

Introduction:-

SMART STEP INDIA is a **leading and** fast progressing Manpower recruitment and Executive search firm in Central India and North & South India providing its services to various sectors all over the India. Focusing mostly in “Executive Search” for Managerial & Top management positions in all disciplines viz **Automobile, Advertisement, Consumer Durable, Cement & Chemical FMCG, Fabrication, Power Plant, Hotel Industry, Textile, Telecom, IT, Turnkey Projects.**



Vision:-

Our vision is to become the employers' preferred Recruitment Agency of choice based on the extent and quality of our service. We also endeavor to be the preferred platform for candidates to discover and pursue exciting careers with their ideal organizations.



Mission:-

Our mission is to be the preferred and trusted recruitment partner to both our clients and candidates. To achieve this, we are committed to the provision of excellent customer service, quality staffing and competitive pricing. We will continue to work in close consultation with our clients to ensure that their staffing needs are adequately met to their complete satisfaction.



WHY TO CHOOSE SSI ?

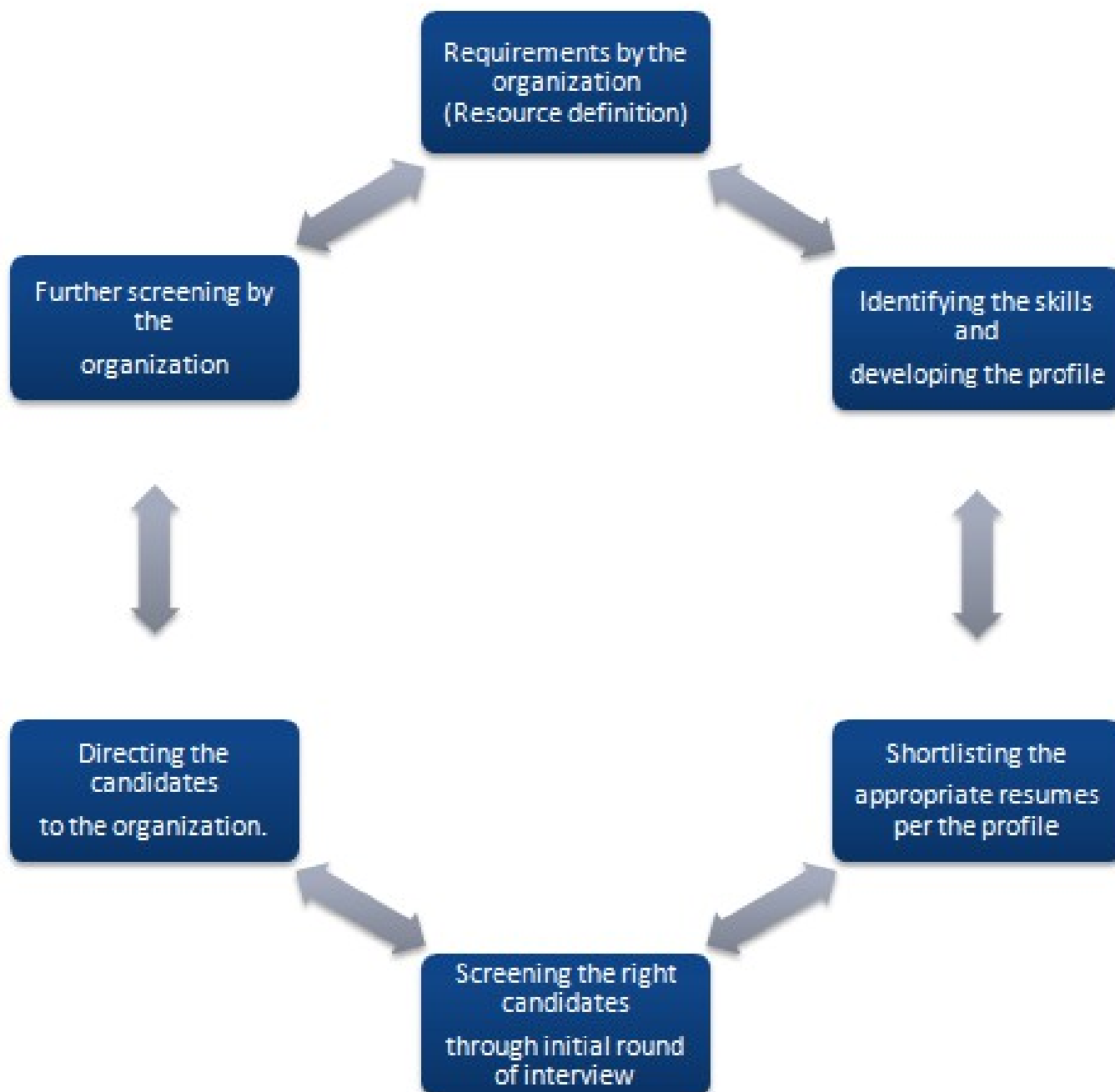
- Project Management.
- Superior Expertise.
- Flexible Scheduling.
- Proven Results with Clients.
- A Cost Effective Alternative Solution.
- Competitive Pricing within the Industry.
- GAP Analysis for Competence development.
- Full or "as needed" consulting/outsourcing services.
- SSI can provide templates of required documents or company specific requirement.
- Liaising with the government officials in EPF, ESI etc.

