



Your Mission Our Vision

STANDARD

SCREENINGSTAR SOLUTIONS PVT LTD

## SCOPE OF PROCESS (SOP)

[www.screeningstar.com](http://www.screeningstar.com)



# INTRODUCTION

- **SCOPE OF SERVICES**
- **PREREQUISITES – BGV FORM AND CONSENT**
- **MRL-MINIMUM REQUIREMENT CHECKLIST**
- **MODE OF INITIATION**
- **DISCREPANCY MATRIX**
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- **SENIOR PROFILE CHECKS**
- **RESEARCH PROCESS**
- **BEST PRACTICES & RECOMMENDED SLA**
- **INDUSTRY/CLIENT AWARENESS**
- **SCREENING PROCESS**

# SCOPE OF SERVICES

## COMPONENT/ VERIFICATION SERVICES

- EDUCATION VERIFICATION
- EMPLOYMENT VERIFICATION
- EMPLOYMENT PHYSICAL SITE VISIT
- DRIVING LICENSE CHECK
- UAN / PF CHECK
- ITR / FORM 26AS
- REFERENCE CHECK
- PASSPORT VERIFICATION
- EMPLOYMENT GAP ANALYSIS
- PANCARD VERIFICATION
- POLICE VERIFICATION
- INSTA DRUG TEST
- DIRECTORSHIP SCREENING
- SERIOUS AND ORGANIZED CRIMES
- PROOF OF ADDRESS CHECK
- COMPANY / VENDOR SCREENING

## COMPONENT/ VERIFICATION SERVICES

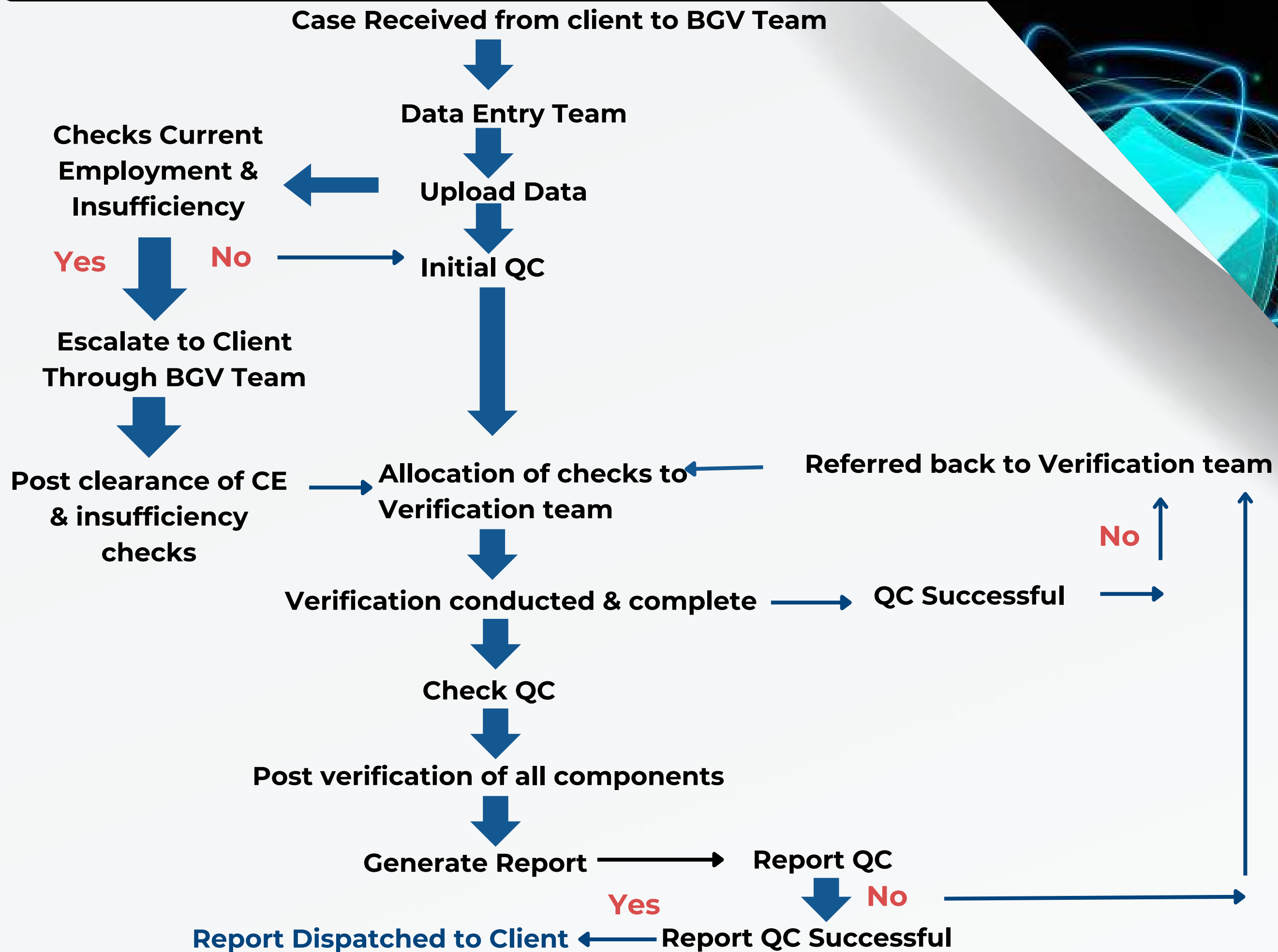
- WEB BASED SEARCHES / SOCIAL MEDIA
- AADHAAR VERIFICATION
- PROFESSIONAL BODIES SEARCH
- COURT RECORD { CRIMINAL }
- CIBIL { CREDIT HISTORY }
- FCA - FINANCIAL CONDUCT AUTHORITY
- OIG - THE OFFICE OF INSPECTOR GENERAL
- OFAC
- GSA - GENERAL SERVICE ADMINISTRATION
- CRIMINAL DATABASE - WORLD CHECK
- POLITICALLY EXPOSED PERSON
- COMPLIANCE AUTHORITIES
- REGULATORY AUTHORITIES
- HM TREASURY FINANCIAL SANCTIONS
- ID AND ELIGIBILITY TO WORK
- INTERNATIONAL CREDIT & CRIMINAL CHECK

