

QC Process Manual for MISC checks

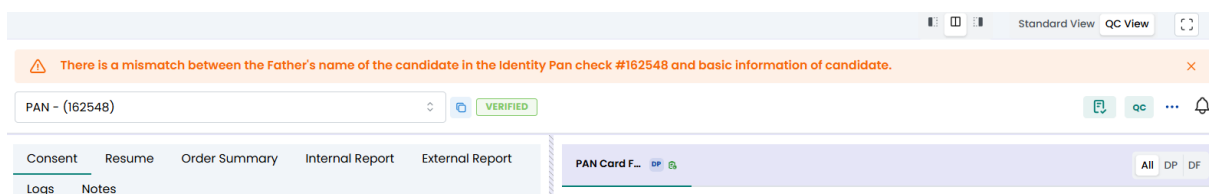
Checks Includes: ID, CRT, WCK, CIBIL, Drug, Social Media, etc and CST checks

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

1. **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. **Consent** will be present in the QC view - left 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



Consent format:

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.

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

Note: Undertaking are also acceptable. Few of the client approve undertaking letter.

For eg: Sai Life Science Limited

(<https://admin.in.springverify.com/companies/1202/candidates/204810>)

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 QC view - Left 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

Permanent Address - (-) - (195116)



NA (AUTO)

Consent

Resume

Order Summary

Internal Report

External Report

Logs

Notes

Package details

Package Name

Custom Verifier 2

Sub Type

ID+CRT(2)+EDU

Court

Permanent address (Standard), Current address (Standard)

Education

Highest 1 (Regional Partner)

Identity

PAN

Package text is mentioned in the top left corner above overview details :

Rudraraju Dinesh Varma

SV204810



IN PROGRESS



Sai Life Science Limited



PACKAGE TEXT:

ADD: Process without documents // Note: Undertaking Letter approved

Overview

Basic information

Name

Rudraraju Dinesh Varma



Employee Id

SLSL/REC/32291

Email

varma.rdv@gmail.com

Alt Email

-

Phone

+919492267799

Alt Phone

Select number



Father's Name

Rudraraju Rangaraju

Date Of Birth

1995-08-25

Date Of Joining

-

Date Of Shortlisting

-

UAN

101207095904

Gender

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:

Name change process update:

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









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 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) 

- **Identity Check**

In this check, we check the candidate's Identity bases on different - different ID proof.

We check the below ID Proof of the candidate

1. PAN
2. Aadhaar
3. Voter ID
4. Driving License
5. Passport


How to do ID checks: In the Identity checks report, we will have the Identity card number, Candidate name, date of birth and candidate's father's name as per the Identity card proof, we have to check if the data mentioned in the report matches the with the attached document(which will be the identity card proof) and the ID card number, Father's name and date of birth have to be as per the document. Candidate name will sometimes slightly vary, in such cases, we should check for name variation automated comments mentioning the variation in the candidate's name.

Automated comment for name variation will be mentioned in the Internal report 1st page after the verification Summary section

Interim Report

Rudraraju Dinesh Varma

Candidate Details

	Phone +919492267799	Email varma.rdv@gmail.com
	EMP ID SLSL/REC/32291	SVID 204810

Verification Summary

Identity PAN ✓ Verified	Court Record Permanent Address ✓ Verified	Address Permanent Address - Sang... ✓ Verified
Employment Tianish Laboratories Private... On Hold	Employment Aurore Pharmaceuticals Pri... In Progress	Education Acharya Nagarjuna Universi... In Progress
World Check Not Selected	Credit Check Not Selected	Drug Test Not Selected
Reference Check Not Selected	Social Media Check Not Selected	Resume Review Not Selected

A Product of Springrole India Pvt. Ltd.

This document is strictly confidential. Written permission from Springrole India Pvt. Ltd. is required for any use beyond its intended purpose. Unauthorised use is prohibited.

Candidate Name Variation

Variation was found in candidate's name in below documents compared to name provided by HR

- Employment (Tianish Laboratories Private Limited): Dinesh Varma Rudraraju
- Employment (Aurore Pharmaceuticals Private Limited): R Dinesh Varma
- Education (Post Graduation): Rudra Raju Dinesh Varma

Steps:

-Open the candidates profile in the SpringVerify portal

-Read the popups which are present above the candidate name - This helps you to know in advance about the variations

Details	View Consent	Resume	Order Summary	Internal Report	External Report	Logs	Notes
---------	--------------	--------	---------------	-----------------	-----------------	------	-------

There is a mismatch between the Father's name of the candidate in the Identity Pan check #162548 and basic information of candidate.

PAN ~ (162548) VERIFIED

Go to the internal report and click on the check icon to land on the check page report

Consent

Resume

Order Summary

Internal Report

External Report

Logs

Notes


Anakin Skywalker Private Limited

SpringVerify
Verification Report

Interim Report

Irfana Nasar

Candidate Details



Phone

+917994814249

EMP ID

Email

irfana.nasar@anakin.company

SVID

200400

Verification Summary

Identity

PAN

Verified

Court Record

Permanent Address

Verified

Court Record

Current Address

Verified

Education

S C M S Cochin School Of B...

