, Nagpur, Nainital, Patna, Guwahati, Bhopal, Gwalior, Indore, Vijayawada, Madurai, Siliguri, Ranchi, Udaipur, Baroda, Raipur, Jodhpur, Baroda, Vizag and Cochin.
C-Class City	Other Cities not listed

3. GRADE WISE HOTEL ACCOMMODATION ENTITLEMENT

Sr No.	Cadre/Grade	Accommodation Type	Hotel Accommodation		
			A Category City	B Category City	C Category City
1	MSR	2 Star Hotel or as per Availability	2500	2000	1500

5.1 FOOD ALLOWANCE



During domestic travel, all the food expenses (Breakfast, lunch and dinner) will be reimbursed as per the following Maximum limits. To get these expenses reimbursed, the MSR must submit the original bills with proper approval of Approving Authorities**. Not applicable if guest house is available/food is provided in hotel.

Allowance is only applicable in case of a compulsory stay for more than 24 hours in another city and those who are going out of office for official work (more than 5 hours) within 50 km (One way).

Grade	Food Reimbursement entitlement		
	A – Category City	B – Category City	C – Category City
MSR	500	450	400

5.2 OWN ARRANGEMENT:

During official travel, if MSRs decide to stay in parents/ relatives/ family/ self-owned home at the destination location, in this case, the MSR is entitled to **Daily Allowance** as per the below **guidelines**.

- This allowance is applicable for a stay duration of more than 24 hours in another location.
- In case of **Own Arrangement**, the MSR **cannot claim the food expenses & Out of Pocket Expenses as mentioned** above, however below mentioned Daily allowance is applicable.

Sr. No.	Cadre/Grade	Maximum Permissible limits for Daily Allowance in case of Own Arrangements (Per Day)		
		A Category City	B Category City	C Category City
1	MSR	500	450	400

6. TRAVEL EXPENSE ALLOWANCES

6.1 DAILY ALLOWANCE: - OUT OF POCKET EXPENSE (OPE)

During travel, MSRs are entitled to Out-of-Pocket Expenses (OPE) allowance (**City to City**) to meet their daily expenses like Newspapers, Mineral Water, Toiletries, Laundry expenses, Tips, etc. OPE Allowance guidelines are as follows:



- OPE Allowance is only applicable in case of a compulsory stay for more than 24 hours in another city and those who are going out of office for official work within the city for (more than 5 hours). For Example – Vendors/Customer visits, out duty, etc.
- MSRs will **not** get OPE allowance benefit in case of OWN ARRANGEMENT.

OPE – Out of Pocket Allowance per day as per [Category of City -India – A B & C:](#)

Sr. No.	Cadre/Grade	Out of Pocket Allowance (Per Day)		
		A Category City	B Category City	C Category City
1	MSR	120	100	100

6.3 TRAVEL EXPENSES REIMBURSEMENT PROCEDURES:

MSRs must submit **DAY-wise** travel expenses with necessary approval to the Finance Department within **30 DAYS** from the return of the Journey, else the Advance has taken or other expenses occurred during that trip will deduct from the subsequent month's salary with prior intimation.

STEPS	ROLE	RESPONSIBILITY
1.	MSR (Traveller)	1.3 You should submit the day-wise travel expense bills and other supporting documents and list them in the IMAST App 1.4 Get it approved by Immediate Manager- Either state or regional and submit it to Location Finance Department.
2.	Immediate Manager- Either state or regional	2.1. We should verify and scrutinize the travel expenses incurred and allowances as per this policy.
3.	Location Finance Head	3.1. With the approval of the immediate supervisor, location Finance Department should verify the travel expenses incurred and allowances as per this policy. 3.2. Release the payment to the Third party.

7 POLICY GOVERNANCE

This Policy is solely governed by the HR department.

8 EXCEPTIONS

Any exceptions/deviations in this policy should only be approved by HR Head.
