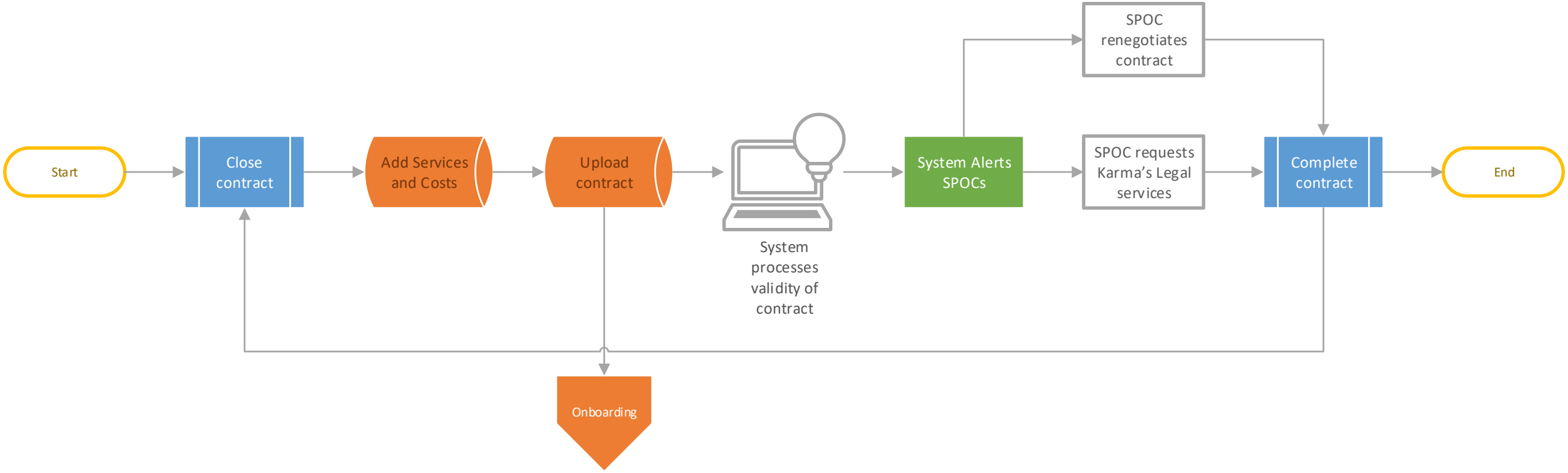
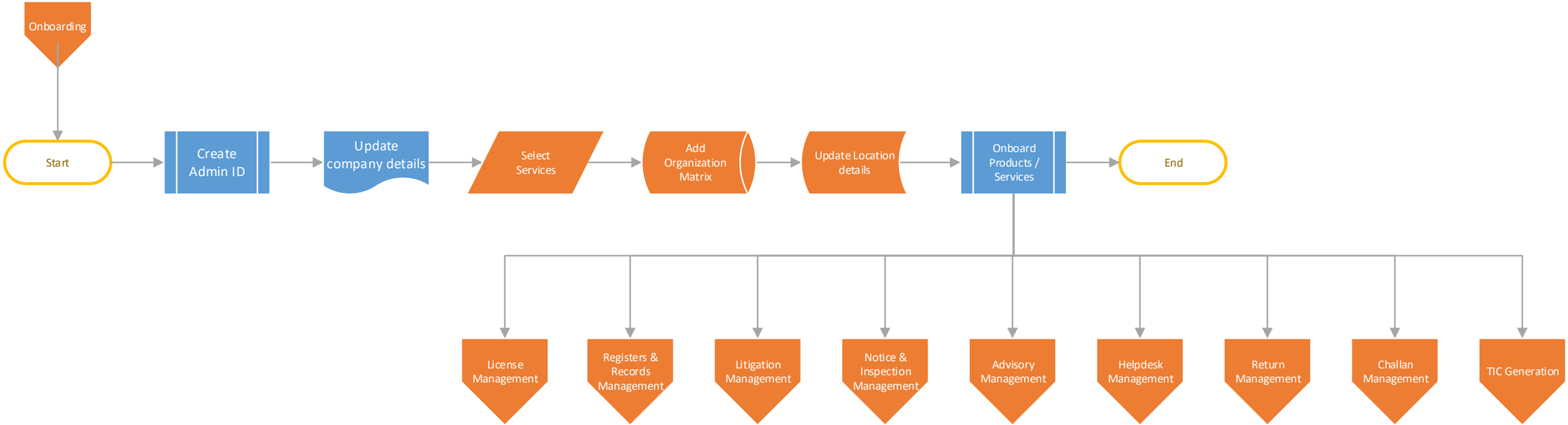
