

## Introduction

Quality check is a process which upholds the quality of the report which is presented to the customer or client. Being in the team, the process here will be very simple and complicated at the same time, one has to pay attention to details and should not allow any sort of errors or mistakes in the reports.

Before we get started, one should know 2 important things in the process

## Consent letter

A consent letter is one of the must-have documents in the portal. As background verification (BGV) is a serious business and deals with the data of the candidate, we would need a signed consent letter for processing any sort of data provided by the candidate. **View consent** will be present in the top-right corner of the portal in line with candidate details. Make sure, whenever you QC a case or get a Customer Support/Success request, you see that the case has a consent letter present on the portal

SpringRole India Pvt. Ltd.



### LETTER OF CONSENT

I authorize SpringRole India Pvt. Ltd. and its Partners, Agents, Contractors or Subcontractors (hereinafter referred to as "Company") to obtain investigative employment verification report in connection to my application for employment.

The employment verification report may include information regarding my Education (Authentication of acquired or pursuing Degrees/Diplomas); Employment history; court records, including criminal verification records as permitted by law; Permanent Account Number verification, Address Verification, and any other check as finding relevant by the Company.

I further understand and agree that the employment verification report may be obtained at any time and any number of times as necessary before or during my employment. I provide my consent to the company for the processing of any sensitive personal information obtained for the purpose of verification and call me in case any further information is required.

I understand that some or all of the information I have provided in this application form or that may be obtained through various sources during the process of the verification will be held as digitized or physical records for a period and for such use as may be permitted under the applicable laws. The company shall comply at all times with all applicable laws including data protection laws including but not limited to The Information Technology Act, 2000 and Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, as amended from time to time.

I hereby authorize all previous employers, educational institutions, consumer reporting agencies, and other persons or entities having information about me to provide such information to the Company or any other third party/ies retained by them for the purpose.

I understand that the continuance of the employment or the offer of employment is contingent upon the outcome of the background check conducted on me. A Photostat, or any other copy, of this instrument bearing my signature (Manual or Digital), shall be equally legally valid as the original.

All the information furnished by me in the Background Verification Form is true to the best of my knowledge.

<b>Name</b>	<b>Date &amp; Time</b>
Meghna Sadhwani	Thursday, June 16, 2022 7:18 PM IST
<b>Consent Id</b>	<b>IP address</b>
6168636638	182.64.141.207
<b>Signature</b>	<b>Place</b>
<i>Meghna Sadhwani</i>	Munger

Go through the attached letter to have a clear idea.

## Package Text/Order Summary

Package Text/Order Summary provides information about the checks included in the package that the client has opted for. Package Text/Order Summary shows the required checks which are to be added/presented in the report. Order Summary will be mentioned in the top-right corner of the portal in line with candidate details

While doing QC, make sure you are checking the checks according to what is mentioned in the Order summary

Meghna Sadhwani(SV42296)(F) COMPLETED

[ORDER SUMMARY](#) [RESUME](#) [VIEW CONSENT](#)

SpringRole India Pvt. Ltd. Net Total Candidates: 448

Checks Selected ×

PACKAGE	SUB TYPE
[EVO] Elite Verifier	EV
CHECKS INCLUDED	
Employment Last 2	Address Permanent address
Education Highest 1	Court Record Permanent address
	Identity PAN Card
CREDITS USED	
₹0	

CLOSE

**Points to remember** In some checks, additional information about their expected behavior will be mentioned below the checks name

Example: For Address check and Court check - It is mentioned that we have to run them on Candidate's **permanent address**, hence we have to check if it is correctly processed as per the information

## Checklist

[SVIN QC - Checklist](#) - Refer to the QC checklist whenever you are doing QC, keep this sheet pinned in one of the tabs on your browser

## Comments Sheet

[SVIN Check Grading Templates](#) - Refer to this sheet to cross-check the comments in the report

**Additional point:**

For the cases with name changes where we raise insufficiency for Name change deed,

We mandatorily need name change deed as a proof. This is also called Gazette Notification/Certificate in some states.

If it's not available, client can provide an approval to consider it without the proof.

**Name Variation Thread:**

Whenever there is a name change, we will request the candidate to provide one ID with the previous name and one with the new name along with the name change deed. If the candidate cannot provide these documents, we will seek client approval. To proceed with these types of scenario cases, we require either the complete set of ID documents along with the name change deed, or an approval email from the client to proceed with the updated name.