In Progress

Address

Not Selected

Employment

Not Selected

World Check

Not Selected

Credit Check

Not Selected

Drug Test

Not Selected

Reference Check

Not Selected

Social Media Check

Not Selected

Resume Review

Not Selected

Identity Verification ✔ Verified

Checks	Data Provided	Data Found
PAN	✔ COI-PN0860N	
Full Name	✔ Irfana Nasar	
DOB	16-Feb-2001	
Father's Name	Nasar Andeth Kochali	

Details

Verification type	Electronic
Requested Date	01-May-2025
Completed Date	01-May-2025

Documents

Original Documents [PAN Card Front](#)



- Open the document from the document section or in split document will be opened side by side and check if the details are matching
ID Number, Date of birth and father's name should be exactly mentioned as per the
If there is a variation in the candidate's name - Automated comment for name variation will be mentioned in the Internal report 1st page after the verification Summary section
- Also check for verification type - it should be electronics only
- Check for requested date and completed date and it should be in chronological order.
- Also check for correct document tagging.

If a candidate has changed his/her name, there should be an additional comment of the name as per the Gazette document

- **Allowable variations** - These can be accepted without comments or changes

If the first name and second names are interchanged

If there is an extra/less space between names or initials

If Father's name is not available - The data Provided column can be blank

If PAN says that the candidate is Minor

If the first and second names are combined

If everything is correctly matching without any error then we can pass the QC.

Important Note:

- For ID Checks Auto-Graded :If the ID Check is auto-graded by the system, and the ID document appears blurred or the details are not clearly visible, the team will not raise an insufficiency. In such cases, we can proceed with the given document.
- 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.
- For all ID checks that are being run manually, the team need to take a screenshot of the search conducted on the government portal and attach it in the report in PDF, JPEG, or GIF format.
- All passport checks run through the MRZ method; the details need to be added to a Word document, which should then be converted to a PDF. The same PDF document needs to be attached in the report
- Only international passports have to be done through the MRZ method. Indian passport should be run through the Indian passport portal.

- For DL and Indian Passport, Date of Birth should be verified.

Please flag this if its not marked as verified.

- For the PAN (ID check), if the check is auto completed by SV or if the payload message is available in the data found, We can Pass the QC and not required to raise an error for clear documents.
- For Aadhar only Aadhar Number will be marked as verified, rest all info will be N/A.
- For PAN: PAN number and name will be marked as verified
- For DL, Indian passport , Voter ID: Search result will be attached and details will be graded as per that.
- For eg:
 - Driving licence - ID number, name, DOB and sometimes father's name will also be graded.
 - Indian Pasport - DOB will also be marked as verified
 - Voter ID - Only ID number and name will be verified

Errors:

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

If any data mentioned is not as per the documents

If the document is of some other candidate

If the document is not cropped and aligned in a proper format

If there are any sort of typographical errors

If any details are not filled in (DOB/father's name)

If the mother's name is mentioned instead of the father's name

If the Gazette document comments are missing

If there is a document duplication

If there are automated comments in the check

Automated comment example:

```
<--- Automated comment added by Gov Check API on May 6, 2025
7:30 PM---
{
  "api_status_code": "400",
  "api_status_message": "Bad request or Invalid input",
  "api_status_description": null
}
--->
```

Unable to Verify ID check:

Identity checks are marked **Unable to Verify** in two scenarios

- [i] When we are unable to validate the details mentioned in the ID document (Invalid Voter ID number)
- [ii] When no data is found on the API search

Please find the below [example case](#) which is Unable to verify

[Example case 1](#)

Identity Verification ? Unable to Verify

Checks	Data Provided	Data Found
Driving License	? RJ-14/DLC/13/1004511	
Full Name	? Arpit Sharma	
DOB	? 23-Oct-1990	
Father's Name	? O P Sharma	

Details

Verification Type	Electronic
Requested Date	14-May-2025
Completed Date	15-May-2025
Comments	The case was initiated through online verification. As per the search, Details of given Driving License number is not available in the central Repository, Hence marking the check as Unable to Verify.

Documents

Original Documents	Driving License Front , Driving License Back
Verified Documents	Source Output

The check will be marked as **Insuff closed** when there are insufficient documents to run the ID check.

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

Discrepant ID check:

Identity checks are marked **Discrepant** when there is a mismatch of the Candidate's name in the API search

Please find the below [example case](#) of Identity Verification Discrepancy



Identity Verification

⚠ Discrepancy

CHECKS	DATA PROVIDED	DATA FOUND
Voter ID	✔ GYMT199272	
Full Name	✘ Sudhakar Kaza	Kpashnakishor Kaja
DOB	07-Oct-1979	
Father Name	✔ Pichaiah	

Details

Verification Type	Electronic
Document Type	Voter ID
Requested At	16-Feb-2022
Completed At	16-Feb-2022
Comments	The case is initiated through online verification. As per the search results, there is a mismatch in the candidate's name. As per Voter ID, candidate's name is Sudhakar Kaza and as per search results, it is Kpashnakishor Kaja. Hence closing the check as Completed Red.

Documents

Original Document	Click here to view
Verified Document	Click here to view

- **International Passport Check**

How to validate the International passport using Machine Readable Zone (MRZ) validation method?

What is a Machine Readable Zone (MRZ)?

MRZ code is a string of characters that appears on the bottom of the personal data page of a passport. It is a combination of letters, numbers, and symbols that are arranged in two lines.

The MRZ consists of 2 lines × 44 characters. (Please refer the highlighted section on the passport)

Understanding how to run the International passport using Machine Readable Zone (MRZ) validation method with an example.

Please note that this is applicable only for passports and no other IDs.

