

GOLDQUEST GLOBAL HR SERVICES PVT LTD

Client Onboarding Process



Memberships & Certified by



NASSCOM

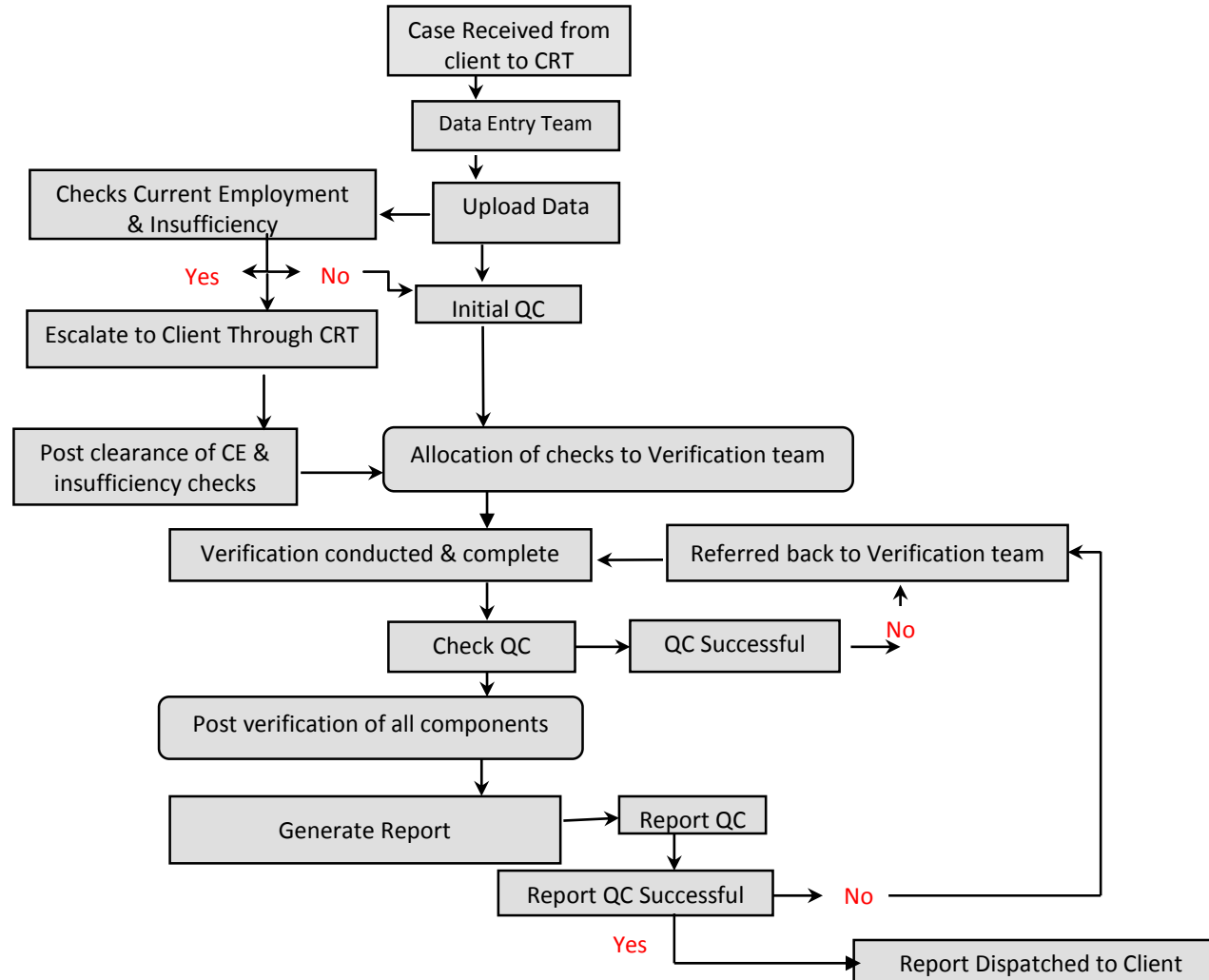


Agenda-Introduction Call

- Screening Process
- Prerequisites – BGV form and consent
- MRL
- Mode of initiation
- Discrepancy Matrix
- Insufficiency & UTV process
- TAT Calculation (15 Business Days)
- GQG Deliverables
- **Senior Profile Checks**
- **Research Process**
- Best Practices & Recommended SLA
- Industry/Client Awareness