The case of 'Ishan' vs. 'Ishaan' is not considered a name change but a spelling discrepancy in the documents. In such cases, the candidate must get the documents corrected. The name should match the ID proof and be provided accordingly by the company's HR.

In this scenario, we can take a written clarification from the candidate and seek client approval to proceed. Based on the client's confirmation, we can process the case.

However, for actual name changes for example like below scenarios, where the candidate has legally changed their name, we must collect one ID with the previous name, one with the new name, and the name change deed. If the candidate cannot provide these documents, we will request client approval before proceeding.

Ex: -

Shivam Vs Ankit

Abdul Vs Rahul

Renuka Singh Vs Renuka Tripathi

Shalini Devi Vs Shalini Thomas

## Name variation scenarios: -

### ✓ Accepted Variations:

"John Doe" matches "Doe John" (Order does not matter) ✓  
"John Michael Doe" matches "John Doe" (Middle names can be ignored) ✓  
"John Doe Jr." matches "John Doe" (Titles like Jr./Sr. are ignored) ✓  
"Dr. John Doe" matches "John Doe" (Prefixes/titles are ignored) ✓  
"John O'Connor" matches "John O Connor" (Punctuation differences ignored) ✓  
"John-Doe" matches "John Doe" (Hyphenation differences ignored) ✓  
"John Doe" matches "John D." (Last name difference is ignored) ✓  
"J. Doe" matches "John Doe" (First name difference is ignored) ✓

### ✗ Unacceptable Variations:

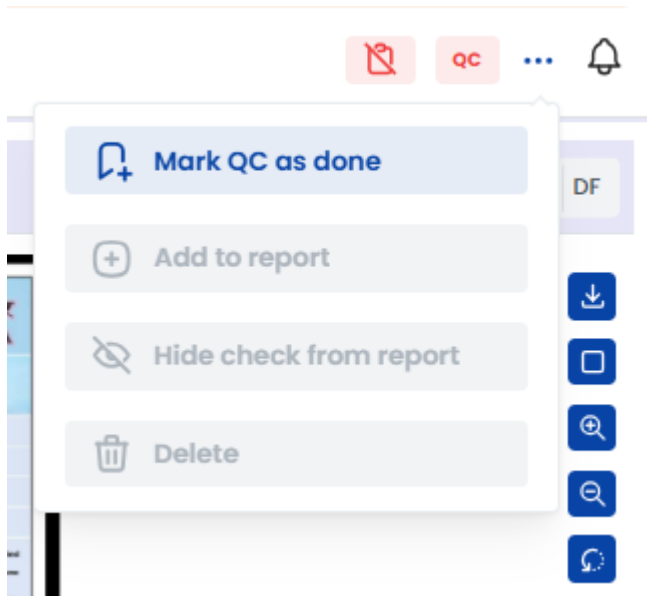
"John Doe" does not match "Jane Doe" (Different first name) ✗  
"John Doe" does not match "Michael Doe" (Different first name) ✗  
"John Doe" does not match "Jonathan Michael Doe" (First name completely different) ✗  
"John Doe" does not match "John Dhoe" (Spelling errors are not ignored) ✗  
"John Doe" does not match "John Doe Smith" (Additional last names not ignored) ✗  
"John Doe" does not match "Jonathon Doe" (Significant spelling variation) ✗  
"Jon Doe" does not match "John Doe" (Common abbreviations of first names) ✗

## Step to perform QC:

### 1. Access QC Options

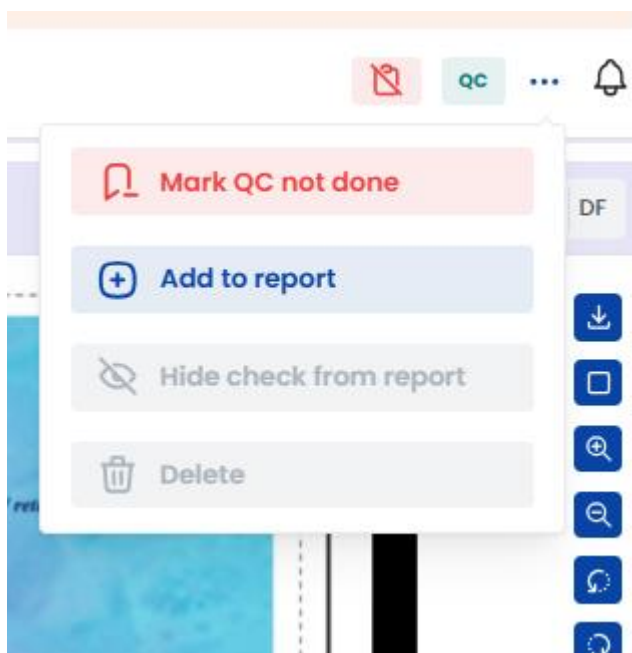
- Click on the three-dot menu (⋮) next to the item you wish to review.
- A dropdown menu will appear with the following options:
  - Mark QC as Done
  - Add to Report