Capture Passport MRZ Data:

[illegible]

P stands for Passport

Kennyaundi- Last name

Amos Ngisa - Given name

MRZ2: AK10084683KEN9804108M320214835025281<<<<<64

AK1008468- Passport number

3- filler number

KEN- Country code

980410= 10th April 1998 which matches with DOB

8- filler number

M- Male

3- filler number

320214- 14th Feb 2032- passport expiry date

835025281- filler number

Decode MRZ Data:

MRZ1 usually contains information about the Surname, Given Names, Country, and Gender information.

MRZ2 typically contains information about the passport number/ID number, country details, birth date, and expiry date information.

Compare Extracted Data:

Compare the extracted data with the corresponding fields on the passport.

Ensure that the surname, given names, country details, gender, birth date, expiry date, and passport number match between the extracted data and the passport.

Validate Passport:

If all the extracted data matches the corresponding fields on the passport, we can grade the check as verified.

Note : We will add a disclaimer stating "This passport has been checked via MRZ validation" to indicate the method used for verification.

Grading comments :

Format to be used under the comments sections when checks are completed.

Here's the extracted information from the response:

- Surname: NYAUNDI
- Given Names: AMOS NGISA
- Gender: M
- Country: KEN (Kenya)
- Birth Date: 1998-04-10
- Expiry Date: 2032-02-14
- ID Number: AK1008468
- Issuance Date: 2022-02-15

And here are the MRZ1 and MRZ2 values:

- MRZ1: "P<KENNYAUNDI<<AMOS<NGISA<<<<<<<<<<<<<<<<"
- MRZ2: "AK10084683KEN9804108M320214835025281<<<<<64"

Comparing the extracted information with the MRZ data:

- MRZ1 contains Surname, Given Names, Country, and Gender information, which matches the extracted data.
- MRZ2 contains ID Number, Country, Birth Date, and Expiry Date information, which also matches the extracted data.

Therefore, based on the JSON response, the passport data seems to be valid.

Disclaimer: This passport has been checked via MRZ validation.

Reference -

1. https://admin.in.springverify.com/candidate/details?id=134574&company_id=566
2. https://admin.in.springverify.com/candidate/details?id=116607&company_id=2487
3. https://admin.in.springverify.com/candidate/details?id=146727&company_id=3108

- **COURT Check:**

We run court checks to search the criminal records of the candidate.

The court check team will gather the data from the candidate and initiate the case to one of our vendors to get the records checked and close the check accordingly

For a check to be graded as Verified there are 3 scenarios

1. If we find no online records found based on search criteria
2. If we find a partial match, the case type is minor(Civil) and we don't have a valid data match.

3. If the candidate provides an authorized letter [PCC document] from the Police department stating that there are no court records found on the candidate

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

Documents considered for Address proof for CRT check 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.



Court Verification

✓ Verified

Checks	Data Provided
Name	Irfana Nasar
Street Address	Housr HSR - 1, #1600, 20th Main Road, Agara Village, 1st Sector, HSR Layout Sector - 1, Louie Bakeshop
City/Town	Bengaluru
State	Karnataka
PIN Code	560102
Country	India

Details

Verification Type	Standard
Requested Date	06-May-2025
Completed Date	06-May-2025
Comments	No online records found based on search criteria under the following sources: Courts and NCRDC Commission District Courts and Tribunals High courts and Supreme Court of India

Documents

Original Documents [Leave and License Agreement \(Lease\)](#)

Cross check if the name as per HR and name mentioned in the check is matching, if not, check there will be automated comment mentioned in 1st page of internal report after the verification summary.

Things to check in Court check

1. The address in Data Provided should be matching with the Documents attached
2. Comments should be as per comments template
3. Check the Requested date and Completed date should be correctly mentioned
4. Document tagging should be correctly mentioned

5. If there is a variation in name as per the Address document, automated comment will be present for that.
6. The document should be cropped and aligned in the correct way
7. The address should be mentioned in the correct format typographically

Points to be noted for Possible match cases:

1. CNR Number should be updated in the comment section
2. Confirmation PDF should be masked and flatten.
3. The header for "Disclaimers and limitations of liability" it will be present by End of the CRT check report.
4. The disclaimer should be updated for possible matching cases, irrespective of the grading matrix (UTV/RED/Green).

Contd. on next page

✓ Verified ⚠ Unable to Verify ✗ Discrepancy ⌵ Closed / Insuff-Closed

3 | Background verification report of Arpit Sharma SpringVerify

Disclaimers and limitations of liability

SpringVerify provides data on an as-available basis and on good faith. We are responsible for providing the best possible match for the input data, given the records at our disposal at any given time.

The data might have been changed, deleted, or modified from thereon. We limit our liability to the extent of the information provided by the court systems to the general public by Internet.

Our reports do not and will not assert that the individual being searched for is the person found in the records. Given the nature of the fragmented, incomplete data in India's online court records and legal records, SpringVerify will only indicate a probability of a match. SpringVerify will make every effort to fetch records as they become public in any online court record system in India.

SpringVerify will not be liable for the following:

- Records that are not present in our database at any given point in time.
- Inaccurate labelling of any individual case.
- Insufficiency of input data leading to inaccurate results.



Petitioner and Respondent

A person who files a complaint against a person or an entity is known as a petitioner.
A person on whom a complaint is filed on is known as Respondent

Errors

1. If there is a mismatch in address mentioned in the document and in data provided
2. If there is a missing document
3. If the comments are not captured as per the template
4. If the attached document is expired (refer document format under Address check)
5. If Requested or completed dates are missing
6. If law letterhead is missing (as per package text)

Law firm Letterhead

We have certain clients for whom we have to add a law-firm letterhead annexure in the court check along with the normal procedure. Info to check for Letterhead will be mentioned in the Order summary/Package text.