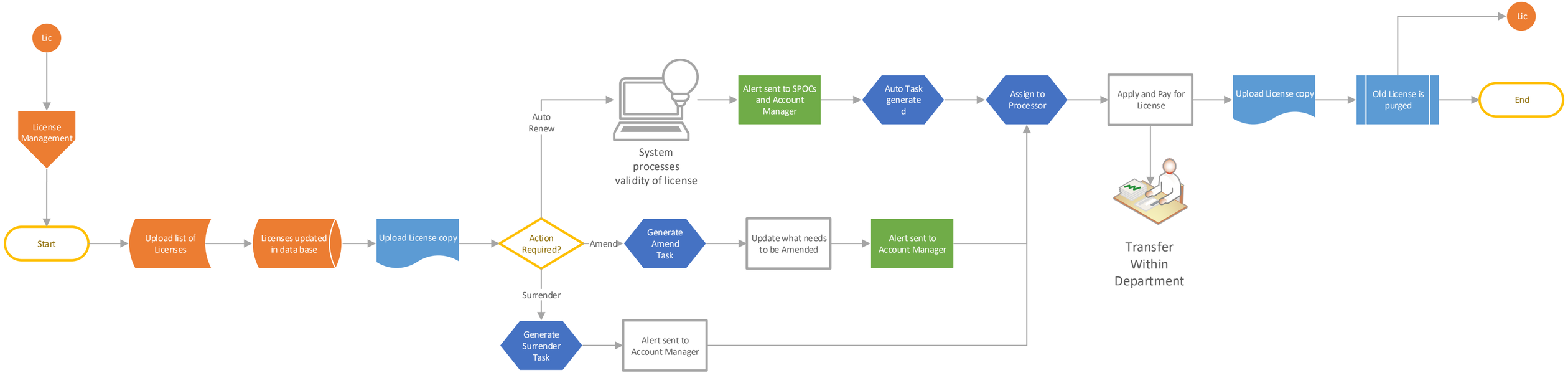
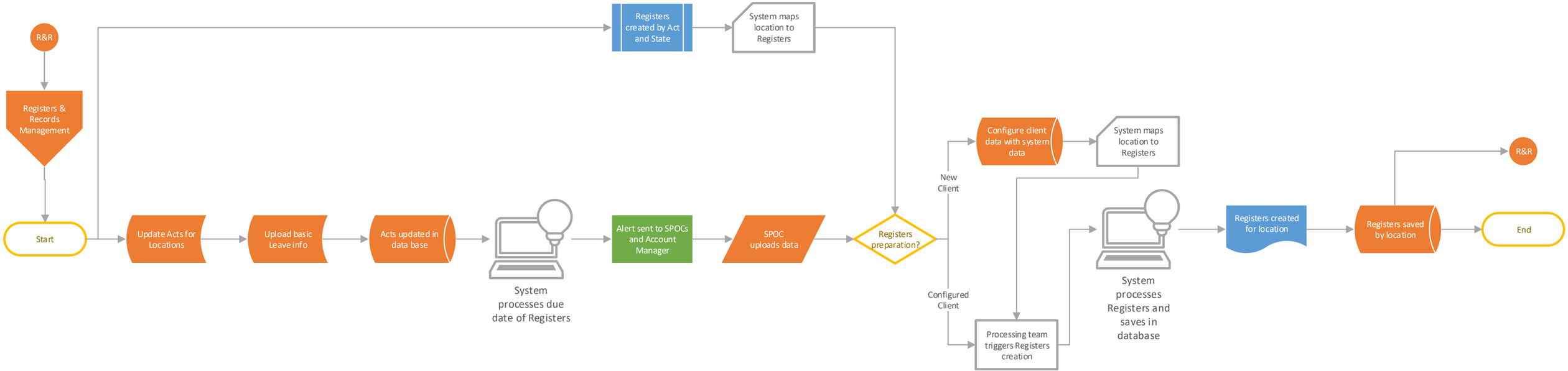
