

## 1. Company Introduction

OM ELECTRICAL SALES & SERVICES is a trusted provider of electrical, civil, and IT infrastructure solutions specializing in Chemical Earthing, Data Cabling, Lightning Arrestors, CCTV, Solar Panels, UPS, and comprehensive civil and electrical works.

Founded and led by Dr. Ajeet Sen Singh, the company operates out of Shiv Vihar Colony, Jankipuram, Lucknow (226021) and Rajauli, Lucknow (226026), Uttar Pradesh, India.

### Vision Statement:

Provide safe, innovative, and reliable electrical solutions to homes, businesses, and institutions with a commitment to quality and customer satisfaction.

### Mission:

- Deliver a complete spectrum of electrical, civil, and IT services.
- Ensure safety, comply with industry standards, and use top-grade materials.
- Support client growth through tailored solutions.

## 2. Organization Structure

- Founder/Owner/Head: Dr. Ajeet Sen Singh  
Contact: 09936460308, 09454712621  
Email: [ajeetsensingh1970@gmail.com](mailto:ajeetsensingh1970@gmail.com)
- Operations Lead: Ajay Pal
- IT Manager/Support: Puneet Singh  
Email: [puneetsingh91100@gmail.com](mailto:puneetsingh91100@gmail.com)

### Teams and Departments

- Engineering: Electricians, Solar Technicians, Network Cablers
- Customer Support: Issue resolution, after-sales service, onsite visits
- Procurement: Vendor management, material sourcing, quality control
- Project Management: Site survey, client communication, scheduling
- Safety & Compliance: HSE officers, certification specialists

## 3. Services Provided

### Chemical Earthing

- Provides efficient ground conductivity and long-term safety for buildings and installations.
- Types of Electrodes:
  - GI (Galvanized Iron): Cost-effective, corrosion-resistant for standard applications
  - Copper: Premium, critical for low resistance and long life
  - Pipe-in-Pipe: Maximum surface area for industrial setups
- Specifications: Diameter options from 16 mm–25 mm; up to 3 meters length; compliant with IS 3043.
- Installation: Trench excavation, positioning with chemical backfill, terminal bonding.
- Use Cases: Server rooms, data centers, telecom towers, residential societies, factories

### Data Cabling

- Structured cabling solutions for high-speed data and power
- Support for Cat6/Cat6A/Fiber Optic installations
- Cable layout planning, labeling, certification tests
- Use Cases: Office LAN, factories, CCTV, access control integration

### Lightning Arrestors

- Installation and maintenance of arrestors to shield structures from surges
- Conventional rods; ESE (Early Streamer Emission) devices for advanced coverage
- Annual testing, replacement schedules
- Use Cases: Rooftops, telecom towers, high-rise buildings, plants

#### CCTV & Surveillance

- Night vision, PTZ, dome, bullet cameras, DVR/NVR, remote access setup
- Data protection compliance, privacy policies
- Use Cases: Offices, retail, warehouses, parking lots

#### Civil & Electrical Works

- Turnkey execution for internal/external wiring, panels, switchboards, transformers
- Renovation and compliance upgrades; load balancing
- Service Types: Wiring, earthing, power distribution, fixtures, metering
- Use Cases: New constructions, refurbishments, code upgrades

#### Solar Panels

- Rooftop and ground solar installation, energy audits, system design
- Types: Mono-crystalline (high efficiency), Poly-crystalline (budget-friendly)
- Battery storage (Li-ion/lead-acid), inverter selection, maintenance
- Solutions: On-grid, off-grid, hybrid setups; performance monitoring apps
- Use Cases: Homes, schools, factories, remote installations

#### UPS & Power Backup

- Supply and installation of Offline, Line-interactive, and Online UPS systems
- Battery endurance guidance, remote alerts, load monitoring
- Types:
  - Offline UPS: Simple backup for desktops
  - Line-interactive: Voltage regulation for offices
  - Online Double Conversion: For labs, data centers
- Use Cases: Server rooms, medical labs, SMEs, homes

#### Other Electrical Services

- Custom client solutions, emergency power design, energy audits
- Equipment sourcing, repairs, retrofits, and sustainability upgrades

### 4. Product Specifications and Technical Details

#### Chemical Earthing Electrodes

- GI Electrodes: Zinc-coated, corrosion resistance up to 10 years
- Copper Electrodes: 99.9% purity, 5 Ohm resistance typical, C11000 grade
- Pipe-in-Pipe: Dual-layer for extra surface area; 30% better performance in rocky soils

#### Solar Panel Systems

- Mono-crystalline: 18–22% efficiency, 25-year warranty, 0.3%/yr degradation

- Poly-crystalline: 16–18% efficiency, lower cost for high-area installations
- Inverter Types: String, microinverters, smart mobile monitoring