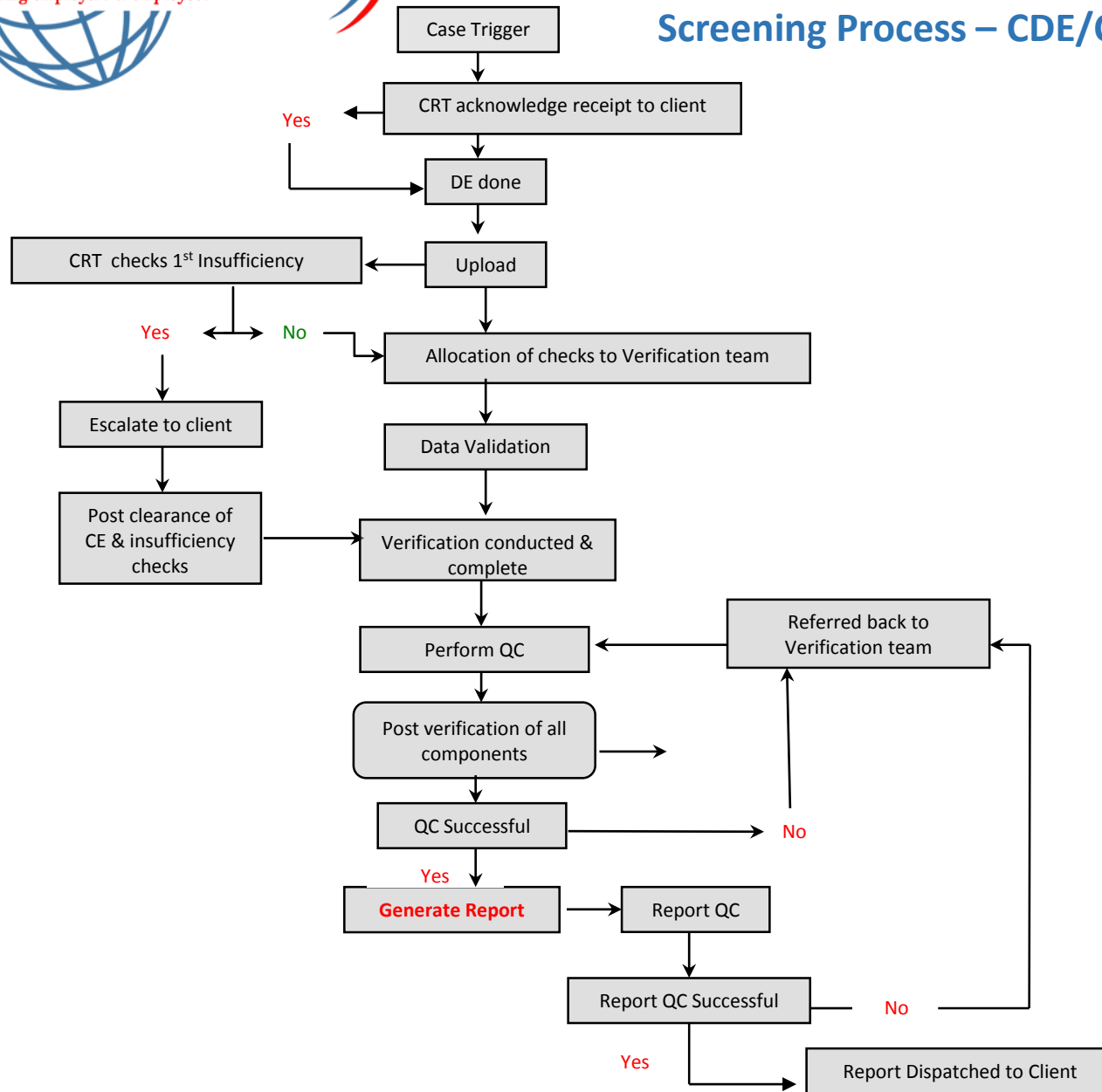


Screening Process - Data Entry





Screening Process – CDE/Client Case Creation





EMPLOYEE BACKGROUND VERIFICATION FORM

COMPANY NAME

Please note that it is mandatory for you to complete the form in all respects. The information you provide must be complete and correct and the same shall be treated in strict confidence.

The details on this form will be used for all official requirements should you join the organization.