RECRUITMENT :-

SSI has a huge database of talent related to various industries like IT, Construction & Engineering, Automobile, Real Estate & Healthcare. Through a proper head hunting process, SSI has an expertise to provide “right candidate for right position” within a defined stipulated time.

SSI also understands the challenges faced by an organization in the entire recruitment process and hence conducts the preliminary rounds of interview in order to ensure delivering appropriate candidates, hence reducing the stress on the organization during subsequent screening round.

The recruitment cycle of SSI is as follows:



Strengths of SSI recruitment service are:

- Flexible and Competitive pricing structures
- Highly trained consultants with expert market knowledge
- An in-depth and highly focused recruitment process
- Accessibility to major databanks and direct candidate reservoirs through various networking sites.
- Updated knowledge of various industry practices and pay scales for different levels, skills shortages through effective market research.

The resources services provided by us:

- Permanent Resource
- Contract Resource
- Interim Resource (temporary resource for a specific period of time during maternity leaves, long sick leaves etc.)
- Project Resources (for accomplishment of specific projects)
- We also manage the resources by taking care of their account (monitoring performance through periodic skills assessment, designing and conducting developmental programs, performing appraisals etc.)

STAFFING:

Staffing is the process of placing “**Right Employee at the Right Position and at the Right Time**”. An efficient staffing is very much essential to ensure proper utilization of resources in meeting the goals of the organization. In today’s competitive business environment in order to meet the pre-set goals of the organization skilled and competent staff are required.

SSI, through extensive industry-specific market knowledge has been successful in identifying the staffing needs and optimum staffing solutions required by various organizations for temporary and permanent positions.

The various staffing services provided by SSI are:

- ✚ Initiating the recruitment process post resignation by an employee.
- ✚ Short listing the candidates received through recruitment Conducting the hiring process and issuance of appointment letters.
- ✚ Conducting induction training and facilitating smooth on-boarding for the employee.

Strengths of SSI are:

- ☞ Ensuring “just right person at just right level”. This reduces the transition period from joining to full performance.
- ☞ Competitive pricing ensures lower hiring costs.
- ☞ Compliances with various statutory/regulatory requirements like Labour law, minimum wage act, Factories Act, Companies Act etc.
- ☞ Availability of manpower at all times to avoid interruption in services.

PERMANENT STAFFING SOLUTIONS

“Right People with the Right Job.”

SSI provide exclusive manpower with required skill for job to client in permanent staffing in all cadre & all sectors as a pan India

- **Top Level Management** : CEO, President, VP, Director, CFO etc.
- **Senior Level Management** : Sr. GM, GM, DGM etc.
- **Middle Level Management** : AGM, Sr. Manager, Manager etc.
- **Jr. Level Management** : DM, AM, Executive, Executive, Engineer/Operator etc.

TEMPORARY STAFFING SOLUTIONS

“Complete Solution”

SSI is providing our temporary staffing in terms of:

Pay rolling Process: SSI shall manage the payroll of specified employees of on Client Exclusive basis.

Outsourcing Staffing: SSI shall source manpower for client which is on roll of SSI.

Contract Staffing : SSI provides fixed term employees to client with legal norms.

SSI will raise the invoice on date of each month for that month which will be payable within 3 days. SSI on receipt of the payment from the Client will pay to all the associate(s) on 1st of every month the net monthly salaries, incentives if any, based on the attendance inputs given by the Client on date of every month.

Invoice Cycle:

Attendance Input	Invoice Submission	Payment	Salary Payout
22 nd to 23 rd of Every Month	25 th of Every Month	31 st of Every Month	1 st of Every Month

Any modification of these conditions must be in writing and duly authorized and accepted by both Parties

The staffing services proposal is valid for a period of 30 days from the date of submission.

2% cash transaction surcharge will be charged to client for salary disbursed in cash to associates.