Make sure you have the letterhead annexure in the report and check if the report is of the candidate and no court records are found against the candidate's data

Letterhead annexure

ADV PRIYANKA BANSODE
Bar Council Number: MAH/955/2018
Bar Council of Maharashtra & Goa,
High Court, Bombay.

TO WHOMSOEVER IT MAY CONCERN
This information is given with regards to search conducted for:

Client Ref Id:

42621

Valuepitch Search Id:

63283a4302e6a16c3b31328a

Name:

Mahesha N

Father's Name:

N Neelana Gouda

Date Of Birth:

1996-06-04

Address:

#87, Agasara Oni , Yalpi Kaggalu, Y.Kaggallu,
Hagaribommanahalli , Bellary, Karnataka, India, 583111

Period Of Stay:

Date Of Verification:

19/09/2022

RESULTS
1. Civil Proceedings: Original Suit / Miscellaneous Suit / Execution Petition

Court	Court Name	Result
District Court/ Lower Court/ Civil	All India courts	No Record
High Court	All High Courts of India	No Record
Supreme Court	Supreme Court Of India	No Record
FIR	All FIR's	No Record
Arrested	All Arrested	No Record
Tribunals	All Tribunals of India	No Record

2. Criminal Proceedings: Criminal Petitions / Criminal Appeal / Sessions Case / Criminal Miscellaneous Petition / Criminal Revision Appeal

Court	Court Name	Result
District Court/ Lower Court/ Civil	All India courts	No Record
High Court	All High Courts of India	No Record
Supreme Court	Supreme Court Of India	No Record
FIR	All FIR's	No Record

Court	Court Name	Result
Arrested	All Arrested	No Record
Tribunals	All Tribunals of India	No Record

Conclusion:

In Conclusion, as on date of this search, there appears a no case instituted against the Subject, at the given address.

Yours Truly

 Digitally Signed By Adv Priyanka Bansode,
Dated 19/09/2022, For :
Verify digital signature 63283a4302e6a16c3b31328a

*Disclaimers and limitations of liability

1. The reports generated will be based on the available records on the internet, it is highly recommended that the court record checks be repeated atleast once every quarter to cover the old cases entering the court record system. We are not responsible for a case existing in offline database but not entered in online court database.
2. The data on the internet uploaded by courts might have been changed, deleted, modified, we do not take the responsibility of the same. We serve as-is basis.
3. Our reports do not and will not assert that the individual being searched for is the person found in the records. Unless the client takes the ID confirmation from Police Service.
4. Valuepitch will not be liable for the following:
 - a. Records that are not present in our database at any given point in time.
 - b. Inaccurate listing of any individual case.
 - c. Insufficiency of input data leading to inaccurate results.
5. The Given report has been updated as on 19/09/2022

Private and confidential

This is a digitally signed certificate.
Regd. Address: Plot no 75, sector 16, opp. beverly park, koparkhairane, 400709

Client List: Law Firm Letterhead

1. Neev Systems Private Limited
2. SBNA Software Solutions Private Limited
3. Integrichain
4. M Solution
5. Speegile
6. Furthersysytmes
7. Midland Microfin Limited
8. Further Systems Private Limited
9. i2e Consulting Private Limited
10. Resolvit Management and Technology Consulting India Private Limited
11. Torrins Anthem Private Limited
12. 40K Education Private Limited
13. Aspire Fintech Private Limited
14. Alleima India Private Limited

SOP for Client AXA XL:

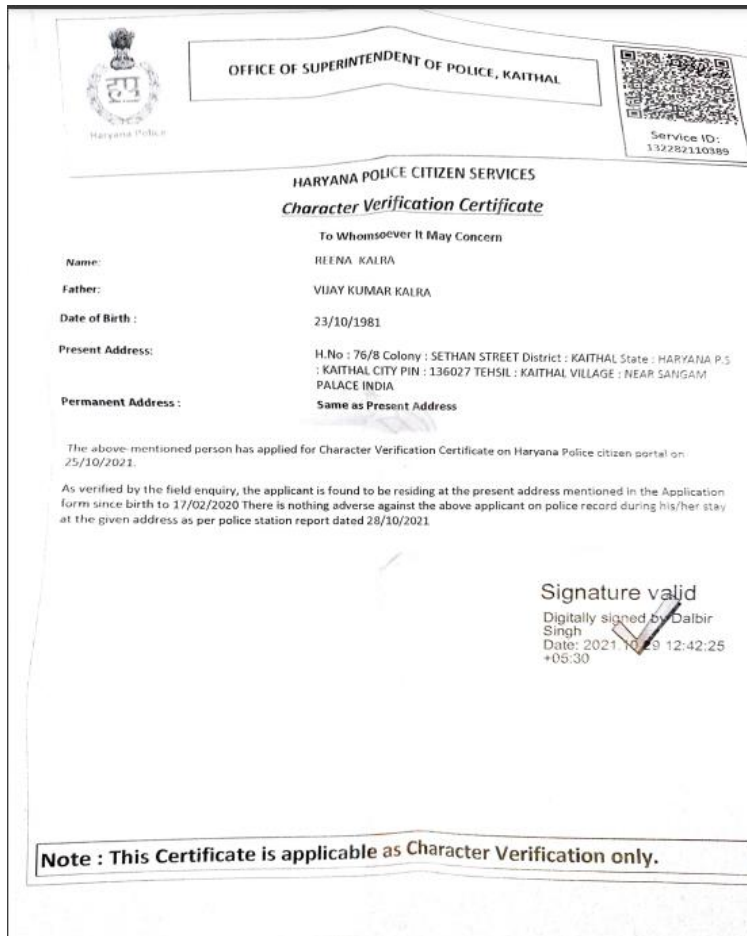
1. Detailed descriptions of the case should not be included in the report or the comment section.
2. The CNR Number should be updated in the comment section.
3. The confirmation PDF should be masked and flattened.
4. FIR details should be masked.
5. The header for "Disclaimers and limitations of liability" in the comment section should be formatted in bold.
6. The disclaimer should be updated for possible matching cases, irrespective of the grading matrix (UTV/RED/Green).
7. Do not include the description of the section under which the person is booked.
(Example: If a person is booked under IPC 420, the report may state that the person is booked under IPC 420, but the description of IPC 420 should not be included).