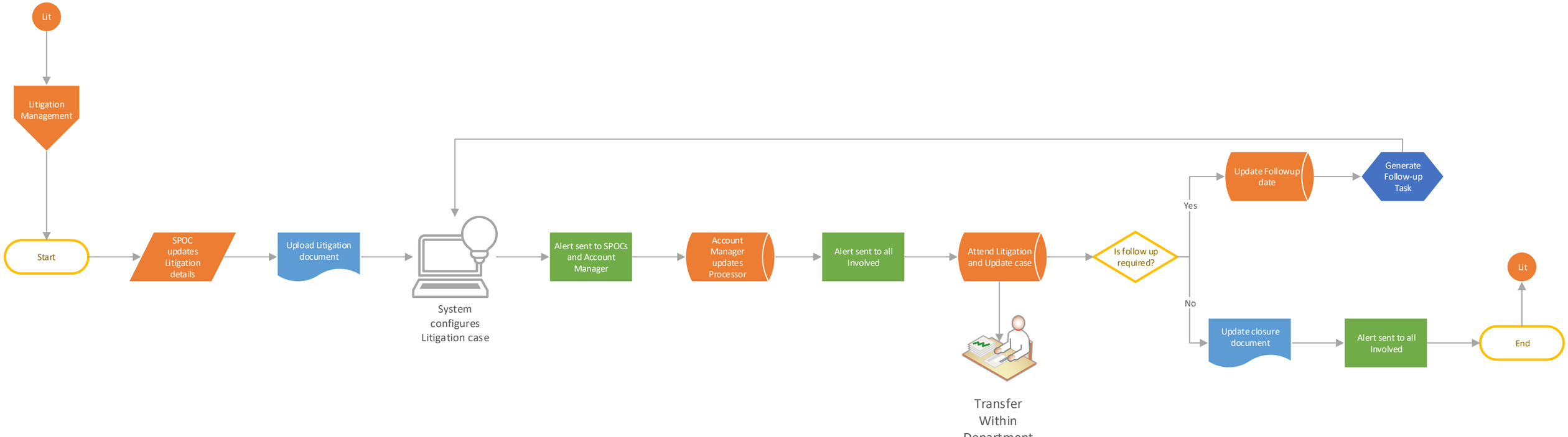
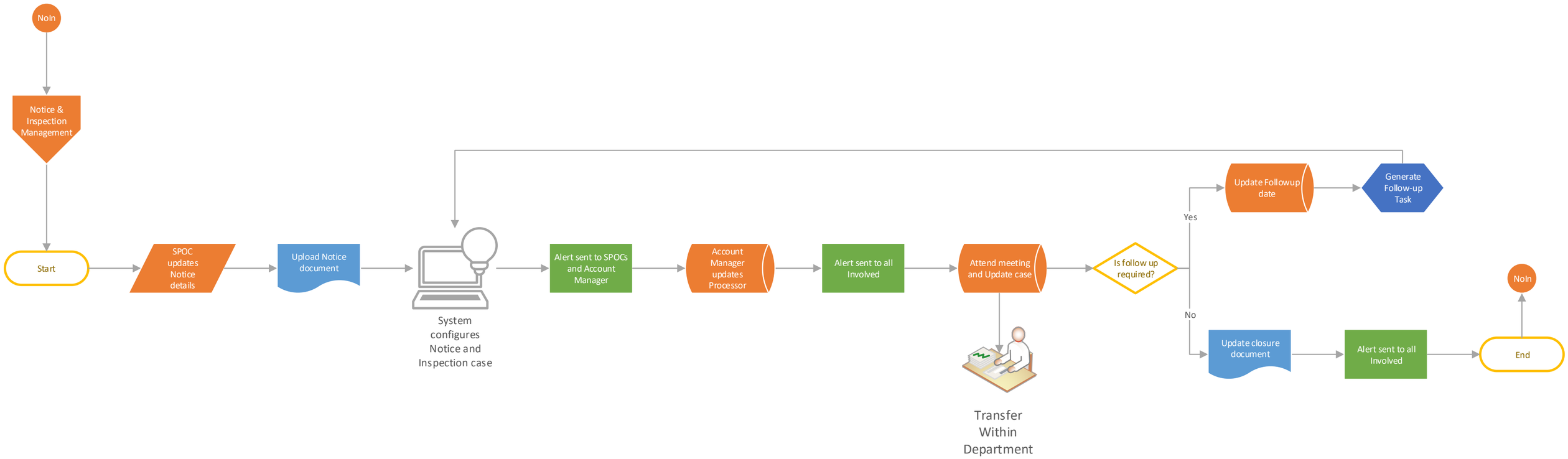