# SCOPE OF SERVICES

## COMPONENT/ VERIFICATION SERVICES

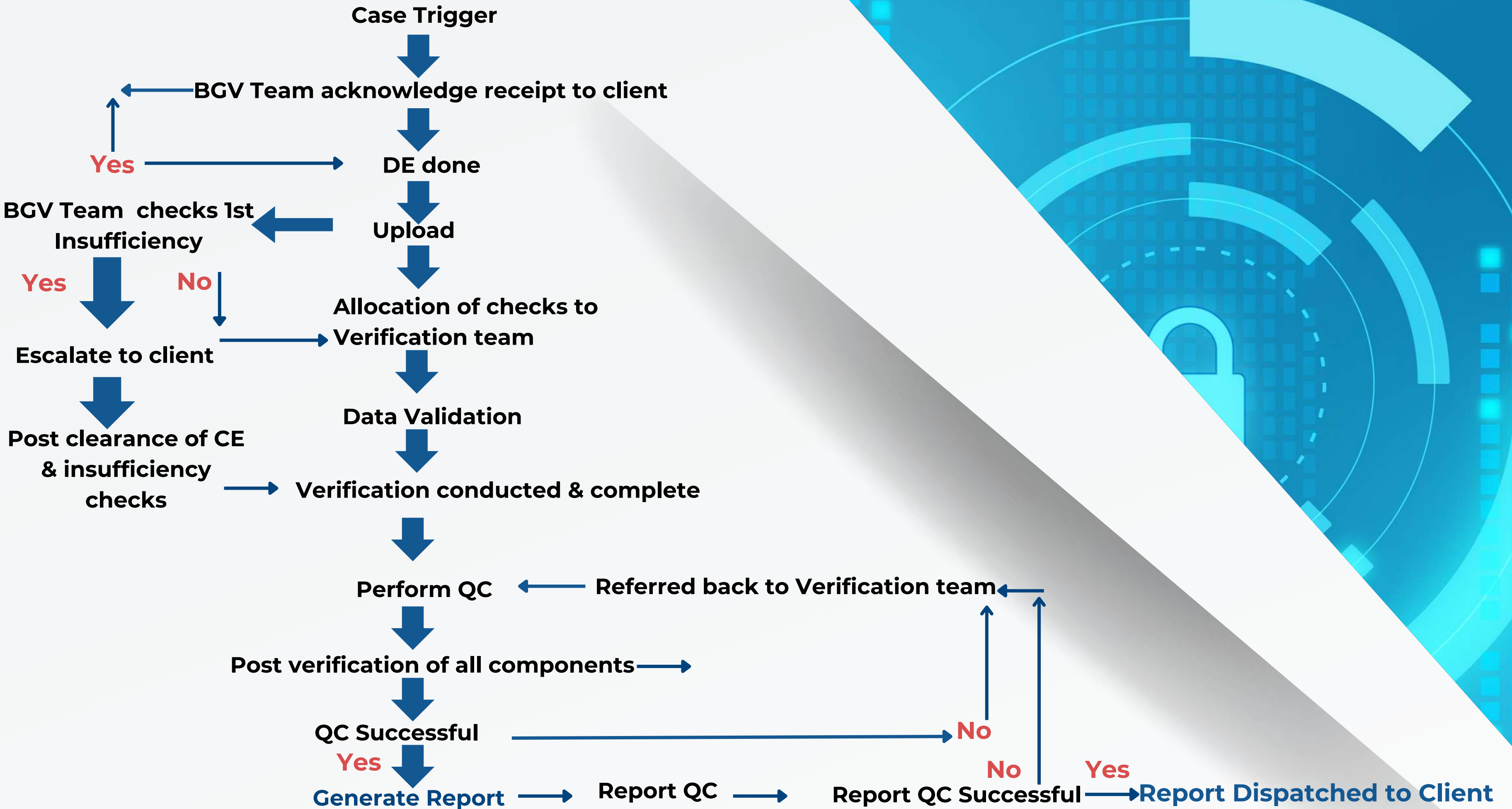
- BANKRUPTCY SEARCH
- MONEY LAUNDERING HISTORY
- CCJ & IVA SEARCH
- BANK STATEMENT VERIFICATION
- PRE EMPLOYMENT HEALTH CHECK-UPS
- FORM 16 VERIFICATION
- DIGITAL ADDRESS VERIFICATION
- DIGITAL EX-EMPLOYMENT VERIFICATION
- VOTER ID VERIFICATION
- SAM - SYSTEM FOR AWARD  
MANAGEMENT
- RESUME / CV VALIDATION
- RPL - RESTRICTED PARTY LIST
- ADDRESS VERIFICATION
- IDENTITY VERIFICATION

# SCREENING PROCESS - DATA ENTRY





# SCREENING PROCESS – CLIENT APPLICATION



PREREQUISITES -BGV FORM & CANDIDATE CONSENT

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.				
Position applied for		Job Location		
Personal Information				
Full Name of the Applicant		Pancard Number	Aadhaar Number	
Father's Full Name		Date of Birth (DD/MM/YYYY)		
Husband Name				
Gender (MALE/FEMALE)	MOBILE NUMBER	Nationality	Marital Status	
Personal Email ID		Official Email ID		
Current Address		Period of stay	Contact Details for Verification Support	
Door No / Plot No		From (Month/Year)	Residence Landline Number	
Premises Name				
Floor				
Corss / Main / Street				
Village Name				
Post		To (Month/Year)	Alternate Mobile number	
Taluk				
District				
Pincode				
State				
Prominent Landmark				
Nearest Police Station		Period of stay	Residence Landline Number	
Permanent Address				
Door No / Plot No				
Premises Name				
Floor				
Corss / Main / Street		To (Month/Year)	Mobile number	
Village Name				
Post				
Taluk & District				
Pincode				
State		Prominent Landmark	Nearest Police Station	