8. The report format remains the same. Vendor details must be masked along with hyperlinks to the vendor portal and eCourt portal.
9. The following are the sections where hyperlinks are included in the report:
 - On top of the report under the archived version of the case
 - Case History section
 - History of Case Hearing
 - FIR Details
 - Final Orders/Judgments
 - Main information sections

Police Clearance Certificate

When we find particle matches of the candidate's info, at times the candidate will come back stating that he/she has no criminal records. To support the claim, the candidate will provide a Police clearance certificate.

Attached below is an example of Police clearance certificate



OFFICE OF SUPERINTENDENT OF POLICE, KATHAL

HARYANA POLICE CITIZEN SERVICES
Character Verification Certificate

To Whomsoever It May Concern

Name: REENA KALRA
Father: VIJAY KUMAR KALRA
Date of Birth : 23/10/1981
Present Address: H.No : 76/8 Colony : SETHAN STREET District : KATHAL State : HARYANA P.S : KATHAL CITY PIN : 136027 TEHSIL : KATHAL VILLAGE : NEAR SANGAM PALACE INDIA
Permanent Address : Same as Present Address

The above-mentioned person has applied for Character Verification Certificate on Haryana Police citizen portal on 25/10/2021.

As verified by the field enquiry, the applicant is found to be residing at the present address mentioned in the Application form since birth to 17/02/2020 There is nothing adverse against the above applicant on police record during his/her stay at the given address as per police station report dated 28/10/2021.

Signature valid
 Digitally signed by Dalbir Singh
 Date: 2021.10.29 12:42:25 +05:30

Note : This Certificate is applicable as Character Verification only.

Things to note:

We will update the comments in Court check regarding the PCC, make sure PCC is updated in a fullform as Police Clearance Certificate and not in short form as PCC

Check Statuses:

Scenarios - If candidate is petitioner

Case type	Match Type	QC grade
Bail Application case	Complete match (Name and Address)	Discrepant
	Partial Match (Name or Address)	Unable to verify
Non - Bail Application	Complete or Partial match	Verified

What is Bail Application case?

If a person believes they may be arrested for a crime they are accused of, they can apply for a bail order in advance to avoid being taken into custody.

Bail application cases are register under CRPC438,439 which has been now changed to 482 and 483 of Bharatiya Nagarik Suraksha Sanhita, 2023

Scenario 1: Bail Application Case →

- **Condition 1: Complete Match**

- If the candidate is petitioner and the name and address is completely matching with the petitioner record, we can mark the check as “**Discrepant**”

-  **QC Grade: Discrepant**

- **Condition 2: Partial Match**

- If the candidate is petitioner and the name and address is partially matching with the petitioner record, we can mark the check as “**Unable to Verify**”

-  **QC Grade: UTV (Unable to Verify)**

Scenario 2: Not a Bail Application Case

- For non-bail application case check will be graded as “**Verified**”.

-  **QC Grade: Verified**

- When we find a partial match, the case type is major(Criminal) and we don't have a valid data match the check will go as **Unable To Verify**

- If a complete match is found between the data and the source document, and the case type is classified as a major case (such as a Criminal or Civil case) that falls under the Red Category, the check must be graded as *Discrepant*.

Case Type	Match Type	Category	QC Grade
Criminal Case	Complete Match	Red	Discrepant
Civil Case	Complete Match	Red	Discrepant

- The check will be marked as **Insuff closed** when there are insufficient documents to run the Court check.

- The Court check will be marked as **Closed**, only when there is a client request

-

- World Check(WCK)

- World Check is done to cross check records (terrorist attack, laundering, corruption or any other records internationally) of the candidate on a global level.
- Check package text for the case before starting WCK QC. There are a few clients that request a database list to be attached along with the case report.
[World: : Attach the database list.](#)
- World Check (Attach the Database) Client: [Bangalore Aircraft Industries Private Limited](#)
- World Check - List of Keywords
<https://admin.in.springverify.com/candidate/document?uuid=6ab8edea-3139-433d-b62b-19d9695651df>

Completed Green - World Check

- A World Check report, when marked as Verified, has the header “Case Report”.
- World Check: [Example Case](#)
- The following details are mentioned under DP:
 - Name
 - Father’s Name
 - Date of Birth
 - Address
- The following is to be mentioned under “Details”:
 - Verification Type - Electronic
 - Source - LSEG
 - Requested Date
 - Completed Date
- The following document is to be attached under “Documents”:
 - Verified Document - This document has the LSEG report for World Check. The following details should be checked in the report -
 - Name - Candidate name should be an exact match as per DP in the internal report. A slight variation in name is acceptable as long as we are sure that it represents the same candidate.
 - Date of Birth - should match the date of birth in DP (hence, PAN).

