

**White paper**  
**on**  
**Manpower Resourcing Services**

By

**Canterburg Tech-BPO(India) Pvt.Ltd**

110 Vikrant Industrial Estate,  
1<sup>st</sup> Floor, Govandi (East),  
Mumbai - 400088

Tel: +91 22 6155 1600

Fax: +91 22 24911908

<http://www.canterburg.com>

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# White Paper on Manpower Resourcing Services

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## Version History

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## **1. Executive Summary**

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Canterburg has the expertise in bringing together expeditious and precise data processing with automated & technologically advanced software and state-of-the-art security & confidentiality measures, enabling client's to tap into proven resources and methodologies. Professionalism and quality are our hallmarks and our collaborative, people-centric culture has enabled us to acquire and retain customers of repute.

## **2. Manpower Resourcing Services – Scope**

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Canterburg has been rendering HR Operations, Manpower Resourcing Services & Manpower supply services to multiple clients across various industry verticals. The various aspects of the manpower resourcing service include Sourcing of candidates as per clients requirement, recruitment and selection of the candidates , on-boarding of the employees , processing their payroll including legal compliance, internal movement of employees, Appraisals and compensation reviews of the employees, exit management and Full and Final process. This offering provides complete end to end back office management of employee life cycle.

The Scope of Work as explained hereunder indicates the complete spectrum of the integrated interwoven services which essentially forms part of this offering. The offering however is provided with multiple permutation and combination to varied clients to suit their comfort and need. The services which can form part of agreement with the client will select few or all of the services with understanding on various modes of deliveries. The specifics are finalized based on our discussions with the client & on information provided. The options in terms of tailor requirement is advised based on our industry experience. The various facets of such assignments have been listed in the various sub sections to get complete idea of the breadth of services that go under Manpower Resourcing Services

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## 3. Process Overview

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### 3.1 Recruitment and Selection

- Canterburg can source the candidates from its internal pool as well as externally based on the profile specifications shared by Client.
- Alternatively case of new or replacement of exiting employees, Client will screen, shortlist, schedule interview and select the candidate.
- The complete process of recruitment and selection of the candidates carried out as per your requirement with final approval of each selected candidate prior to issue of offer letter to the candidate.
- In case recruitment and selection is handled by Client then personal details of the aforesaid employees will be provided by Client to Canterburg.
- On boarding of the employees with process validation and checks to cover receipt of all mandatory documents for the new employees.
- Background screening of the employees can be handled by Client or by Canterburg. Canterburg can complete the background screening of the employees or new employees from approved agencies.
- The existing employees of Client will be taken over by Canterburg and they will be on Canterburg's Payroll.
- All personal Details of the aforesaid employees will be provided by Client to Canterburg. These details as well as personal details of the new employees would be maintained in approved HRMS package with agreed access rights.
- The entire payroll activity for the employees would be managed by Canterburg.
- The necessary statutory deductions /obligations i.e. PF, PT, ESI & LWF will be managed by Canterburg.
- All Payments to the aforesaid employees will be made after receipt of funding from Client.
- Besides the statutory deductions mentioned above, any additional deductions can be taken into account as per the requirement of Client.

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- Client will appoint specific point of contact from each unit/ Location and Canterburg will assign a single **point of contact** to resolve the queries and handle the escalations.

## **3.2 On-boarding Process**

- The joining documents will be collected by Canterburg or Client as the case may be. In case of recruitment and selection being handled by Client, the documents will be provided to Canterburg. Client, as a one-time activity, will provide all joining documents of existing employees to Canterburg. Further, Client will also provide Canterburg the list of all the mandatory joining documents required to be collected from the new employees. The above mentioned list will be used by Canterburg as the reference point for further processing.
- Canterburg will verify the documents submitted by the new employees as per the checklist provided by Client. In case of complete documents, Canterburg will create a personal file for the employee. In case of incomplete documents, Canterburg will notify Client coordinators for the missing documents and escalate the same in case of any delays.
- Canterburg will generate the offer letter and appointment letter for the employees as per the format provided by Client. During the course of generation of the appointment letter, Canterburg will assign the employee code for the respective employees.
- Client will conduct the background verification (BGV) process and obtain the required report and a copy of BGV report will be shared with Canterburg. Alternatively in case Canterburg handles the BGV process , it will maintain the reports and periodically provide report as well as MIS to Client.

