

SOP: Procedures for Verifying and Rectifying Attendance Discrepancies

This SOP details the **procedures for verifying and rectifying attendance discrepancies**, including the identification of inconsistencies in attendance records, steps for cross-checking data with timesheets and biometric systems, communication protocols with employees for clarification, methods for correcting errors in attendance logs, and documentation requirements. The goal is to ensure accurate attendance tracking, maintain payroll integrity, and support compliance with organizational policies and labor regulations.

1. Scope

This procedure applies to all employees, supervisors, HR, and payroll personnel involved in attendance tracking and record maintenance.

2. Responsibilities

Role	Responsibility
HR Department	Overseeing the attendance management process, investigating discrepancies, and making corrections.
Supervisors/Managers	Monitoring and verifying attendance, reporting suspected discrepancies.
Employees	Reviewing their own attendance records and reporting any anomalies.
Payroll	Ensuring attendance corrections are reflected before payroll processing.

3. Identification of Discrepancies

1. Generate and review monthly attendance reports from attendance management systems.
2. Compare recorded attendance with:
 - Employee-submitted timesheets
 - Biometric or card-based entry logs
 - Leave approvals and shift rosters
3. Flag inconsistencies such as:
 - Missing punches or logins
 - Unapproved absences
 - Discrepancies between manual and electronic records

4. Verification Procedure

1. Cross-check the flagged records with:
 - Alternate system logs (biometric, card entry, etc.)
 - Employee self-declarations or explanations
 - Supervisor notes and manual registers
2. If required, request supporting documents from the employee (e.g., medical certificate, emergency leave note).
3. Document all findings and communications.

5. Communication and Clarification

1. Contact the concerned employee(s) directly via official communication channels (email or HR portal).
2. Clearly describe the specific discrepancy identified.
3. Request any clarification or supporting documentation within a stipulated timeframe.
4. If required, involve the immediate supervisor for further context or validation.

6. Correction and Rectification Procedures

1. Once verification is complete and discrepancy is validated, HR will:
 - Update/correct the attendance records in the system.
 - Record a brief justification for the correction.
 - Update the employee and supervisor of the correction.
2. If the discrepancy is not validated, notify the concerned employee with reasons for no change.
3. All corrections must be completed before monthly payroll cut-off dates.

7. Documentation and Record Keeping

- Maintain an attendance correction log with:
 - Date of discrepancy identification and correction
 - Details of records affected
 - Supporting documents (screenshots, emails, certificates)
 - Approver(s) details
- Store records securely for a minimum of 2 years (or as per local regulations).
- Ensure all changes are traceable (audit trails).

8. Compliance and Audit

- Periodic audits of attendance records and correction logs will be conducted by HR.
- Non-compliance must be addressed according to the organization's disciplinary policy.

Note: This procedure should be reviewed annually and updated as per any changes in attendance management systems, organizational policies, or labor laws.