- Vendor Details - should be MASKED in white. Hence, vendor details shouldn't be visible at all.

Vendor details are mentioned below Case ID and at the footer of each page.

- Verified Document - If in case, candidate ID is not added under Identity Check, then, ID proof is attached under World Check.
Any ID is sufficient to run World Check

Insuff Closed - World Check

- World Check will go as Insuff - Closed when we have insufficient documents to run the check and when the candidate or client do not respond after multiple follow ups.

Closed - World Check

- World Check will go as Closed when there is a client request for the same.

UTV - World Check

- World Check will go as UTV when we are unable to validate the details mentioned.

Discrepant - World Check

- A World Check report, when marked as Discrepant, has the header "World Check Match Details Report".
- World Check will go as Discrepant when there is a finding in the LSEG report where the name and DOB is an exact match.

Verified WCK example

- CIBIL Score is a three-digit numeric summary of the candidate's credit history. The score is derived using the credit history found in the CIBIL Report (also known as CIR i.e Credit Information Report). A CIR is an individual's credit payment history across loan types and credit institutions over a period of time.
- Cibil Check cannot be run without PAN number as all our financial records are linked to PAN number.

Completed Verified - Cibil Check

- Example Case: [Green Cibil Check](#)
- The following details are mentioned under DP:
 - Name
 - PAN Number
 - Date of Birth
- The following is to be mentioned under “Details”:
 - CIBIL TRANSUNION SCORE Version 2.0 - The score in the internal report should be an exact match of the Transunion Report
 - Requested Date
 - Completed Date
 - Comments, if any
- The following document is to be attached under “Documents”:
 - Verified Document - This document has the Transunion Cibil report for Cibil Check. The following details should be checked in the report -
 - Name - **Candidate name under consumer information should be an exact match to DP in the internal report.**

A slight variation in name is acceptable as long as we are sure that it represents the same candidate. The Identity Check section (Data Found) can be checked for the same. Comment will be mentioned for the variation, even if the difference is minor(e.g., the addition of a middle name, initial, or slight spelling difference).

Few name variation Example:

1. [Case link](#)

. As per DP (wrt PAN) name is “**Lakshmi Chikkerur**”

As per CIBIL report name is “**Lakshmi K Chikkerur**” that will be updated in DF and based on this variation comment will be captured for this.

2. [Case Link](#)

. As per DP (wrt PAN) name is “**Pradeep Latha Vijayendran**”

As per CIBIL report name is “**Pradeep L V V**” that will be updated in DF and based on this variation comment will be captured for this.

Credit Check

Verified

Checks	Data Provided	Data Found
Name	Lakshmi Chikkerur	Lakshmi K Chikkerur
PAN	AMYPC7826L	
Date of Birth	31-Jul-1988	

Details

CIBIL TRANSUNION SCORE	730
Requested Date	16-May-2025
Completed Date	17-May-2025
Comments	<p>There is a variation between the candidate's name and the name found in the credit report.</p> <p>PAN - Lakshmi Chikkerur</p> <p>Credit Report -Lakshmi K Chikkerur</p> <p>As credit check is run based on the PAN of the candidate, this is graded as Verified.</p>

Documents

Original Documents	PAN Card Front
Verified Documents	Source Output

TransUnion CIBIL

CONSUMER CIR

CONSUMER: LAKSHMI CHIKKERUR

MEMBER ID: BN05039859_CIRVJ302

MEMBER REFERENCE NUMBER:

CONSUMER INFORMATION:

NAME: LAKSHMI K CHIKKERUR

DATE OF BIRTH: 31-07-1988

CIBIL TRANSUNION SCORE(S):

SCORE NAME	SCORE	SCOR
CREDITVISION® SCORE	730	1:

POSSIBLE RANGE FOR CREDITVISION® SCORE

Consumer with at least one trade on the bureau in last 36 m

Consumer not in CIBIL database or history older than 36 m

- Date of Birth - should match the date of birth in DP (hence, PAN).
- Vendor Details - should be MASKED in white. Hence, vendor details shouldn't be visible at all.
- Only PAN is accepted for Cibil Check and it is mandatory to be attached in the Cibil check. .
For DP and DF variation captured in terms of name and DOB, comment will be captured.

- Cibil Scores:
- Below ≤ 300 - Low Cibil Score - the check is to go as **discrepant**.

- Above 300 - Acceptable Cibil Score - check will be graded as Verified
- If the candidate is not in CIBIL Database or if the loan history is older than 36 months, then the Cibil Score will be **-1**.

. comment as per the SVIN Check Grading Templates will be given for the same.

Example Case: [Cibil Score -1](#)

Insuff Closed - Cibil Check

- Cibil Check will go as Insuff - Closed when we have insufficient documents to run the check and when the candidate or client do not respond after multiple follow ups.

Closed - Cibil Check

- Cibil Check will go as Closed when there is a client request for the same.
- Example Case: [Closed Cibil Check](#)

UTV - Cibil Check

- Cibil Check will go as UTV when we are unable to validate the details mentioned.

Discrepant - Cibil Check

- Cibil Check will go as Discrepant when:
- Low Credit Score (≤ 300): if the credit score is **300 or below**, the check would be **graded as Discrepant**.
- Mismatch of the candidate's PAN number from TransUnion CIBIL report, check would be graded as **Discrepant**

- **Drug Check:**

A pre-employment drug testing program for background investigation helps protect employers from hiring drug users, before they can have any impact on the workplace. It is done to find if the candidate has a habit of regular consumption of drugs. The result should be found negative for verified check otherwise for positive case it will go as discrepant.