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## **3.3 Monthly Payroll Processing And Leave And Attendance Management**

- Client will provide the required inputs like paid leave, LWP, etc. for the payroll process to Canterburg.
- Canterburg will handle the payroll processing and mail the pay slips to the unit specific point of contacts who will in turn print and hand it over to the respective employees .
- Canterburg will manage all the statutory compliances such as PF, PT, ESI & LWF for the employee. Canterburg will also coordinate with the PF, PT, ESI authorities.
- Canterburg will provide the final salary register for approval to Client and post approval, Canterburg will raise the funding invoice. Client will fund Canterburg against the invoice.
- After the clear fund received in accounts, Canterburg will remit the salary to the bank accounts of employees.
- The bank accounts of all employees will be opened with the Bank wherein Canterburg is maintaining its account for ease of salary disbursement.

### **Leave and Attendance Management:**

- Employees leave eligibility will be governed by Client's leave policy, which will be adopted by Canterburg for these specific employees working at Client.
- The leave application will be approved by Client and they will intimate Canterburg regarding the same.
- In case of any short/long term leaves taken by employee, the necessary replacement will be internally managed by Client.
- The data for daily attendance will be provided by Client for monthly salary processing.
- Details of the leaves availed by the employees, once provided by Client, will be maintained and managed by Canterburg.

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## **3.4 Exit/Absconding Cases:**

- The employees will send the resignation letters to Client for acceptance and post approving the resignation, the same will be conveyed to Canterburg via mail.
- In absconding cases, Client will intimate Canterburg via mail.
- Canterburg will conduct the full and final settlement for the employee based on the inputs provided by Client.
- Client will conduct the exit interview and provide feedback to Canterburg.

## **3.5 Appraisals**

- The process of appraisals for the employees will be conducted by Client and the same will be communicated to Canterburg for recording in HR database and sanction of increment and payroll processing.

## **3.6 Assumptions**

- Canterburg will raise the following invoices every month for the proposed activity
  - Salary Funding Request
  - Service Fee
- Current employee separation rate will be utilized to understand the volume and factored in the service fees charged per month.
- The average salary per employees will be shared by Client with Canterburg to arrive at the service fee structure and major reduction in the Average salary will result in immediate discussion on realignment of Service fee rates.

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## 4. Responsibility Matrix

The activity based responsibility matrix for the above mentioned process is tabulated hereunder:

Sr. No	Activity	Responsibility	Remarks
1	Recruitment	Client or Canterburg	Client will screen , shortlist, interview and select the candidate and collect all the joining documents or Canterburg will handle complete recruitment and selection process.
2	<b>On Boarding process</b>		
2.1	Joining Document Collection	Client	Client will hand over the joining documents of the candidate to Canterburg
2.2	Employment letters generation	Canterburg	The offer letter , appointment letter and employee code will be generated by Canterburg
2.3	P-file creation	Canterburg	Canterburg will create as well as maintain a P- File for the all employees.
2.4	Background Verification	Client or Canterburg	Client or Canterburg will arrange for background verification certificate and also share a copy of the report with Canterburg
3	<b>Payroll Processing</b>		
3.1	Data Migration	Joint	Client will provide the necessary data required for data migration for existing employees. Canterburg will then update the data into their system
3.2	Monthly Input	Client	Client will provide the input for payroll processing such as LWP, change in salary structure, new employees, quit employees, appraisal.
3.3	Salary Processing	Canterburg	Canterburg will conduct the salary processing based on the input provided by the Client
3.4	Final Salary Register Approval	Client	The salary register will be approved by Client before remitting the salary to employee
3.5	Funding	Client	After approval salary register, Client will fund Canterburg's account

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3.6	Statutory compliance	Canterburg	Canterburg will manage all the statutory deductions for the employee and the required fillings in respect of PF, PT, ESI & LWF.
<b>4</b>	<b>Leave and Attendance Management</b>		
4.1	Leave Policy	Canterburg	Canterburg will manage the leave for the employee according to the regulatory policies of Canterburg.
4.2	Leave Approval	Client	Client will approve the leave for the employee and also manage the replacement for the process.
4.3	Leave Data Management	Canterburg	Canterburg will manage all the data for the leave availed as per their policies
4.4	Attendance Data	Joint	Daily muster will be maintained in Client and Canterburg will keep the monthly records.
<b>5</b>	<b>Appraisals</b>		
5.1	Employee Appraisals	Client	Employee Appraisal will be conducted by Client and will be intimated to Canterburg for recording and Payroll processing
<b>6</b>	<b>Exit of Employee</b>		
6.1	Full and Final Settlement	Canterburg	Canterburg will process of Full and Final settlement for the employee
6.2	Exit Interview	Client	Client will conduct the exit interview and provide feedback to Canterburg
<b>7</b>	<b>Employee Administration &amp; Job Allocation</b>		
7.1	Employee Administration and job Allocation	Client	Day to day administration of the employee and job allocation will be conducted by Client

## **5. Service Delivery Framework**

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### **5.1 Team Structure**

Based on the discussion and workload, Canterburg will allocate the resources at various Locations where Client has presence or wishes to have presence. The existing locations will be shared by Client with Canterburg.