Education Qualification - Please attach copy of Degree and Final year mark sheet					
Course Name & Name of the College	University Name & Address	Dates Attended		Qualification Gained	ID /Roll No
		From	To		
POST GRADUATION		dd/mm/yy	dd/mm/yy	Name of the Course	
				<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time	
Please tick mark the documents submitted for this qualification along with this form <input type="checkbox"/> Marksheet <input type="checkbox"/> Provisional Certificate <input type="checkbox"/> Degree Certificate <input type="checkbox"/> None					
Course Name & Name of the College	University Name & Address	Dates Attended		Qualification Gained	ID /Roll No
GRADUATION		dd/mm/yy	dd/mm/yy	Name of the Course	
				<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time	
Please tick mark the documents submitted for this qualification along with this form <input type="checkbox"/> Marksheet <input type="checkbox"/> Provisional Certificate <input type="checkbox"/> Degree Certificate <input type="checkbox"/> None					
Course Name & Name of the College	University Name & Address	Dates Attended		Qualification Gained	ID /Roll No
12TH STANDARD		dd/mm/yy	dd/mm/yy	Name of the Course	
				<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time	
Please tick mark the documents submitted for this qualification along with this form <input type="checkbox"/> Marksheet <input type="checkbox"/> Provisional Certificate <input type="checkbox"/> Degree Certificate <input type="checkbox"/> None					
Course Name & Name of the College	University Name & Address	Dates Attended		Qualification Gained	ID /Roll No
10TH STANDARD		dd/mm/yy	dd/mm/yy	Name of the Course	
				<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time	
Please tick mark the documents submitted for this qualification along with this form <input type="checkbox"/> Marksheet <input type="checkbox"/> Provisional Certificate <input type="checkbox"/> Degree Certificate <input type="checkbox"/> None					



# EMPLOYEE BACKGROUND VERIFICATION FORM

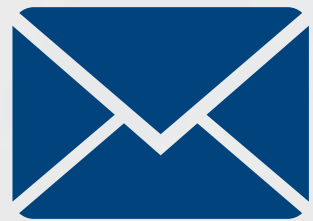
<b>Employment History- Current Employment</b>			
<i>Note: Please ensure that you are descriptive wherever necessary – e.g. If company has closed, do mention it. Employee Code/ID/ Number is mandatory. If your previous employer did not provide one, please mention and state reasons for the same.</i>			
Name of the Employer-1 (Latest Employment)		Address of Employer	
Telephone No	Employee Code/No	Designation	UAN Number
Employment Period		Reporting Manager's Name	Reporting Manager's Contact No
From	To		
			Reporting Manager's Email ID
			Reporting Manager's Email ID
Duties & Responsibilities		Reasons for leaving	
HR-Human Resource Contact Person Name & Contact Number		HR - Human Resource Contact Person Email ID	
First Salary drawn	Was this Position	Agency Details (if temporary or contractual), provide details	
	<input type="checkbox"/> Permanent		
Last Salary drawn	<input type="checkbox"/> Temporary		
	<input type="checkbox"/> Contractual		
<b>Please tick mark the documents submitted for this employment</b>			
<input type="checkbox"/> Service Certificate <input type="checkbox"/> Relieving letter <input type="checkbox"/> Offer letter <input type="checkbox"/> Any Other (please specify)			
<input type="checkbox"/> None			
<b>Previous Employment History - Please attach a copy of your relieving letter/service certificate</b>			
Name of the Employer -2 (Ex-Employment)		Address of Employer	
Telephone No	Employee Code/No	Designation	UAN Number
Employment Period		Reporting Manager's Name	Reporting Manager's Contact No
From	To		
			Reporting Manager's Email ID
Duties & Responsibilities		Reasons for leaving	
HR-Human Resource Contact Person Name & Contact Number		HR - Human Resource Contact Person Email ID	
First Salary drawn	Was this Position	Agency Details (if temporary or contractual), provide details	
	<input type="checkbox"/> Permanent		
Last Salary drawn	<input type="checkbox"/> Temporary		
	<input type="checkbox"/> Contractual		
<b>Please tick mark the documents submitted for this employment</b>			
<input type="checkbox"/> Service Certificate <input type="checkbox"/> Relieving letter <input type="checkbox"/> Offer letter <input type="checkbox"/> Any Other (please specify)			
<input type="checkbox"/> None			