Start
Close contract
Add Services and Costs
Upload contract
System processes validity of contract
System Alerts SPOCs
SPOC renegotiates contract
SPOC requests Karma's Legal services
Complete contract
End
Onboarding

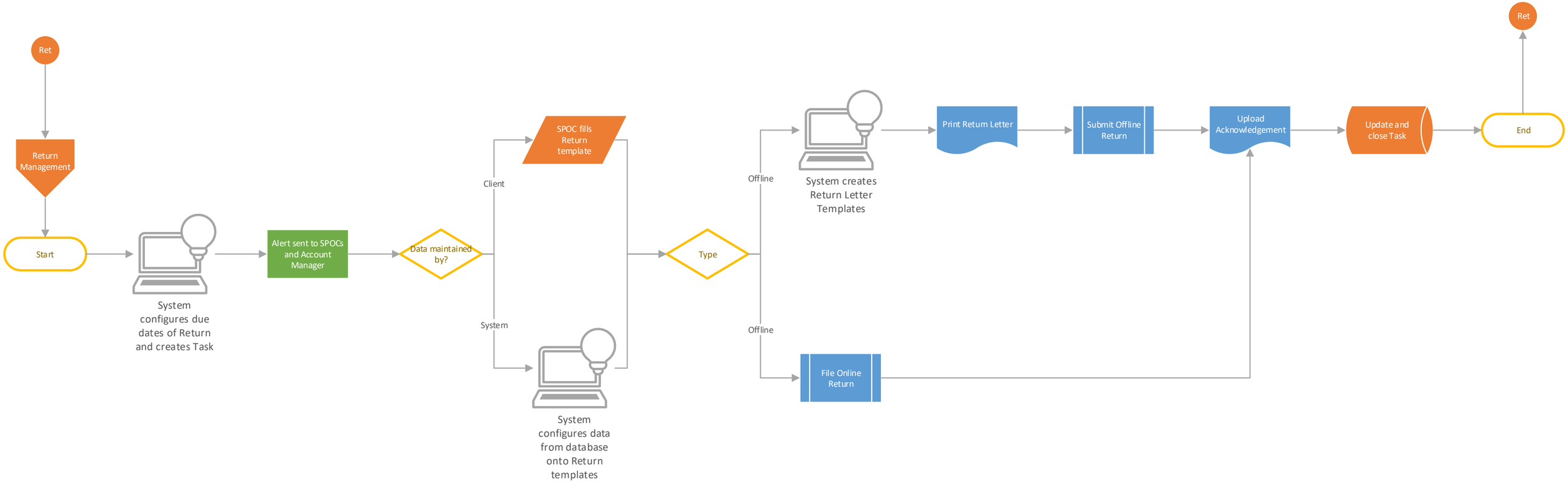

Onboarding
Start
Create Admin ID
Update company details
Select Services
Add Organization Matrix
Update Location details
Onboard Products / Services
End
License Management
Registers & Records Management
Litigation Management
Notice & Inspection Management
Advisory Management
Helpdesk Management
Return Management
Challan Management
TIC Generation