- Other related actions



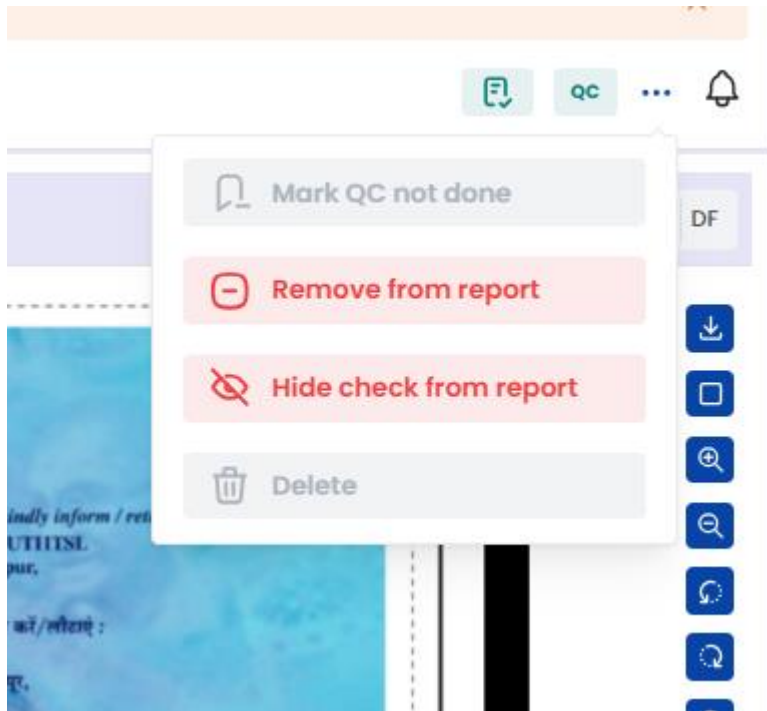
## 2. Mark QC as Done

- From the dropdown menu, select **“Mark QC as Done.”**



## 3. Add to Report

- After marking the QC as done, you will be prompted with an option to **“Add to Report.”**
- Click on **“Add to Report”** to include the item in the final report.



## Address Check

We run address verification to validate the address of the candidate.

There are 2 types of addresses - [i] Permanent Address. [ii] Current Address

There are 2 types of address checks - [i] Digital (DAV) [ii] Physical (PAV)

**While doing QC for Address checks, make sure the Address type is matching the type in the Order Summary .**

In address verification, a valid document having address proof matching the form address will be the primary requirement.

Documents considered for Address verification(for DAV&PAV) are

the Aadhaar card

Driving License

Voter ID

Passport

Vehicle Registration Certificate

Passport

Utility Bill (Should be dated within 3 months)

Rental Agreement (Should not be expired)

Lease Agreement (Should not be expired)

Sales deed

Ration Card

Bank Statement (Should have an authorized seal & sign)

PG Receipt(Should have an authorized seal & sign)

These documents can be accepted if they are in the name of the Candidate's blood relatives, we shall need a relationship-supporting document(proof) in such cases.

#### Digital Address Verification

In digital address verification(DAV), we request the candidate to verify the address provided by asking them to provide the required images to complete the verification.

In DAV, we would need the following:

Verifier image

Verifier ID images

House door/gate image and house building image (Either a door/gate image with house number/name or complete building image is sufficient)

GPS Annexure (address should be mentioned in GPS annexure and Location circles should overlap each other)

The address mentioned in Data Provided should match the address mentioned in the provided document (Original document)

DAV can be completed the candidates their self or by any of the candidate's blood relatives on behalf of them

(Tenants, In-Laws & Extended family can also be considered)

Format:

Details(Data Provided & Data Found)