SSI Facilities for Associate:

- Bank Facilities:** ZERO Balance salary account to all employees of SSI. The first salary will be paid through cheque and the second salary onwards will be directly credited to their respective salary accounts after the salary accounts are in place.
- Accidental Insurance:** Police to Individual with the sum of Rupees 50000*
- Group Insurance:** As required by the Client
- Identity Cards:** SSI Human Resource will provide an Identity Card to individual
- Mail Id for Individual:** SSI will provide an Email Id to individual to check their attendance.
- Timely Payments:** Salary and all other expenses will be delivered on time as decided with the client.

TERMS & CONDITIONS FOR CONTRACTUAL/ OFF ROLE STAFFING

Sr. No.	PARTICULARS/ ACTIVITY	COMMERCIALS TO THE COMPANY
1	Client sources the candidate	NA
2	Manpower Provisioning Charge	
	One Time Sourcing Fee – Sourcing the associate, interview and selection support	5%
	One Time Registration Fees – Account Creation, entry into PF, ESIC, Bank Account etc.	Nil
	Management Fees - Payroll processing, HR services, Statutory obligations , Settlements	10% of monthly CTC per month per associate.
3	Other Incidental Charge	
	Identity Card (if required)	Rs.100/- per I-card (if required)
	Email ID (if required)	NA
4	Gratuity, Bonus & Leave encashment (if any) (on termination or completion of contract period)*	Charged at actual (As per Leave Policy & Payment of Gratuity As per Govt.Act)
5	Reimbursement of business expenses. (if any apart from Fix CTC)	NA
6	Absorption / Transfer fees	NA

TERMS & COMMERCIAL SYNOPSIS FOR PERMANENT

Fresher/Trainee	Up to Executive Level	Manager or Above
M.P.	6 % on CTC	8.33 % on CTC
Out Side M.P.	8.33% on CTC	10% on CTC

All payments must be made by crossed order, cheques or drafts payable in Indore drawn an Made out in the name of “**Smart Step India** payable at Indore.

No payment is to be made to any individual.

All contracts for the same shall be deemed to have been made in Indore and all claims in respect thereof is payable Indore.

TRAINING AND DEVELOPMENT:

SSI believes that in the current competitive scenario, the overall growth of an organization is achieved through skilled and smart employees. Training and development is an effective tool in making the employees skilled and competent. In order to meet the set goals of the organization, the competency and willingness of employees is very much important. A well-structured training and development program helps achieve this.

The Training Objective of SSI is to emphasize on building behavioral competencies and soft skills, which are most essential for an employee’s performance.

The modules of the training are designed to meet the training objective. Apart from these modules, customized modules can be delivered based on the requirement by the organization.

SSI provides training by qualified and professional Trainers for following topics:-

Professionalism & work ethics	Time Management skills
Conflict Management	Prioritization and Decision making skills
Health and Safety	Supervisory skills
Motivation	Self-management skills
People skills	Communication & interpersonal <u>Skill</u>

The organization has options to select the training modules based on individual topic or to meet an objective. The trainings can be imparted to all the levels in the organization based on the requirement.

PAYROLL SERVICES:

Payroll is found to be difficult task even for most experience professionals. Employees, statutory/regulatory bodies need the correct amount to be paid on time and this needs a meticulous working to be prompt and accurate. Many organizations take up payroll internally as they think it is cost effective. But it need not necessarily be due to the penalties imposed by the regulatory authorities in case of late or wrong submissions.

The most common problems faced in payroll administration are:

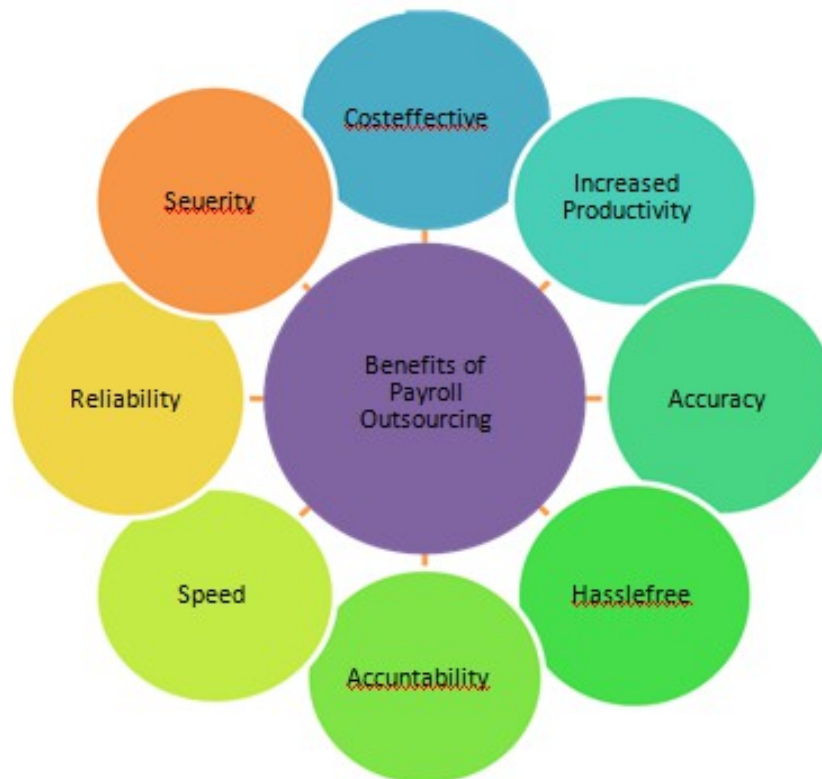
- Time taken to complete the process.
- Late submission or wrong entries are levied.
- Re-doing or corrections are again time-taking.
- It is difficult to keep track of changing rules.
- In case of organization employing interim and project employees, the complication augments.
- For organizations having representative offices in other states, to keep track on that state-specific rules and regulations is difficult.

