



DHARM MANPOWER SOLUTION

COMPANY POLICIES & BUSINESS TERMS

For vendor registration & empanelment use
www.dharammanpower.in



SECTION 1

COMPANY INTRODUCTION

Dharm Manpower Solution is an industrial manpower supplier based in Faridabad, Haryana, providing skilled, semi-skilled and unskilled workforce for industrial, fabrication and manufacturing operations across the Delhi NCR region. This document sets out the operating policies and commercial terms that govern our engagements with client organisations, for reference during vendor registration and ongoing business.

2 Recruitment Policy

Candidates are sourced against the specific trade, skill level and headcount a client requires, rather than from an undifferentiated labour pool.

- Candidate sourcing matched to the client's stated trade and skill requirement.
- Practical trade skill assessment relevant to the role being filled.
- Basic document verification (identity and address) prior to shortlisting.
- Client-specific skill requirements confirmed before a candidate is proposed.
- Structured selection process, followed by a documented deployment process once a candidate is approved.



SECTION 3

ATTENDANCE & WORKFORCE MANAGEMENT

3 Attendance & Workforce Management Policy

- Daily attendance is recorded for every worker deployed at a client site.
- Shift discipline and reporting time are communicated to workers prior to deployment.
- Unexplained absence is followed up directly with the worker without delay.
- Replacement is coordinated with the client where an absence affects operations.
- Attendance records are maintained transparently and shared with the client as required for billing.

4 Replacement Policy

If a deployed worker is found unsuitable for the assigned role, replacement support will be provided based on mutual discussion and agreement with the client. Replacement timelines depend on the trade, urgency and availability of a suitably matched candidate, and will be communicated to the client as soon as they are known rather than committed to in advance.



SECTION 5

PAYROLL, COMPLIANCE & SAFETY

5 Payroll & Compliance Policy

- Salary processing is carried out on client-approved attendance records.
- PF and ESI compliance is applied where applicable to a given engagement.
- Statutory deductions are handled in accordance with applicable law.
- GST-compliant invoicing is issued for all services rendered.

6 Health, Safety & PPE Policy

- Workers are expected to follow all client safety rules in force at the deployment site.
- Personal Protective Equipment (PPE) is to be used wherever required by the client or the nature of the work.
- Workers are expected to comply with the client's factory safety procedures at all times.
- Any unsafe condition observed is to be reported immediately to the client's site supervisor.



SECTION 7

CONDUCT & CONFIDENTIALITY

7 Code of Conduct

- Professional behaviour is expected from every worker at all times while on client premises.
- Respectful workplace conduct towards client staff and fellow workers is mandatory.
- Consumption of alcohol or drugs during working hours is strictly prohibited.
- Violence, threats or intimidation of any kind will not be tolerated.
- Harassment of any form is strictly prohibited and will result in immediate removal from site.
- Workers are expected to maintain discipline and confidentiality as set out below.

8 Confidentiality Policy

Client information, drawings, production data and other business information encountered by our workers or staff during the course of an engagement will be treated as confidential and will not be shared, copied or disclosed to any third party.



SECTION 9

COMMUNICATION, QUALITY & SUPPORT

9 Client Communication Policy

- A single point of contact is designated for each client engagement.
- Communication is maintained in a professional and timely manner.
- Regular updates are shared on attendance, performance and any changes on the ground.
- Issues raised by the client are escalated internally without delay.

10 Quality Assurance Policy

- Continuous monitoring of deployed workers' performance on site.
- Worker and client feedback is actively sought and reviewed.
- Performance improvement is addressed directly with the worker where required.
- Trade skill evaluation is applied consistently across all deployments.

11 Emergency Support Policy

We provide reasonable support in manpower replacement, additional manpower requirements, and coordination during urgent production needs, subject to trade availability at the time of the request.



SECTION 12

COMPLIANCE POLICY

12 Compliance Policy

- GST compliant — GSTIN 06HEEPD6424Q1Z4.
- MSME (Udyam) registered — UDYAM-HR-20-0041443.
- Engagements structured in line with applicable labour law requirements.
- Statutory documentation maintained for all deployed workers.
- Invoice transparency maintained on every billing cycle.



SECTION 13

BUSINESS TERMS

13 Business Terms

Billing Cycle

- Billing shall be prepared on the basis of client-approved attendance records.
- GST-compliant invoices shall be issued for every billing cycle.

Attendance Submission

- The client is requested to provide approved attendance records on or before the 7th day of every month.
- Timely attendance submission enables Dharm Manpower Solution to process workers' salaries without delay.
- Any delay in providing attendance may result in corresponding delays in payroll processing and invoice generation.

Credit Period

- The standard payment credit period shall be up to 15 calendar days from the invoice date, unless otherwise agreed in writing between both parties.

Payment Terms

- Payments shall be released within the agreed contractual payment period.
- Payment shall be made through Bank Transfer / NEFT / RTGS or any mutually agreed banking method.

Invoice Dispute

- Any discrepancy regarding attendance, billing or invoices must be communicated within 7 working days from the invoice date.
- If no objection is raised within this period, the invoice shall be deemed accepted.

Late Payment

- Delayed payments beyond the agreed credit period may affect future manpower deployment.
- Dharm Manpower Solution reserves the right to temporarily suspend new deployments or additional manpower requests until outstanding dues are cleared.
- Any applicable late payment charges shall be subject to mutual written agreement.

Commercial Terms

- All commercial terms including manpower rates, billing cycle, payment terms, taxes and deployment conditions shall be governed by the mutually signed agreement, Purchase Order (PO) or Work Order (WO).



SECTION 14

GRIEVANCE, DISPUTES & WHY CHOOSE US

14 Grievance & Dispute Resolution Policy

- Dharm Manpower Solution is committed to resolving all client concerns promptly and professionally.
- Any grievance related to manpower quality, attendance, behaviour, billing, compliance or service delivery should first be communicated to the designated company representative.
- Both parties shall make every reasonable effort to resolve disputes through mutual discussion and good-faith negotiations.
- If required, senior representatives of both organizations may participate in resolving the issue.
- Every effort shall be made to resolve concerns without interrupting ongoing operations.
- If a dispute cannot be resolved mutually, it shall be governed by the applicable laws of India.
- Any legal proceedings arising out of the business relationship shall be subject to the exclusive jurisdiction of the competent courts at Faridabad, Haryana.

15 Why Choose Dharm Manpower Solution

- Professional workforce, screened against practical trade standards.
- Transparent process from requirement to deployment and billing.
- Industrial manpower expertise grounded in real shop-floor experience.
- Reliable deployment with attendance monitored throughout the engagement.
- Dedicated, founder-level support for every client relationship.
- Safety-first approach aligned with client site requirements.
- Compliance-focused operations under GST and Udyam registration.



SECTION 16

CONTACT INFORMATION

16 Contact Information

Company Name	Dharm Manpower Solution
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GSTIN	06HEEPD6424Q1Z4
Udyam (MSME) No.	UDYAM-HR-20-0041443

Company Seal

Dharm Manpower Solution

Authorized Signature

Dharmender, Proprietor