<b>Previous Employment History - Please attach a copy of your relieving letter/service certificate</b>			
Name of the Employer-3 (Previous Employment)		Address of Employer	
Telephone No	Employee Code/No	Designation	UAN Number
Employment Period		Reporting Manager's Name	Reporting Manager's Contact No
From	To		
			Reporting Manager's Email ID
Duties & Responsibilities		Reasons for leaving	
HR-Human Resource Contact Person Name & Contact Number		HR - Human Resource Contact Person Email ID	
First Salary drawn	Was this Position	Agency Details (if temporary or contractual), provide details	
	<input type="checkbox"/> Permanent		
Last Salary drawn	<input type="checkbox"/> Temporary		
	<input type="checkbox"/> Contractual		
<b>Please tick mark the documents submitted for this employment</b>			
<input type="checkbox"/> Service Certificate <input type="checkbox"/> Relieving letter <input type="checkbox"/> Offer letter <input type="checkbox"/> Any Other (please specify)			
<input type="checkbox"/> None			
<b>Professional Reference Contact Details (Team Lead/Manager/Business Head/Director) (Mandatory if applicable)</b>			
Name of the Person	Designation	Contact Number	Email ID
1			
2			
<b>Documents Required (Mandatory)</b>			
<u>Education:</u>			
● Photocopy of degree certificate and final mark sheet of all examinations			
<u>Employment</u>			
● Photocopy of relieving / experience letter for each employer mentioned in the form			
<u>Identity</u>			
● Pan Card / Passport Copy/ Driving License / Aadhaar Copy / Bank Passbook / Voter ID			
<b>Declaration and Authorization</b>			
I hereby authorize Screeningstar Solutions Pvt Ltd and its representative to verify information provided in my application for employment and this employee background verification form, and to conduct enquiries as may be necessary, at the company's discretion. I authorize all persons who may have information relevant to this enquiry to disclose it to Screeningstar Solutions Pvt Ltd or its representative. I release all persons from liability on account of such disclosure.			
I confirm that the above information is correct to the best of my knowledge. I agree that in the event of my obtaining employment, my probationary appointment, confirmation as well as continued employment in the services of the company are subject to clearance of medical test and background verification check done by the company .			
Full Name of the Candidate	Signature	Date of Form Filled	





## MODE OF INITIATION



Email



Track  
Master



Courier



Document  
Collection



API  
Integration

# DISCREPANCY MATRIX

EMPLOYMENT (HR)

1	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
2	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
3	Discrepancy in period of employment (> 3 month)	Major Discrepancy	RED
4	Discrepancy in period of employment (Greater than 01 month lesser than 03 months)	Minor Discrepancy	YELLOW
5	Discrepancy in period of employment (less than 01 month)	CLEAR	GREEN
6	Employer provides discrepancy in remuneration (more than 25%)	Major Discrepancy	RED

# DISCREPANCY MATRIX

EMPLOYMENT (HR)

7	Employer provides discrepancy in remuneration (less than 25%)	Minor Discrepancy	YELLOW
8	Employer does not provide or refuses to provide remuneration	CLEAR	GREEN
9	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
10	Overlap in period of employment (> 1 month)	Major Discrepancy	RED
11	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
12	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



# DISCREPANCY MATRIX

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13	Absconding/abandonment of service/left without prior intimation	Major Discrepancy	RED
14	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
15	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
16	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
17	Employer states eligibility for re-hire as no due to various issues with regards to Candidate employment (apart from Company policy)	Major Discrepancy	RED

# DISCREPANCY MATRIX

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18	Overstated designation however performing the role of stated / similar designation	Minor Discrepancy	<b>YELLOW</b>
19	Confirmed fake company	Major Discrepancy	<b>RED</b>
20	Non-settlement of dues/exit formalities not completed	Major Discrepancy	<b>RED</b>
21	Site visit reveals that the mentioned Company never existed at the stated address is possible	Insufficiency or Inaccessible or unable to verify	<b>AMBER</b>
22	Site visit reveals that the mentioned Company never existed at the stated address is confirmed	Major Discrepancy	<b>RED</b>
23	Verification not obtained due to inaccessibility of records/Company	Insufficiency or Inaccessible or unable to verify	<b>AMBER</b>

# DISCREPANCY MATRIX

24	Verification not obtained due to lack of response from Company	Insufficiency or Inaccessible or unable to verify	<b>AMBER</b>
20	Verification not obtained due to unavailability of mandatory requirements (documents/ information) from candidate for employment verification	Insufficiency or Inaccessible or unable to verify	<b>AMBER</b>

EMPLOYMENT(HR)