### **5.2 Work Location**

The entire back office activity will be executed from Canterburg's premises at Mumbai. The necessary infrastructure i.e. workstation, seating area etc. will be provided by Canterburg. However, there will be a liaison resource at some or all of the Locations to provide the necessary support. Upon their visit to the office, Client will provide the necessary infrastructure such as seating area Workstations etc in their premises to those liaison resources to perform their job efficiently.

## **6. Commercials**

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### **6.1 Monthly Service Fee**

This section mentions the commercials for the services listed above. Our service fees in % of CTC for the respective month are based on the total processed count of employees for the month. For the purpose of calculating the rate for Service fees, total number of employees across all the offices will be considered. These charges are exclusive of taxes and government levies. Wherever applicable, Canterburg will charge all applicable taxes like service tax and other government levies.

### **6.2 Billing Methodology**

The bills will be raised separately for each entity. Value of bill for respective entity will be arrived by applying the rate of Service fees as per above mentioned table to Billable CTC of the respective property. Accordingly the entity wise Billing Amount = Property wise Billable CTC for each month \* Service Fee (%) applicable as per the service fee table.

### **6.3 Average salary of Employees**

The above mentioned commercial is based on the assumption derived on the inputs provided by Client on the average salary per employee. Any reduction in the assumed Average salary will effect an immediate discussion on realignment of service fees rates.

## **7. Terms and Conditions**

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### **7.1 TDS Deductions**

Canterburg renders services as per the terms of specific contract entered with each individual Client. These services do not fall under the category of “Professional or Technical Services”. Hence payments to Canterburg India Private Limited, made towards such services rendered under specific contracts are to be considered as “Payments to Contractors” and accordingly TDS shall be deducted at the rates prescribed under the relevant Section 194 C of the Income Tax Act, 1961.

### **7.2 Billable CTC**

Billable CTC will also include the payment & benefits such as Bonus, Overtime one time as well as regular incentives F&F cases for the month, etc.

### **7.3 Salary Funding and Service/Processing Fee**

Client will ensure that the funds required to pay the monthly salary and statutory dues of employees is remitted to Canterburg well in time to safeguard the reputation of Client and Canterburg.

### **7.4 Mediclaime & Accidental Policy**

Canterburg can provide The Mediclaime and accidental policy for the resources and the same can be factored under category of CTC reimbursements during payroll. The same will be billed to Client on actual basis under Salary funding. In case this option is exercised the administration of Mediclaime policies and coordination with insurance company will be handled by Canterburg.

### **7.5 Employee Termination**

If Client wants to terminate services of any employee covered under this arrangement, proper procedure would be followed including but not limited to a written communication with reason for the termination to Canterburg. Further, in accordance with the terms of appointment the due notice period would be given to the employee.

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## 7.6 Monthly Payroll Processing Schedule

Activity	TAT	Remarks	Responsibility
<b>Input</b>	21 <sup>st</sup> of the salary month	Input up the 20 <sup>th</sup> will be provided by Client on every 21 <sup>st</sup>	Client
<b>1<sup>st</sup> Cut Salary Register</b>	24 <sup>th</sup> of the salary month	Canterburg will provide Client with the 1 <sup>st</sup> cut Salary Register.	Canterburg
<b>Final Salary Register</b>	25 <sup>th</sup> of salary month	Canterburg will provide the Final Salary Register to Client after incorporating the changes suggested in first cut.	Canterburg
<b>Final Salary Register Approval</b>	25 <sup>th</sup> of salary month	Client will approve the final salary Register	Client
<b>Billing</b>	26 <sup>th</sup> of salary month	Canterburg will accordingly send bills for salary funding request and service fee to Client.	Canterburg
<b>Funding to Canterburg</b>	On or before 29 <sup>th</sup> of Salary Month	Client will ensure the credit of salary funding amount via NEFT / Account Transfer to Canterburg's bank account.	Client
<b>Salary payouts</b>	30 <sup>th</sup> of salary month	On the receipt of clear funds in its account from Client, Canterburg will disburse salary to the employees.	Canterburg
<b>Statutory payouts</b>	As per the due dates	Canterburg will issue statutory payouts as per the due dates of respective statutes	Canterburg

## 8. Reference list

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Client	Type of Service
Leading Financial services Company	Staffing & Recruitment
Leading Newspaper company	HR Operations Management (Recruitment, On-Boarding, Attendance Management, Payroll & Exit Management)
Leading company in Hospitality industry	Staffing & Recruitment
Leading Telecom company	Staffing & Recruitment
Leading Pharmaceutical company	Man power Resourcing
Leading Newspaper company	Man power Resourcing