Why are drug tests important at the workplace ?

- Drug users are more prone to accidents
- To improve worker safety and health
- To avoid workplace hazards
- Prevent employee theft and absenteeism
- Drugs hamper employee productivity
- Drug users are a big threat to organizations dealing with sensitive data

Drugs Tested in the 5-Panel Test

Drug panel-5 uses urine as the sample to test for the presence of commonly abused drugs substances: marijuana, cocaine, opiates, amphetamines, and Phencyclidine (PCP).

Commercial names for opiates include Codeine, Morphine, and Heroin (6 AM).

Methamphetamine and MDMA are common amphetamines, and street names include Meth, Molly, Extract, and M. PCP is often referred to as angel dust or rocket fuel.

Cut off Levels (Urine)

S. No.	Name of drug	Diagnostic cut-off limit (ng/mL)
1	Amphetamine(AMP)	1,000
2	Cocaine(COC)	300
3	Marijuana(THC)	50
4	Opiates(OPI)	2,000
5	Phencyclidine(PCP)	25

Completed Green

Negative results indicate absence of drug in urine or concentrations below the assay cutoff .

Example: [Completed Green Drug Check](#)

5 PANEL Drug Check Verified		
Test Details	Result	Biological Reference Range
Amphetamines	✓ NEGATIVE	NEGATIVE
Cannabinoids	✓ NEGATIVE	NEGATIVE
Cocaine	✓ NEGATIVE	NEGATIVE
Opioids	✓ NEGATIVE	NEGATIVE
Phencyclidine Phosphate	✓ NEGATIVE	NEGATIVE

Details	
Sample From	Vasanthkumar
Verification Type	Sample Collected From Candidate's Location
Sample Type	Urine
Panel Type	5 PANEL
Requested Date	09-May-2025
Completed Date	14-May-2025

Healthians			
22+ States of the art labs across India		100 million tests reported	2000+ technicians & pathologists
Patient Name : Vasanthkumar		Barcode : H16685749	
Age/Gender : 30Y 0M 8D /Male		Sample Collected On : 14/May/2025 01:21PM	
Order Id : 13707905203		Sample Received On : 14/May/2025 02:42PM	
Referred By : Self		Report Generated On : 14/May/2025 03:52PM	
Customer Since : 14/May/2025		Sample Temperature : Maintained ✓	
Sample Type : Urine		Report Status : Final Report	
DEPARTMENT OF Drug of Abuse			
Test Name	Value	Unit	Bio. Ref Interval
DRUG OF ABUSE(DOA) PANEL - 05 DRUGS			
Amphetamine(AMP) Screen, Urine	Negative		Negative
Method: Lateral Flow Chromatographic Immunoassay			
Cocaine(COC) Screen, Urine	Negative		Negative
Method: Lateral Flow Chromatographic Immunoassay			
Cannabinoids/THC/Marijuana	Negative		Negative
Method: Lateral Flow Chromatographic Immunoassay			
Opiates(OPI) Screen, Urine	Negative		Negative
Method: Lateral Flow Chromatographic Immunoassay			
Phencyclidine(PCP) Screen, Urine	Negative		Negative
Method: Lateral Flow Chromatographic Immunoassay			
Interpretation This is a Qualitative Screening test to detect the following drugs in Urine sample. Results are reported as Positive , if values in the sample submitted for analysis are above the defined cut off limits as given below:			

Completed Discrepant case

Positive results indicate presence of drugs in urine or concentrations above the assay cutoff.

Example : [Completed Red Drug Check](#)

Subhashis Ghosh		
5 PANEL DRUG Check Discrepancy		
TEST DETAILS	RESULT	BIOLOGICAL REFERENCE RANGE
Amphetamines	✓ NEGATIVE	NEGATIVE
Cannabinoids	✗ POSITIVE	NEGATIVE
Cocaine	✓ NEGATIVE	NEGATIVE
Opioids	✓ NEGATIVE	NEGATIVE
Phencyclidine Phosphate	✓ NEGATIVE	NEGATIVE

Details	
Sample from	SUBHASHIS GHOSH
Verification Type	Sample Collected from Office
Sample Type	Urine
Panel Type	5 PANEL
Requested Date	01-Jun-2023
Completed Date	05-Jun-2023
Comments	The drug test verification was initiated. It was discovered as positive result for Cannabinoids. Hence, the check has been graded as Discrepant.

Documents	
Verified Document	Click here to view

- Custom Check:

Resume validation Checks:

A resume verification process involves fact-checking the information on a CV, it is a procedure through which the features of the information provided by the applicant in both the Resume and Profile Background Form are corroborated and the legitimacy of the information is authenticated and determined.

Importance of a CV Validation

- CV Validation can help prevent bad recruits by validating the candidate's work experience and education before making a hiring decision.
- Many companies provide a resume to offer compensation packages, promotions and job responsibilities. However, many job applicants and employees provide fake details, education and employment history to appear more qualified to grab successful jobs.
- Offering benefits to an unqualified individual based on exaggerated CVs could waste time, money and efforts on training besides falsely affecting a company's productivity and increased turnover rate.
- CV frauds such as the exaggeration of skills, false experience are some reasons that involve CV verification.
- CV validation is also important to detect resume frauds such as claiming to have been employed by companies they never worked for.
- The major areas where CV frauds were detected were in the areas of employment verification along with address verification, reference screening, and education.

[Resume Validation - Green](#)

When the details of the candidate matches with the verification done, the check is graded as verified.