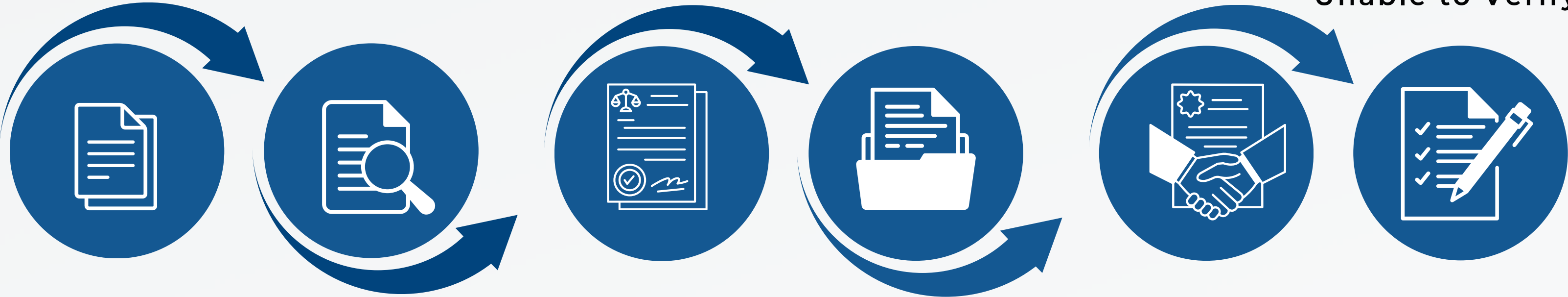
# Insufficiency & UTV Process

## 1st Level Insufficiency

SCREENINGSTAR will highlight 1st level insufficiencies to the client within 24 – 48 hours from receipt of cases

SCREENINGSTAR will follow up on pending insufficiencies through email within 07 working days

On due date i.e., on 10th working day, if the insufficiency is still not cleared or fulfilled, **SCREENINGSTAR** will close the check as Unable to Verify



Mandatory documents as defined in this document are required for initiation of checks

Client is expected to clear these insufficiencies at the earliest

07th working day update shared with the client which will also include all pending insufficiencies

# Insufficiency & UTV Process

## 2nd Level Insufficiency

Client is expected to clear these insufficiencies at the earliest



SCREENINGSTAR will highlight 2nd level insufficiencies to the client as and when raised by process teams.



On due date i.e., on 10th working day, if the insufficiency is still not cleared or fulfilled, SCREENINGSTAR will close the check as Unable to Verify



# TAT CALCULATION (15 BUSINESS DAYS)

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.

Common for all examples – excluding holidays and weekends	TAT	15
	Case Start date	2-Jan-24
	Working Days	Mon– Fri

- One day public holiday i.e., 26 Jan 2024

## Example 1:No Insufficiencies

Case Start date – Day 0	2-Jan-24
Case Created – Day 0	2-Jan-24
No insuff raised	
Case Due Date – Day 15	20-Jan-24





# TAT CALCULATION (15 BUSINESS DAYS)

Example 2:1st level Insufficiencies

Case Start date – Day 0	2-Jan-24
Case Created – Day 0	2-Jan-24
1 level insuff raised on – Day 1	3-Jan-24
New Start Date – Day 4	6-Jan-24
Insuff Fulfilled Date – Day 4	6-Jan-24
Case Due Date – Day 15 *	30-Jan-24



# TAT CALCULATION (15 BUSINESS DAYS)

Example 3:2 nd level Insufficiencies

2-Jan-24	Case Start date – Day 0
2-Jan-124	Case Created – Day 0
3-Jan-24	1 level insuff raised on Date – Day 1
6-Jan-24	Insuff Fulfilled Date – Day 4
6-Jan-24	New Start Date – Day 4
10-Jan-24	2 level insuff raised Date – Day 6
3	Days Completed
17-Jan-24	2 level Insuff Fulfilled Date – Day 11
2-Feb-24	Case Due Date *





# TAT CALCULATION (15 BUSINESS DAYS)

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



# SCREENINGSTAR DELIVERABLES

Acknowledgment of cases initiated within 4 working hours



Insufficiency notification



Consolidated Insufficiency tracker



Status update – 03rd 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

- 01** Only by TL and above from the verification teams
- 02** Specific questions are asked during such checks citing the level of the verifier
- 03** 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