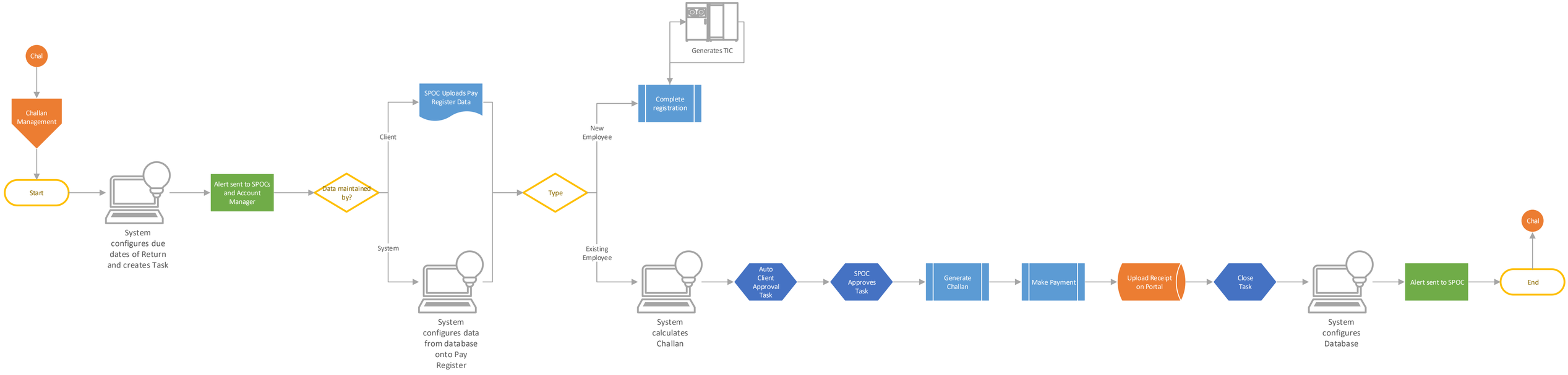

Lic
License Management
Start
Upload list of Licenses
Licenses updated in data base
Upload License copy
Action Required?
Auto Renew
Amend
Surrender
System processes validity of license
Alert sent to SPOCs and Account Manager
Auto Task generate d
Assign to Processor
Generate Amend Task
Update what needs to be Amended
Alert sent to Account Manager
Generate Surrender Task
Alert sent to Account Manager
Apply and Pay for License
Transfer Within Department
Upload License copy
Old License is purged
Lic
End

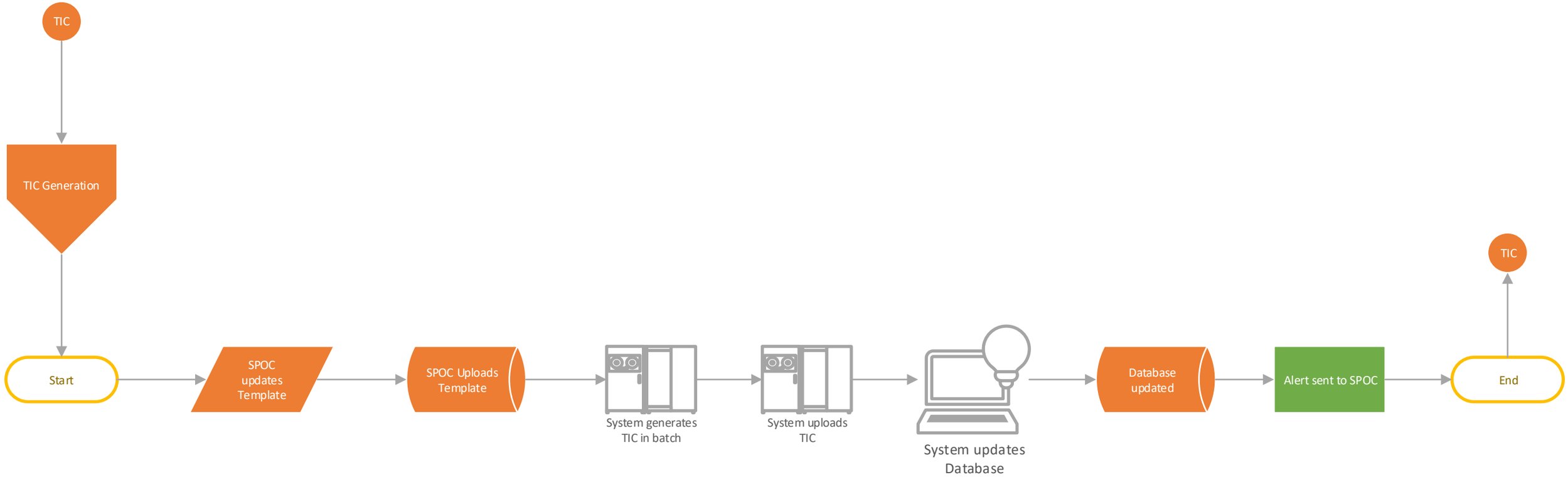

R&R
Registers & Records Management
Start
Registers created by Act and State
System maps location to Registers
Update Acts for Locations
Upload basic Leave info
Acts updated in data base
System processes due date of Registers
Alert sent to SPOCs and Account Manager
SPOC uploads data
Registers preparation?
New Client
Configured Client
Configure client data with system data
System maps location to Registers
Processing team triggers Registers creation
System processes Registers and saves in database
Registers created for location
Registers saved by location
R&R
End