1. The address mentioned in DP should match the address in document
2. The document should be in the Candidate's name or in the name of the Candidate's blood relatives, we shall need a relationship-supporting document(proof) in such cases.
3. There should not be any typographical errors in any part of the report (Abbreviations should be mentioned in all caps)
4. Residence Type and Period of stay should be mentioned

Document:

1. The original document should match the address mentioned in the Data provided
2. Mentioned data should be in the correct typographical order
3. We should have an image(selfie) of the person who is doing the DAV
4. Identity proof or Address proof of the person verifying the address is required.
5. A proper house image should be attached (Either a door/gate image with house number/name or a complete building image is sufficient)
6. House under construction needs clarification from the candidate and comments should also be mentioned for the same
  - If it is partially under construction and if the candidate or family stays at the same address then we'll add the comment and grade the check as verified. .
  - If complete house looks under construction and candidates confirms that they stay at the same address then also also we'll add the comment and grade the check as verified.
  - If complete house looks under construction and nobody stays at the address we'll grade the check as Inconclusion.
7. House image which is captured at night - if they are not clear we can not accept it
8. GPS annexure should have the mentioned address location circles should overlap one another
9. No device-to-device captured images are accepted

Details(Verification Details)

1. Verification details should be correctly mentioned (DIGITAL)
2. Document type should be correctly mentioned
3. Verifier details(name and relationship) should be correctly mentioned
4. Google Maps should denote the mentioned address
5. Requested & Completed dates should be correctly mentioned(crosscheck the chronology as the dates are manually added)

#### Comments:

Under certain circumstances where there are some minor changes in the address or the house number and when the complete house image can not be captured from the candidate's end, we accept such cases with additional comments in the report.

Make sure the comments are mentioned as per the template

Please refer to Address Comments Templates Doc for reference.

When we have the above-mentioned data, images & documents as per the procedure, we can pass QC.

Note: For Medics International Lifesciences Ltd. we can proceed without an address match as per the document

Cross-check if the name as per HR and the name mentioned in the check are matching, if not, check if there are any comments for the same in ID checks.

If the comments are not mentioned for variation in name as per HR and the respected check, flag an error for the person who has changed the Overall status from Form Submitted to In Progress

#### Errors

These should be posted in [sv-in-ops-qc-errors](#) channel

1. If the address is not mentioned as presenting the document
2. If there are any typos in the report (including punctuation)
3. If the Residence Type and period of stay are not mentioned
4. If the document is not in the correct format
5. If the document is not in the candidate's name and no supporting document is found
6. If there are any documents missing from the above-mentioned format
7. If the verification type is incorrect
8. If the document type is incorrect
9. If the verifier details are incorrect
10. If the requested and completed dates are incorrect

11. If there is a mismatch of address in the GPS document / if the location circles are not overlapping
12. If there are any duplicate data mentioned in the report
13. If the comments are not mentioned as per the template
14. If there are any device-to-device captured images
15. If the identification number of the verifier (relative) is not masked.
16. If the house image is captured at night and if

Note: If package text says that **“To proceeds without address document”**. we can proceed without an address match as per the original document

#### International ADC

- ADC must be raised for all international contact numbers, irrespective of the address, only when a call follow-up is required.
- For cases with an international address and international contact number, the check can be reviewed and initiated directly without raising ADC, provided no call follow-up is done.
- If the candidate completes the verification within 3 days for such graded checks and no calling is required, QC should not flag an error for non-raising of ADC charges. If the candidate does not complete verification within 2 days and a call follow-up is required, an ADC must be raised and approved.

#### **Physical Address Verification**

Physical verification (PAV) happens when a field agent visits the vicinity to process the verification on behalf of the candidate.

We have vendors to run PAV for Address verification

There will be one or two verified documents apart from the original documents in the report.

The verified documents will be of the house image captured by the field agent, it will consist of watermarks denoting the latitude and longitude of the area

In PAV, the QC check format will remain mostly the same with some additional checks

1. Residence Type and Period of stay will not be verified
2. Vendor information must be masked in the verified documents
3. Details(in DP, DF & Verification) should be checked as per DAV format
4. House image and GPS is updated.
5. Verifier's Image and ID proof image are updated (Optional).

When we have the above-mentioned data, images & documents as per the procedure, we can pass QC.

Cross-check if the name as per HR and the name mentioned in the check are matching, if not, check if there are any comments for the same in ID checks.