**Prerequisites -
BGV form &
consent**

Position applied for	Location

Personal Information			
Full Name (First, Middle, Last)		Former Name / Maiden Name (if Applicable)	
Father's Name		Date of Birth (dd/mm/yy)	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Social Security Number (if applicable)	Nationality	Marital Status

Mode of Initiation

- Email
- FTP
- Dropbox
- Courier
- GQG personnel



Discrepancy Matrix

EMPLOYMENT
(HR)

Not a direct employee of the Company (could be contractual/ temporary/ deputed through an agency) while candidate claims on BVF to the contrary	Major Discrepancy	RED
Submission of forged/ tampered documents (This pertains to all relevant documents that are to be provided along with the BVF such as relieving letter, experience and service certificates etc)	Major Discrepancy	RED
Discrepancy in period of employment (> 3 month)	Major Discrepancy	RED
Discrepancy in period of employment (Greater than 01 month lesser than 03 months)	Minor Discrepancy	YELLOW
Discrepancy in period of employment (less than 01 month)	Clear	GREEN
Employer provides discrepancy in remuneration (more than 25%)	Major Discrepancy	RED
Employer provides discrepancy in remuneration (less than 25%)	Minor Discrepancy	YELLOW
Employer does not provide or refuses to provide remuneration	Clear	GREEN
Employer's provides reason for leaving as "Resignation /resigned/NA", whereas the candidate mentions in BGV as "Better Prospects/Growth/personal/salary Issues" etc.	Clear	GREEN
Overlap in period of employment (> 1 month)	Major Discrepancy	RED
Major overstatement of designation – that is, the declared designation is not in any way equivalent to the Role performed and is a level or more above the actual Role/Designation	Major Discrepancy	RED
Termination of service from the Company/ asked to leave due to serious integrity related issues (such as misappropriation of funds, theft), criminal misconducts, sexual harassment or violent behavior at work	Major Discrepancy	RED
Absconding/abandonment of service/ left without prior intimation	Major Discrepancy	RED
Any contractual violations, to include Violation of bond, Breach of signed contract, Violation of confidentiality clause, Violation of Overseas travel bond ,Training Bond Service Agreement / Durational Bond Non Disclosure / Confidentiality Agreement, IP Protection Agreement , Violation of contract terms as accepted in the appointment order, any other written contract between employer & employee	Major Discrepancy	RED
Negative feedback other than termination of service from the Company/ asked to leave due to serious Integrity related issues such as misappropriation of funds, theft of software & serious criminal misconducts	Major Discrepancy	RED
Candidate still found to be employed (not just on Rolls but actually employed) with the Company at the time of verification (only if the verification is Post-Employment.)	Major Discrepancy	RED
Employer states eligibility for re-hire as no due to various issues with regards to Candidate employment (apart from Company policy)	Major Discrepancy	RED
Overstated designation however performing the role of stated / similar designation	Minor Discrepancy	YELLOW
Confirmed fake company	Major Discrepancy	RED
Non-settlement of dues/ exit formalities not completed	Major Discrepancy	RED
Site visit reveals that the mentioned Company never existed at the stated address is possible	Insufficiency or Inaccessible or unable to verify	AMBER
Site visit reveals that the mentioned Company never existed at the stated address is confirmed	Major Discrepancy	RED
Verification not obtained due to inaccessibility of records/Company	Insufficiency or Inaccessible or unable to verify	AMBER
Verification not obtained due to lack of response from Company	Insufficiency or Inaccessible or unable to verify	AMBER
Verification not obtained due to unavailability of mandatory requirements (documents/ information) from candidate for employment verification	Insufficiency or Inaccessible or unable to verify	AMBER

1st Level Insufficiency

- Mandatory documents as defined in this document are required for initiation of checks
- GQG will highlight 1st level insufficiencies to the client within 24 – 48 hours from receipt of cases
- Client is expected to clear these insufficiencies at the earliest
- GQG will follow up on pending insufficiencies through email within 07 working days
- 07th working day update shared with the client which will also include all pending insufficiencies
- On due date i.e., on 15th working day, if the insufficiency is still not cleared or fulfilled, GQG will close the check as Unable to Verify

2nd Level Insufficiency

- GQG will highlight 2nd level insufficiencies to the client as and when raised by process teams.
- Client is expected to clear these insufficiencies at the earliest
- On due date i.e., on 15th working day, if the insufficiency is still not cleared or fulfilled, GQG will close the check as Unable to Verify

Insufficiency & UTV Process

TAT Calculation (15 Business Days)