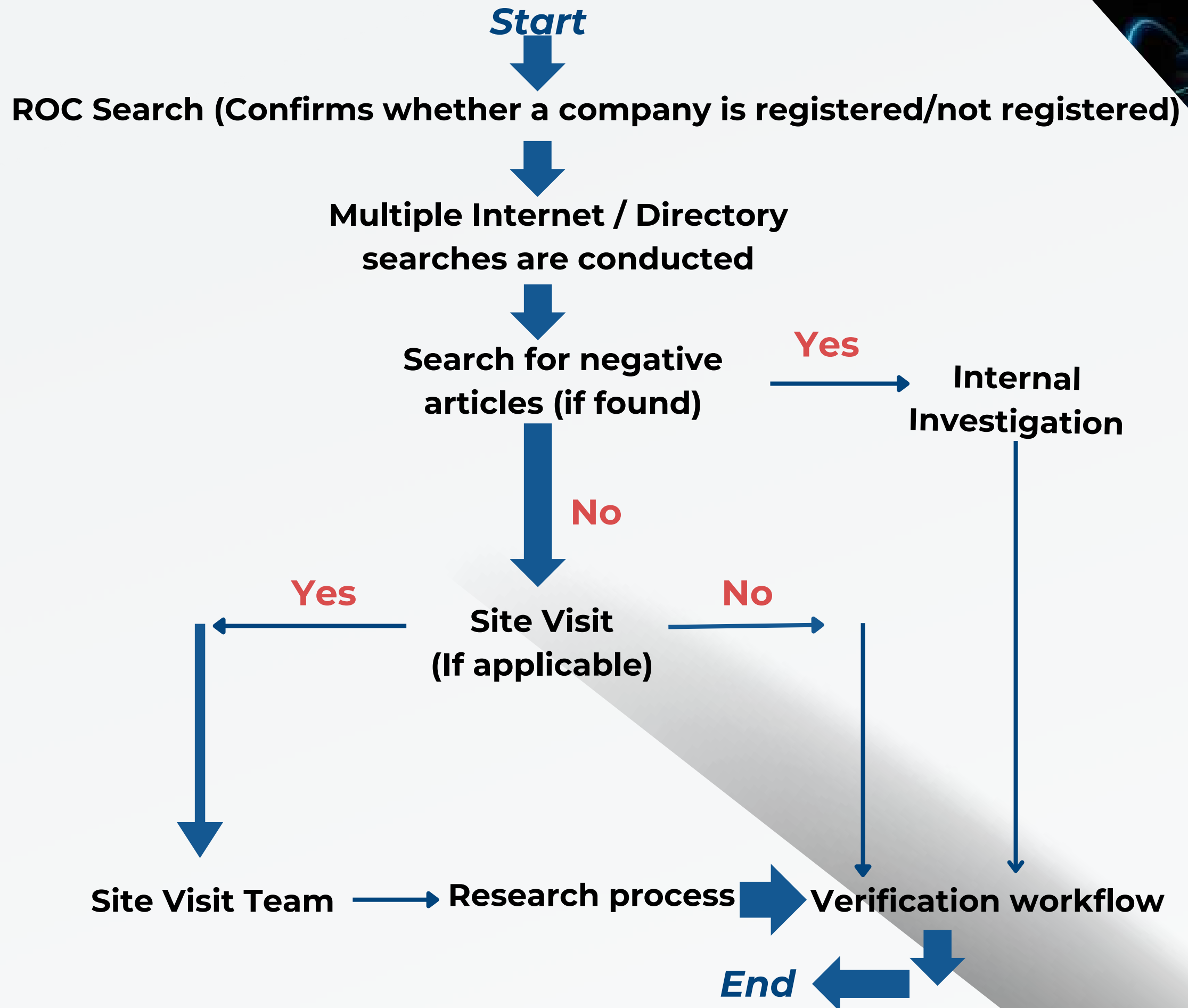
ROC Search – Registrar of Companies is a Central Government Statutory body undertaking & is managed by Ministry of Company Affairs & Government of India. Any Limited or Private Limited Company should register at Registrar of Companies with all details. ROC details helps us to identify if a given company 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):