If the comments are not mentioned for variation in name as per HR and the respected check, flag an error for the person who has changed the Overall status from Form Submitted to In Progress

#### Errors

Vendor information has to be masked - Priority

All errors followed in DAV should be followed in PAV

Note: If package text says that "To proceed without address document" we can proceed without an address match as per the original document

#### Check Statuses

-If the check is initiated and the candidate confirms that they are no longer associated with the address, the check will be marked as **Discrepant**.

When the candidate informs that the address provided belongs to them but they can not avail verification, the check will be marked as **Unable to verify**

There are a couple of scenarios when an Address check will be marked Insuff Closed

[i] When there are insufficient documents to run an Address check

[ii] When the candidate does not respond to verification requests

The address check will be marked as Closed, only when there is a client request

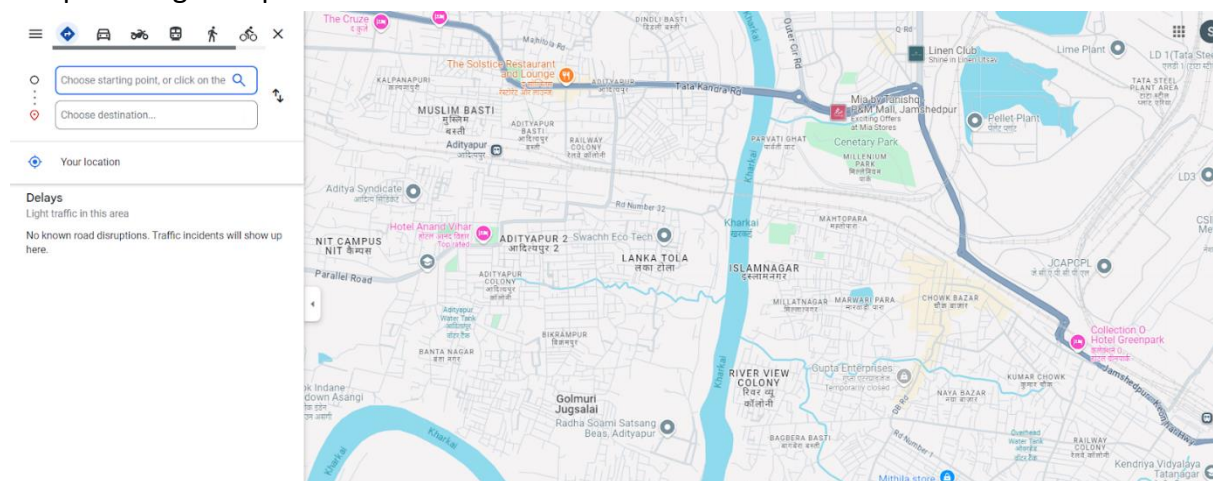
Important: There are certain scenarios where the check will be marked as Discrepant and Unable to verify  
Please refer to the SVIN Check Grading Templates to have the detailed information

### Important Information Regarding Physical Address Verification

While doing the QC of physical address verification, it is important to check the Data Provided and the Data Found location to see if the location is nearby or not.

The process to check the details:

#### 1. Open Google Maps



#### 2. Copy the landmark or keywords of the data provided address and search the location in Google Maps (if not, then try to search with the pin code mentioned)

📍 Permanent Address (Physical) (132061)