Example 1:	No Insufficiencies	Case Start date – Day 0	2-Jan-17
		Case Created – Day 0	2-Jan-17
		No insuff raised	
		Case Due Date – Day 15	20-Jan-17

Example 2:	1 st level Insufficiencies	Case Start date – Day 0	2-Jan-17
		Case Created – Day 0	2-Jan-17
		1 level insuff raised on – Day 1	3-Jan-17
		Insuff Fulfilled Date – Day 4	6-Jan-17
		New Start Date – Day 4	6-Jan-17
		Case Due Date – Day 15 *	30-Jan-17

Example 3:	2 nd level Insufficiencies	Case Start date – Day 0	2-Jan-17
		Case Created – Day 0	2-Jan-17
		1 level insuff raised Date – Day 1	3-Jan-17
		Insuff Fulfilled Date – Day 4	6-Jan-17
		New Start Date – Day 4	6-Jan-17
		2 level insuff raised Date – Day 6	10-Jan-17
		Days Completed	3
		2 level Insuff Fulfilled Date – Day 11	17-Jan-17
		Case Due Date *	2-Feb-17

Example 4:	CE	Extended by 10 business Days / case TAT depending on Client SLA
Example 5:	Reverification TAT	Extended by Case TAT
Example 6:	Add Check Internal	No Change
Example 7:	Add Check External	Extended by Case TAT

Cut Off time for cases to be processed would be 5 pm. E.G. all cases sent by client post 5 pm on a given day will be processed on next working day.

* - One day public holiday i.e., 26 Jan 2017

Common for all examples – excluding holidays and weekends	TAT	15
	Case Start date	2-Jan-12
	working days	Mon– Fri



GQG Deliverables

- Acknowledgment of cases initiated within 4 working hours
- Insufficiency notification
- Consolidated Insufficiency tracker
- Status update – 07th working day from initiation
- Intimation of discrepancy details as highlighted by process team
- Final report
- Supplementary report (if applicable)
- Monthly/quarterly performance review (wherever applicable – monthly to be committed only for top clients)



Senior Profile Checks

- Only by TL and above from the verification teams
- Specific questions are asked during such checks citing the level of the verifier
- Separate tracking done for senior profile checks

Research Process

Database Search Process

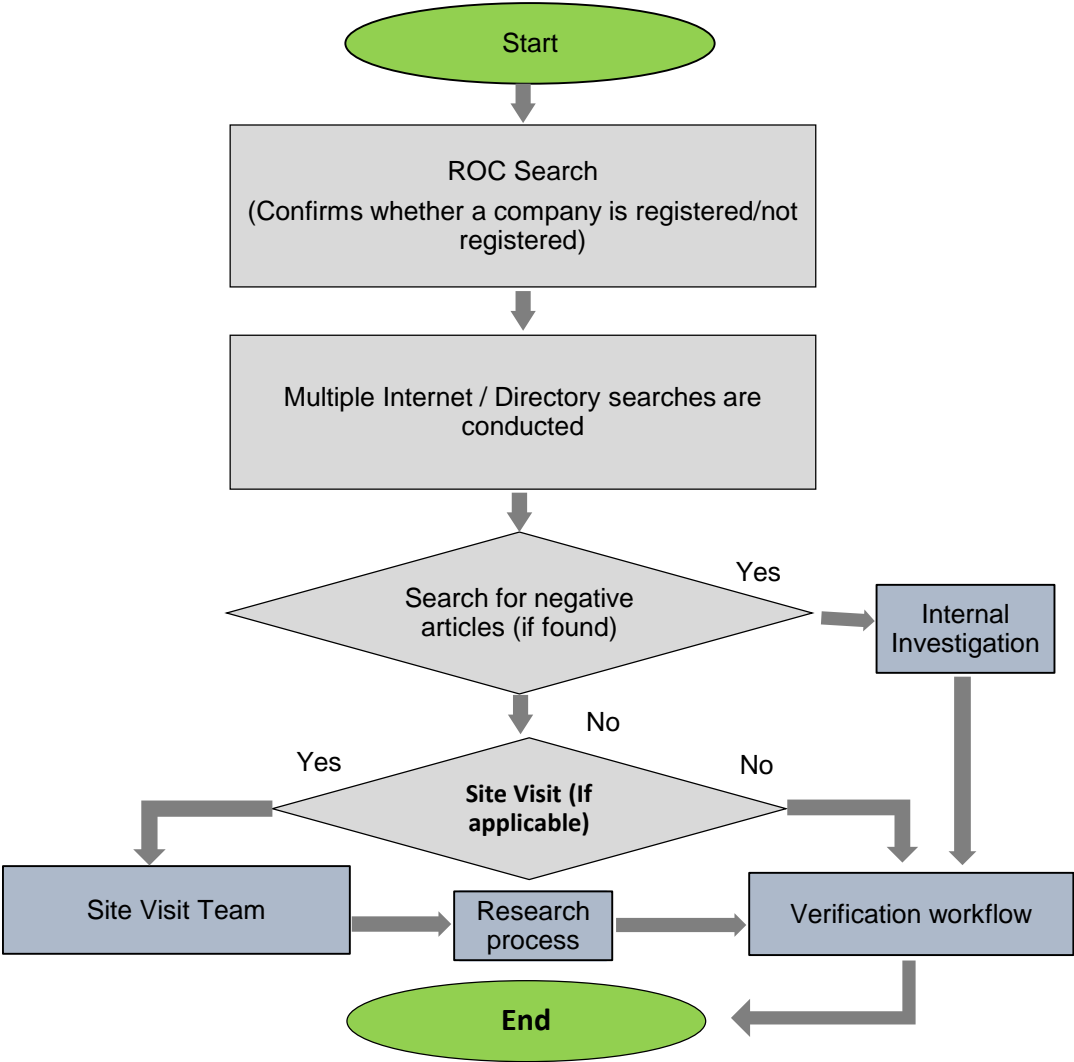
- As a standard process all the education and employment components will be checked with the Fake/Suspicious Companies/ Institutions list. In case of any negative hit found, then the case would be referred to client.