#### UPS Hardware

- Ranges: 650VA–6000VA
- Management Software: SNMP monitoring, alarms, log history

#### 5. Customer Onboarding & Project Initiation

- Site Survey: Technical staff visits the client site, assesses need, collects data
- Proposal & Quotation: Formal cost and timeline estimate sent for approval
- Project Kickoff: Team assignment, client orientation meeting, work schedule
- Contract and Compliance: Documentation, compliance certificate collection
- Support Setup: Dedicated project manager and escalation matrix for issues

#### 6. Maintenance & Support Services

- Preventive Maintenance: Annual visits, component tests, replacement tracking
- Emergency Repair: 24/7 hotline, average two-hour response in Lucknow
- Service Level Agreements: Define coverage, downtime compensations, warranty extensions

#### 7. Health, Safety & Environment (HSE) Policies

- PPE mandatory: Helmets, gloves, insulated tools
- Risk assessment before every installation
- Electronic and electrical waste recycling in compliance with CPCB norms
- Safety training for all field staff every six months

#### 8. Employee & Vendor Management

- Code of Conduct: Confidentiality, anti-bribery, client respect
- Performance Appraisal: KPIs, quarterly reviews, top performer incentives
- Vendor Selection: Background checks, quality audits, periodic renegotiations
- Procurement Guidelines: Sustainability, cost control, compliance priority

#### 9. Technology & Innovation Initiatives

- IoT for real-time monitoring of installations
- Staff training in smart metering and efficiency audits
- Partnership with tech vendors for product trials
- Monthly innovation meets and feedback sessions

#### 10. Marketing & Sales Strategies

- Digital marketing: Website, SEO, WhatsApp campaigns
- Exhibitions, local event sponsorships, client referral programs
- CRM System: Lead tracking, service reminders, feedback surveys
- Promotions: Bulk order discount, seasonal offers, loyalty points
- Highlighted Projects: Success stories, case studies, client testimonials

#### 11. Corporate Social Responsibility (CSR)

- Community electrification for underserved areas
- Free safety workshops for school children
- Partnership with NGOs for sustainable energy

#### 12. IT Infrastructure & Cybersecurity

- Internal email on Google Workspace for all staff
- Automatic daily backups to secure cloud storage
- Antivirus, firewall, password policies, device registration

#### 13. Offices

- Shiv Vihar Colony, Jankipuram, Lucknow – 226021
- Rajauli, Lucknow (UP) – 226026

#### 14. Terms & Conditions

1. **Payment:** 100% advance payment required for all orders.
2. **Taxes:** GST included in all quotations and invoices.
3. **Order Addressing:** All orders and payments to OM ELECTRICAL SALES & SERVICES.
4. **Dispute Resolution:** Lucknow jurisdiction exclusively.
5. **Warranty & Service:**
  - 1-year standard warranty; extensions available.
  - Free service visits under warranty; post-warranty chargeable.
6. **Delivery & Installation:**
  - Delivery in 10 workdays subject to stock.
  - Installation as per contract; delays covered by force majeure.
7. **Confidentiality & Data Security:**
  - Client data kept confidential; shared only for required services.
8. **Health & Safety:**
  - BIS/IS standards followed; PPE enforced at all sites.
9. **Cancellation Policy:**
  - Cancel pre-dispatch for full refund minus admin fee.
  - Post-dispatch/installation: deduction for used materials/services.
10. **Indemnity & Liability:**
  - Not liable for damages due to acts of God or improper usage.

#### 15. Policies

- **Quality Assurance:** Every install inspected for quality and compliance.
- **Training:** Staff upskilling and certification on a rolling basis.
- **Support:** Queries acknowledged in 24h, resolved in 7 days.
- **Environment:** Sustainable procurement; responsible waste handling.

#### 16. Frequently Asked Questions (FAQ)

- **Payment Options:** NEFT, UPI, cheque, cash (company account only)
- **Warranty:** Standard 1-year; extended available

- Service Issue: Email/call IT Manager Puneet Singh for escalation

#### 17. Emergency Contacts

- Dr. Ajeet Sen Singh: 09936460308 / 09454712621
- IT Support (Puneet Singh): [puneetsingh91100@gmail.com](mailto:puneetsingh91100@gmail.com)

#### 18. Annual Events

- Training and Awareness Drives (email/WhatsApp notifications)
- Technical Workshops and vendor meets
- Community Safety Campaigns

#### 19. Appendices

- Glossary: Key terms (electrode, inverter, PPE, etc.)
- Emergency Procedures: Stepwise guide for electrical emergencies, site evacuation, and first aid.
- Compliance Certificates: Sample documents, regulatory reference list

#### 20. Miscellaneous

- All queries/requests via official emails/channels
- Policy updates announced by management
- Document for internal use only; copyright OM ELECTRICAL SALES & SERVICES 2025

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