Vendor Information

Notes

Data Provided

Data Found

Initial

Info

Also Current Address

Yes

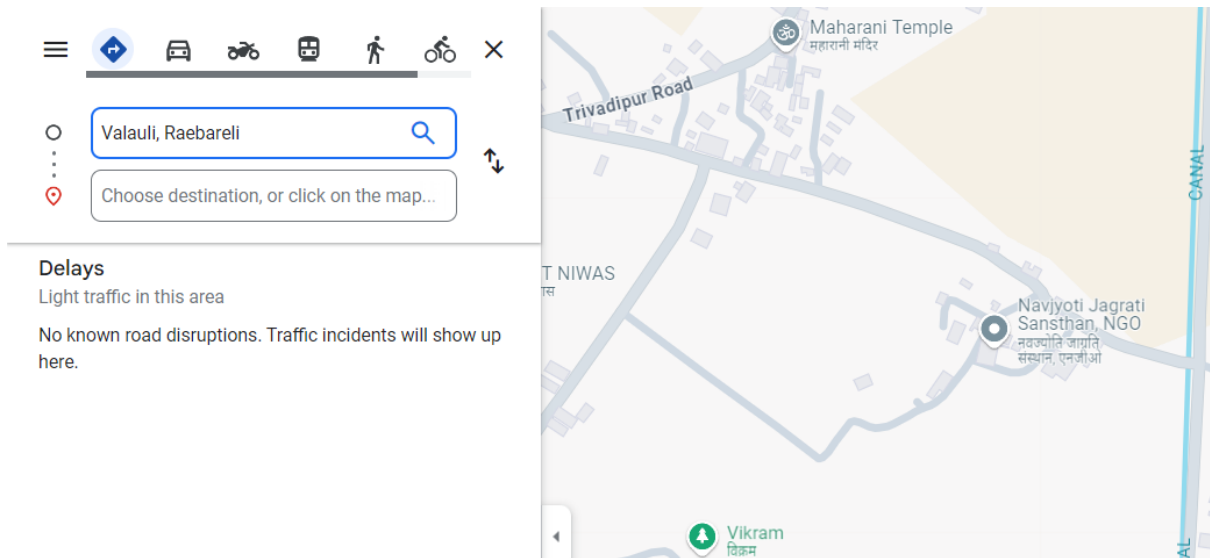
QC Status

Address

Lalganj, Govindpur, Valauli, Raebareli, Uttar Pradesh, India, 229206

Current Status

Verified



3. Copy the latitude and longitude from the Data Found section and search the distance between both locations.

Permanent Address: Data Found

☒

Select a Status

Status

Residence Type *Own / Parents*

☒

Status

N/A

Status

Period Of Stay *More Than 3 Years*

☒

Status