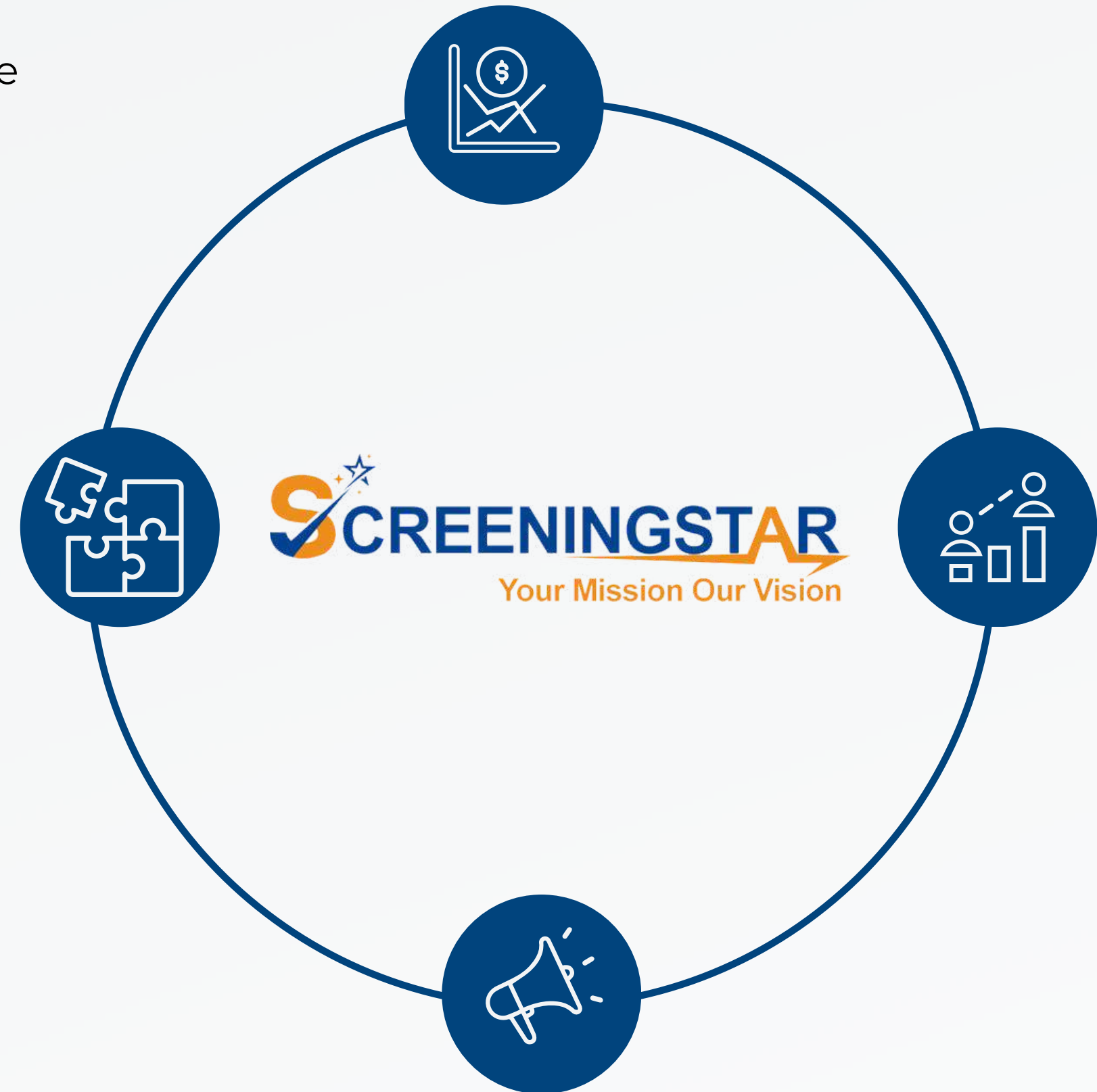
**01** Comprehensive Site Visit– Site visit is initiated on the address of the company as per the client SLA. The site visit would include the below.

- 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

**02** Investigation calls

**03** Document Analysis

**04** 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 10th 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.**

# 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**

**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 30 business days. This would help business commitments for clients in terms of case closure.**

# INDUSTRY/CLIENT AWARENESS

01

Limited formal/structured process for Criminal/Education verification

02

Less than 10% digitized data available in public domain

03

Diverse and Dynamic list of requirements of verifying body

04

Accreditation/ Government Recognition of universities and institutes not mandatory

05

TAT outside direct control in many cases

06

Managing cost of delivery

07

Large geographic spread



# MEMBERSHIPS & CERTIFIED BY



**THANK  
YOU**