Hence, the cost effective way to overcome all the payroll problems is to outsource it. Outsourcing payroll services is the cost effective way of dealing with payroll administration accurately. This saves a lot of time for the employees to be able to concentrate on other core activities.

The services provided by us are:

1. Maintaining of all Human Resource records on time.
2. Statutory filings like EPF (Employee Provident Fund), ESIC (Employees State Insurance Corporation) on time.
3. Handling grievances related to payroll by employees.

Benefits of outsourcing payroll services to Pinnacle HR Outsourcing Services are:



EMPLOYEE RETENTION SERVICES:

Employee retention is very vital factor for an organization's growth and progress. A satisfied employee stays longer with the organization and contributes to the progress. Recruiting an employee is just the first step but as the employee progresses, he contributes to the organizational progress. If there is no effective employee retention strategy implemented, it may lead to the high employee turnover, which is detrimental for an organization. There are transition lags observed impairing the smooth flow.

SSI offers a unique suite of employee retention strategies to keep your employees motivated to stick to the organization.

EMPLOYEE SKILLS UP GRADATION:

Each position in an organization is associated with a few mandatory skill sets/competency requirements. Hence an accurate skill set mapping provides a solid basis for gap analysis and subsequent Training Needs Identification.

Also it is observed that during the transition periods between an employee leaving the organization and another employee taking over the position, there is a dip in the output of the position as well as organization. Sometimes the transition periods are long enough to significantly cause a decline in overall output of the organization. Hence, keeping in view this situation, SSI, with its strong proven ability has come up with strategies/tools to overcome the losses in terms of output.

The services provided by SSI are:

- *Skill set/Competency matrix preparation*
- *Skill mapping and Training Needs Identification*
- *Cross-functional skills development*

Apart from the above, we can also provide customized solutions as per organization's requirements

HANDLING EMPLOYEE GRIEVANCES:

Grievance may be any genuine or imaginary feeling of dissatisfaction or injustice which an employee experiences about his job and its nature, about the management policies and procedures. It must be expressed by the employee and brought to the notice of the management and the organization. Grievances take the form of collective disputes when they are not resolved. Also they will then lower the morale and efficiency of the employees. Unattended grievances result in frustration, dissatisfaction, low productivity, lack of interest in work, absenteeism, etc. In short, grievance arises when employees' expectations are not fulfilled from the organization as a result of which a feeling of discontentment and dissatisfaction arises. This dissatisfaction must crop up from employment issues and not from personal issues.

As per the **Employment Rights Act 1996 Sect 3(1)(b)**, every organization needs to have a provision for handling grievance of an employee, which should be made known to him.

The professional team of SSI HR services has a proven track of handling serious grievances in various organizations and truly understands the causes and strategies to handle them.

SSI offers support services in facilitating grievance handling by the organization and hence reducing the gap between grieved employee and organization, thus leading to quick resolution of issues.

HANDLING EMPLOYEE EXIT PROCEDURES:

An effective exit procedure not only ensures that the practical matters arising from an employee's resignation are dealt with efficiently, but also gives individuals an opportunity to provide feedback on their perceptions of the Board as an employer and allows the Board to gather valuable information which may be used constructively to enhance employment practices. (They may help in identifying reasons for staff turnover and provide us with a source of qualitative information that will assist in the development of realistic future service plans).

SSI helps organizations in Exit Management by structuring and implementing an effective system for identifying, analyzing and controlling the exit of staff. The components of typical SSI exit process are:



Smart Step India

Build Your Future with us....

Thanks You

Smart Step India consultancy & Manpower Services

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