N/A

Status

AddressType *Permanent Address*

☒

Status

N/A

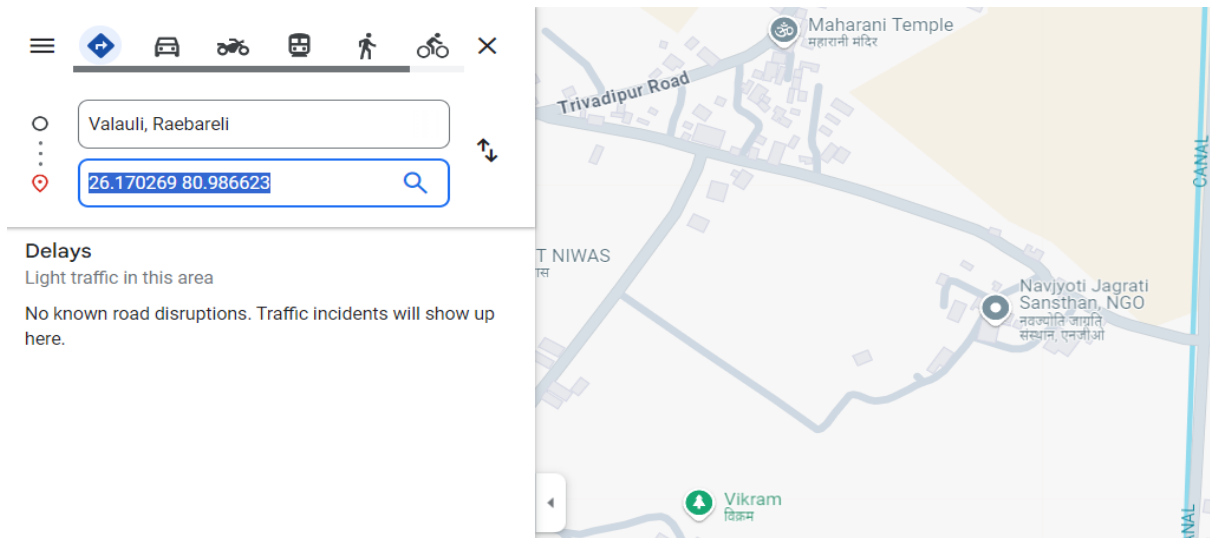
CHANGE COORDINATE FORMAT

Latitude

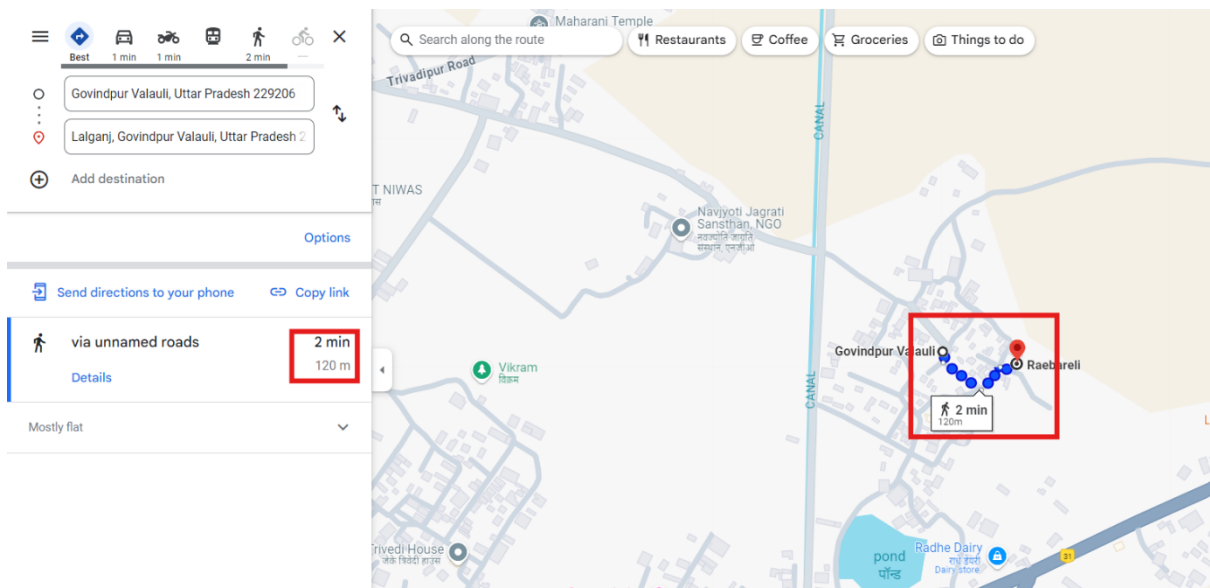
26.170269

Longitude

80.986623



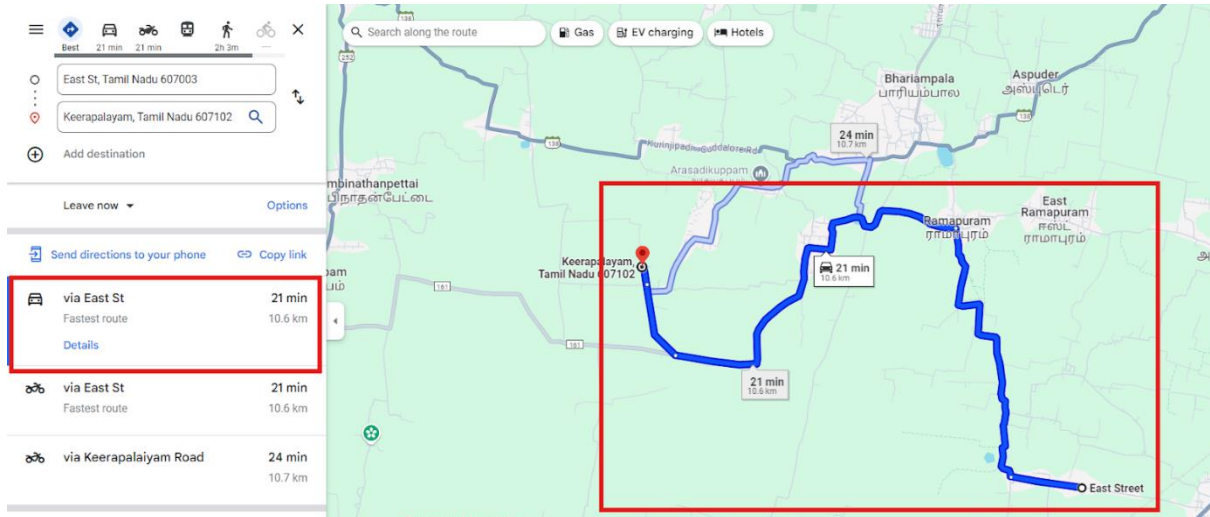
4. If the distance is within (or approx.) 1 km, this means Google location is captured fine



**Reference:**

[https://admin.in.springverify.com/candidate/details?id=135653&company\\_id=127](https://admin.in.springverify.com/candidate/details?id=135653&company_id=127)