Standard Search Process

- ROC Search – Registrar of Companies is a Central Government Statutory body undertaking & is managed by Ministry of Company Affairs & Government of India. Any Limited or Private Limited Company should register at Registrar of Companies with all details. ROC details helps us to identify if a given company is registered or not registered.
- Multiple internet and directory search - Searches are conducted using various search engines and directory search engines to confirm the company genuineness and to find the contact information.
- Telephonic conversation will be made and emails will be initiated according to the requirement as per the research process.
- Negative hits - Any unfavorable remarks about the company is known as Negative Hit Company. Searches are done on the companies by using permutations and combinations during searches, like company name + fake, company name + fraud etc.



Research Process





Research Process

Internal Investigation Process (This is a separate check with charges applicable):

- Comprehensive Site Visit– Site visit is initiated on the address of the company as per the client SLA. The site visit would include the below.
 - Evaluation of the company's infrastructure and employee strength
 - Any physical evidence leading to confirmation/negation of authenticity (Company name-boards, details available with building's security/administrative set up, etc)
 - Area details of the company (residential /commercial)
 - Duration since when the company is in existence (as confirmed by other companies in the vicinity, society office, etc)
 - Photograph of the company with the company name and surroundings
 - Nature of Business
- Investigation calls
- Document Analysis
- Bank Statement Verification



Best Practices & Recommended SLA

- The objective of background screening is to:
 - Provide our clients with timely information to make hiring decisions.
 - Ensure compliance & mitigate risk
- Recommended SLA and TAT for assistance in ensuring both the above factors would be:
 - Cases to be processed on receipt of all documents. TAT for the case to start on receipt of all documents (including LOA).
 - Final report to be released by 15th business day with all checks complete.
 - Incase of any discrepancy found in any of the component and / or based on client requirement, interim report will be shared before the Final report with the current status of the case.
 - Incase of any pending checks below to be followed on the Case due date:
 - If 05 attempts are made for the pending check then the check to be flagged as “unable to verify”. Report to be sent on the due date.
- The objective of background screening is to:
 - Provide our clients with timely information to make hiring decisions.
 - Ensure compliance & mitigate risk
- Benefits of this process:
 - Timely inputs to the client on the verified checks which would help decision making for business.
 - Standardized process and confirmed end to end closure to a case within 25 business days. This would help business commitments for clients in terms of case closure.



Industry/Client Awareness

- Limited formal/structured process for Criminal/Education verification
- Less than 10% digitized data available in public domain
- Diverse and Dynamic list of requirements of verifying body
- Accreditation/ Government Recognition of universities and institutes not mandatory
- TAT outside direct control in many cases
- Managing cost of delivery
- Large geographic spread





THANK YOU

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