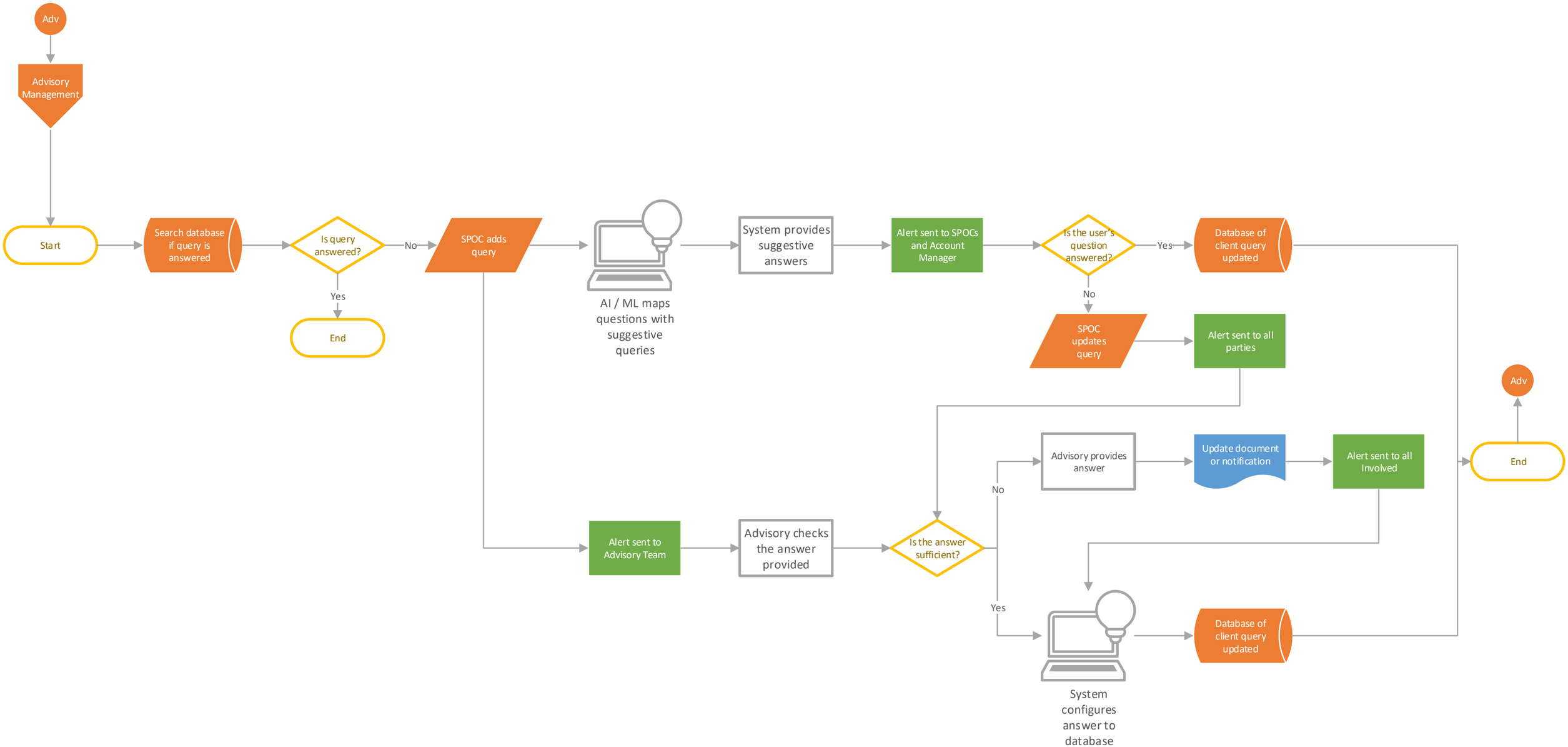

Lit
Litigation Management
Start
SPOC updates Litigation details
Upload Litigation document
System configures Litigation case
Alert sent to SPOCs and Account Manager
Account Manager updates Processor
Alert sent to all Involved
Attend Litigation and Update case
Transfer Within Department
Is follow up required?
Yes
No
Update Followup date
Generate Follow-up Task
Update closure document
Alert sent to all Involved
End
Lit