5. If there is a difference, then raise an error or clarification on the concerned team.

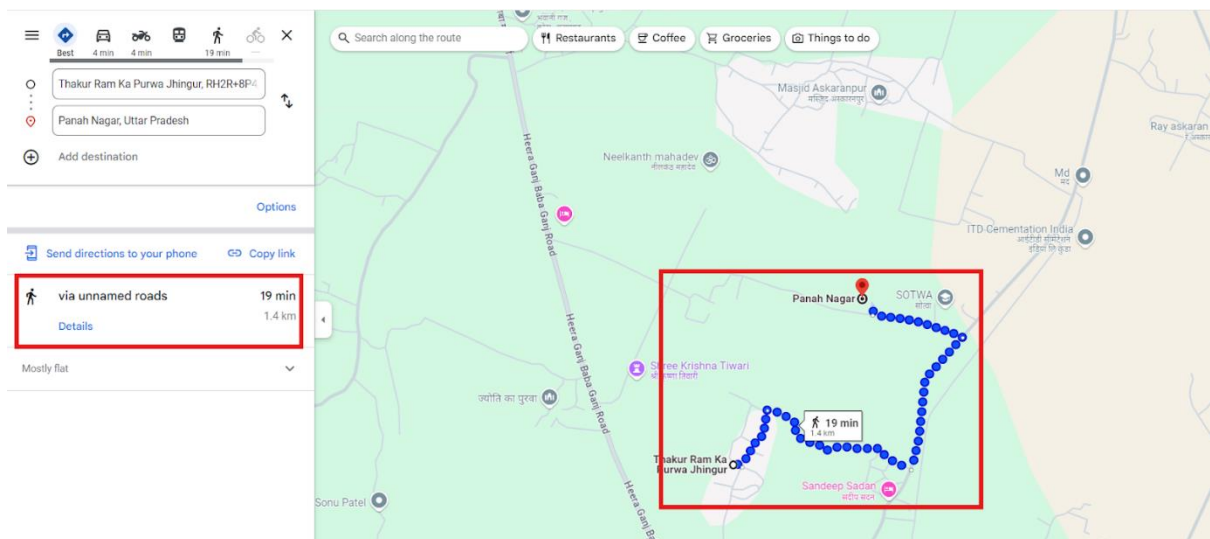


## Reference:

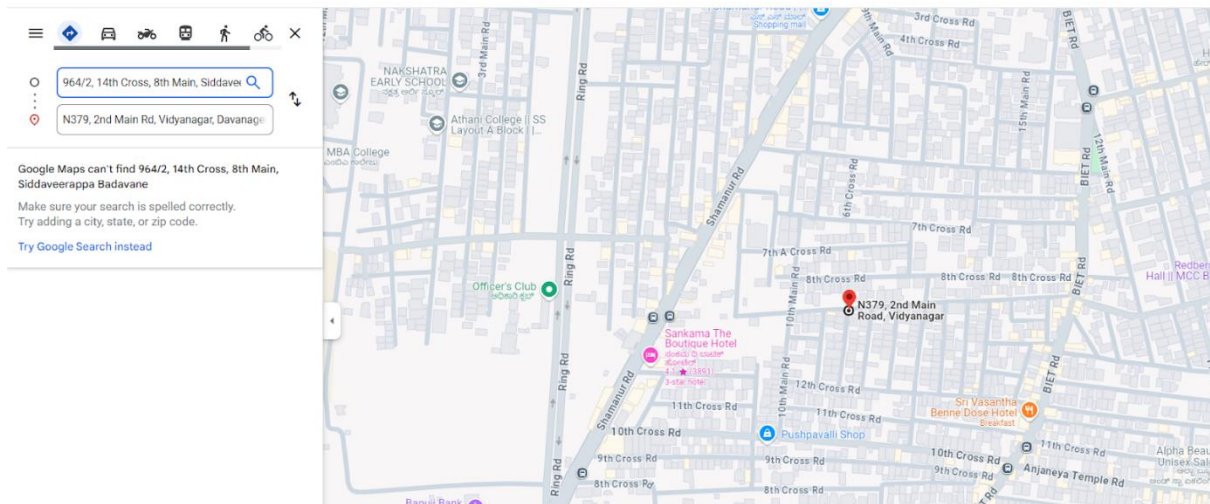
[https://admin.in.springverify.com/candidate/details?id=139957&company\\_id=316](https://admin.in.springverify.com/candidate/details?id=139957&company_id=316)

## Special Scenarios:

1. Sometimes it is captured as more than 1 km, then it is acceptable



2. Sometimes, the address is not traceable; find out by using keywords or Pincode



3. If name board image is captured, which match's with the candidate's address, we can consider.