Social Media Checks

A Social Media Background Check is a thorough examination of a person's social media history, looking for negative behaviors that may be indicated by posts, likes or comments. This may help give employers an indication of the personality or character of potential

employees. These negative behaviors include bullying, racism, extremist religious or political views, excessive foul language and more.

In addition to analyzing a person's social media accounts, a Social Media Background Check also looks into associations or groups to which they may be affiliated. Someone may post infrequently and have a relatively clean posting history, but this may only tell part of a story. If they are members of a group or frequently liked pages associated with problematic content or ideas, such as supremacist or fundamentalist groups, this may indicate a number of factors that could influence a job offer.

Why are social media background checks important?

Conducting social media checks is important for a number of different reasons and the reasons why businesses carry out social media checks should relate to the challenges that they face around risk, such as:

- Security – risks can range from hiring someone linked to a Proscribed organization or illegal activities, to a candidate who could expose your company to bribery, corruption or fraud.
- Behavior – the risk from an individual's negative behavior can have far-reaching consequences for your staff, your customers and your brand. For example, if they breach company policy, showcase undesirable characteristics or leak confidential information.
- Integrity – an adverse media story can damage a company's reputation many years down the line, linking your brand with sexist or racist behavior for example. Social media checks are also a useful way to validate information shared by a candidate, helping you gauge more intangible qualities like trust.

Platform used to find candidate profiles are:

1. LinkedIn
2. Twitter
3. Facebook
4. Instagram
5. Other associate accounts if found

Completed Green

When the candidate does not have any misconduct in public, political rants, sexual abuse, police/court records etc found in the verification .

Example : [Green social media check](#)

Document 1 - Social Media Verified Document



Gayatri Mehta

Social Media Check Verification Verified

Checks DATA Provided

Name Gayatri Mehta

Details

Verification type Electronic

Requested Date 07-June-2023

Completion Date 07-June-2023

Gayatri Mehta

LinkedIn

- Less active with 500+ connections only. Last activity was around three weeks ago.
- Education from University of Limerick is a match.

Twitter

- Not active on Twitter. Last visible tweet in on 30th Sep 2022 and before that was on 9th Sept 2023.
- Tweets 535, Following 422, Followers 203.

Facebook

- Active on Facebook. Last visible post is 43 minutes ago and before that is four hours ago.
- Found the candidate holding a glass of wine in the posts for the dates 15th Nov 2015, 31st Oct 2016, 11th Aug 2017, 12th Aug 2019, 19th May 2020.
- Found the candidate consuming wine in the posts for the dates 29th March 2019 and 23rd Dec 2019.

Instagram

- Active on Instagram. Last visible post is on 28th May 2023 and before that was on 14th May 2023.
- Posts 526, Followers 455, Following 1370.
- Found the candidate holding a glass of wine in the posts for the dates 19th Nov 2015, 19th May 2019, 4th July 2019, 12th Aug 2019, 28th Aug 2021, 27th Oct 2019, 6th Dec 2019, 12th Dec 2019 and 21st Dec 2019.
- Found the candidate consuming wine in the posts for the dates 29th March 2019 and 23rd Dec 2019.
- Found a glass of alcohol in the posts for the dates 31st July 2017, 11th Oct 2017, 29th Jan 2018, 13th March 2018, 16th May 2018, 9th June 2018, 28th Dec 2018, 8th Jan 2019, 3rd Apr 2019, 1st Jan 2020, 25th Jan 2020, 14th March 2020, 31st March 2020, 26th Apr 2020, 4th May 2020, 21st June 2020, 8th July 2020 and 24th Dec 2022.

SPRINGVERIFY - A PRODUCT OF SPRINGROLE INDIA PVT. LTD.



Gayatri Mehta

Overall

- No visible Political rants
- No visible Racist attitude
- No visible Sexual harassment/sexist attitude
- No visible Confidential Information or Negative Comments about a Previous Employer or Boss or Colleagues
- No visible Inappropriate Photos
- No visible mention about Using Drugs
- No visible Poor Communication Skills
- No visible posts related to a criminal activity/illegal conduct

Completed Yellow

When the candidate's social media profiles are not available or private, due to which the verification is incomplete then the check is graded as Unable To Verify (Yellow).

Example: [Yellow social media check](#)



Harshit Gaur

Social Media Check Verification Unable to Verify

Checks	DATA Provided
Name	Harshit Gaur

Details

Verification type	Electronic
Requested Date	29-Jun-2023
Completion Date	29-Jun-2023



Harshit Gaur

LinkedIn

- Not active with 500+ connections only. Last activity was around 3 weeks ago.
- Educational qualification for Post Graduate Diploma is a match.
- Experience for Datawrkz Business Solutions Private Limited is a match.

Twitter

- Candidate is not available on Twitter

Facebook

- Candidate is not available on Facebook

Instagram

- Candidate's profile is private on Instagram.
- Posts 180, Followers 425, Following 499

Overall

- No visible Political rants
- No visible Racist attitude
- No visible Sexual harassment/sexist attitude

Document 1 - Social Media Verified Document



Harshit Gaur

- No visible Confidential Information or Negative Comments about a Previous Employer or Boss or Colleagues
- No visible Inappropriate Photos
- No visible mention about Using Drugs
- No visible Poor Communication Skills
- No visible posts related to a criminal activity/illegal conduct

Comments

The candidate has provided their Social Media Profile links of Instagram and LinkedIn. The Instagram profile was private. As the social media checks couldn't be conducted, the check is graded as Unable to Verify.