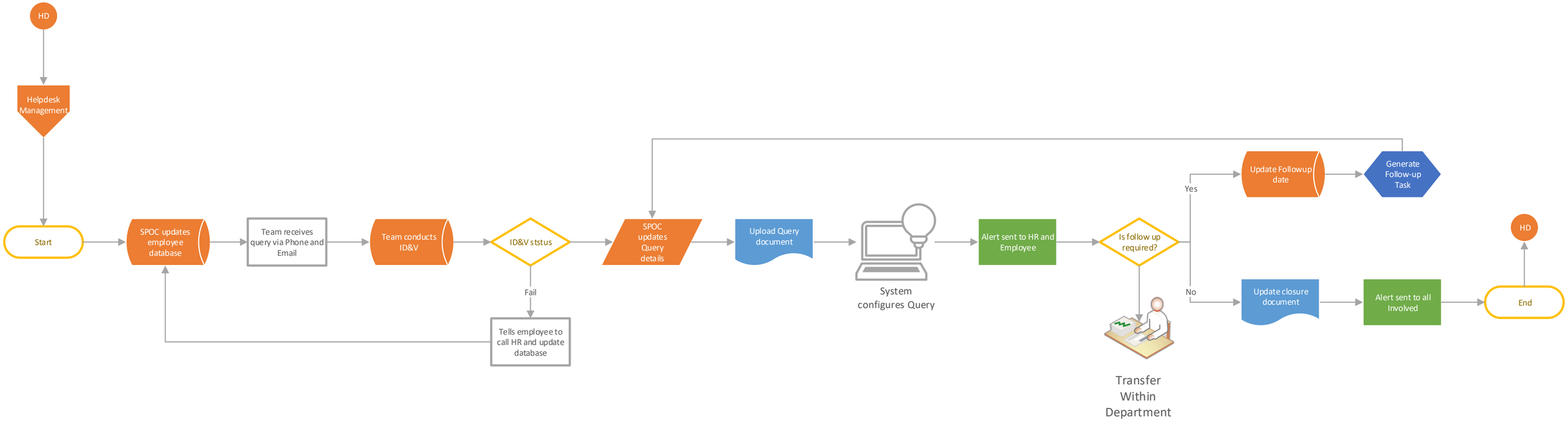

NoIn
Notice & Inspection Management
Start
SPOC updates Notice details
Upload Notice document
System configures Notice and Inspection case
Alert sent to SPOCs and Account Manager
Account Manager updates Processor
Alert sent to all Involved
Attend meeting and Update case
Transfer Within Department
Is follow up required?
Yes
No
Update Followup date
Generate Follow-up Task
Update closure document
Alert sent to all Involved
End
NoIn


Ret
Return Management
Start
System configures due dates of Return and creates Task
Alert sent to SPOCs and Account Manager
Data maintained by?
Client
System
SPOC fills Return template
System configures data from database onto Return templates
Type
Offline
Offline
System creates Return Letter Templates
Print Return Letter
Submit Offline Return
File Online Return
Upload Acknowledgement
Update and close Task
End
Ret


Chal
Challan Management
Start
System configures due dates of Return and creates Task
Alert sent to SPOCs and Account Manager
Data maintained by?
Client
System
SPOC Uploads Pay Register Data
System configures data from database onto Pay Register
Type
New Employee
Existing Employee
Generates TIC
Complete registration
System calculates Challan
Auto Client Approval Task
SPOC Approves Task
Generate Challan
Make Payment
Upload Receipt on Portal
Close Task
System configures Database
Alert sent to SPOC
End
Chal


TIC
TIC Generation
Start
SPOC updates Template
SPOC Uploads Template
System generates TIC in batch
System uploads TIC
System updates Database
Database updated
Alert sent to SPOC
End
TIC


Adv
Advisory Management
Start
Search database if query is answered
Is query answered?
No
Yes
End
SPOC adds query
AI / ML maps questions with suggestive queries
System provides suggestive answers
Alert sent to SPOCs and Account Manager
Is the user's question answered?
Yes
No
Database of client query updated
SPOC updates query
Alert sent to all parties
Alert sent to Advisory Team
Advisory checks the answer provided
Is the answer sufficient?
No
Yes
Advisory provides answer
Update document or notification
Alert sent to all Involved
System configures answer to database
Database of client query updated
End
Adv


HD
Helpdesk Management
Start
SPOC updates employee database
Team receives query via Phone and Email
Team conducts ID&V
ID&V ststus
Fail
Tells employee to call HR and update database
SPOC updates Query details
Upload Query document
System configures Query
Alert sent to HR and Employee
Is follow up required?
Transfer Within Department
Yes
Update Followup date
Generate Follow-up Task
No
Update closure document
Alert sent to all Involved
End
HD