

M/S Ganapati Products-BPO Section



Ganapati Products is a globally recognized leading solar energy solutions provider, specializing in high quality design and strategic EPC solutions. With a Pan India existence, we are an active contributor in shaping the solar revolution. The other sphere of business Ganapati Products deals in are Telecom, Power Distribution, Rural Electrification, IT, Online knowledge processing, training & Recruitment, Digital Marketing, Healthcare products and Retail product marketing. We have our existence in Delhi, Bangalore and headqautered at Kolkata. Considering different spheres of our business our existence is in Pan India basis.

Our team is spearheaded by agile leaders, who are united by the aim of actively revolutionizing energy needs everywhere on earth. A balanced synthesis of young and experienced, dynamic and traditional, international and local, our team has wide-ranging experience in global as well as Indian solar energy sector.

To know us more kindly visit <www.ganapatiproducts.com> or visit our corporate office at Suite no 201-203, 3<sup>rd</sup> Floor, Standard Chartered Building, 3<sup>rd</sup> Floor, Fairley Place, Kolkata 700001.

#### **Preamble**



Ganapati Products is a leading Business Outsourcing organization in India, We have glorious experience of 3 yrs in outsourcing of various genuine and long term projects, We have plenty of satisfied vendors and delivery associates with our expertise support and services in pan India. We are a renowned domain in the field of IT, ITES projects. As per our telecommunication we would like to introduce our Non Voice Data Entry process.

#### Offline Process: (Min 5 seats)

- 1. Bank Loan Filling Process
- 2. HR Payroll Filling Process
- 3. Captcha Checking Process
- 4. Medical Survey Process
- 5. Purchase Order Process

## IT Sector, BPO & KPO

#### Online Process: (Min 5 seats)

- 1. Personal Equity Process
- 2. Loan Survey Process
- 3. Telecom Process

#### **Voice Process: (Min 10-25 seats)**

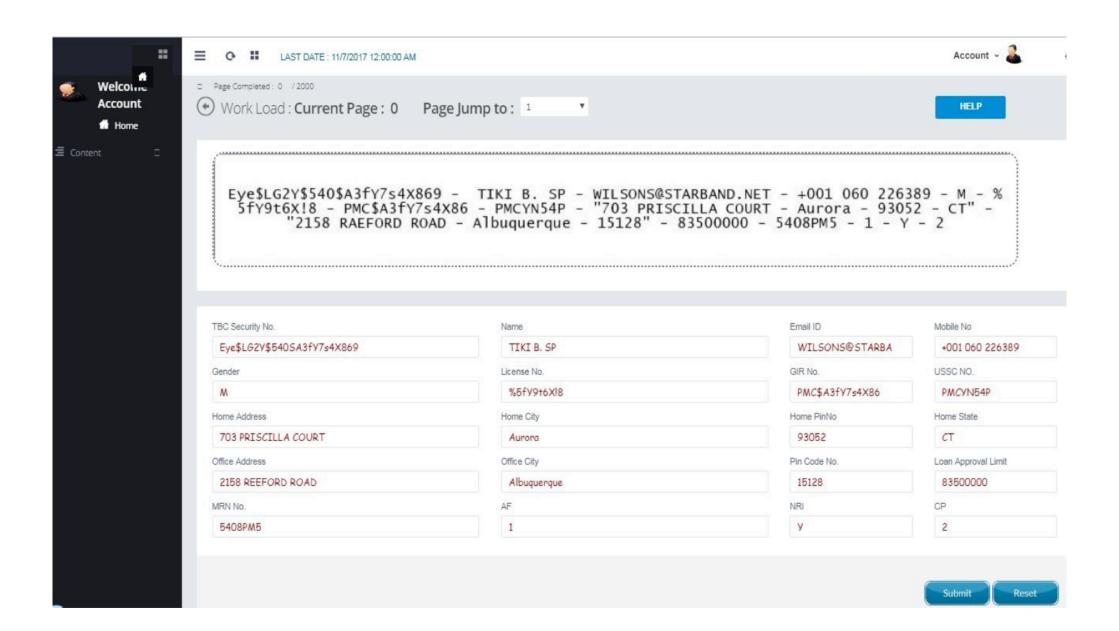
- 1. GST Suvidha Center Process
- 2. Amazon.Com Inbound Process
- 3. Naukri.com Inbound Process

#### Simple Offline Form Filling job of Loan Approval Limit for International Bank



- Packaging Cost (Refundable): Rs 18,500 (Full Package)/ Rs 10,500 (Half Package)
- •Contract period: 6 months
- •Total no of Forms given is 3000(Full Package)/1500(Half Package) per month
- •Total no of field in each form: 20
- •Time of completion: 20 days
- Working hours: 24\*7 (Full Package)/12 hours (Half Package)
- •Cut Off Forms: 2940(Full)/1470(Half) every month (Cut off forms means no of corrected forms). Report of each form would be given at the end after final submission.
- •Monthly Max Income: Rs 30,000 (Full)/15,000(Half) (Submission of 3000/1500 forms needs to be done, otherwise final submission won't be considered)
- •Note:
- •For 2940/1470 corrected forms : Payment is Rs 10 per form
- •For 2900/1450 corrected forms : Payment is Rs 8 per form
- For 2850/1425 corrected forms : Payment is Rs 6 per form
- •Below 2850/1425 corrected forms no payment would be provided, no refund for that ID. 2nd chance would be provided for that ID. If in 2nd chance also the no of corrected forms is less than 2850/1425 then the ID contract would be cancelled
- •Refund Policy: The associate will get the refund of Rs 18500 at the end of contract period or within 3 months if associate achieves 2940/1470 forms correct in all 3 months. Daily feedback would be provided on the forms filled... for that reason 5 hours needs to be given between 10.30AM to 6.30PM Monday- Saturday, other time you can work.
- Feedback time: 10 days after submission
- Payment time: Payment will be made within 5 days of QC Report
- •Termination of Contract: If total no of forms are not filled within Time Line the ID will be terminated. If the Associate failed to do 2850/1425 forms correct in consecutive two months then the ID will be terminated.

# Bank Loan Filling Process



#### Simple Offline Form Filling job of HR Payroll for International Companies



- Packaging Cost (Refundable): Rs 22,500 (Full Package)/ Rs 12,500 (Half Package)
- •Contract period: 6 months
- •Total no of Forms given is 6000(Full Package)/3000(Half Package) per month
- •Total no of field in each form: 5
- •Time of completion: 15 days
- Working hours: 24\*7 (Full Package)/12 hours (Half Package)
- •Cut Off Forms: 5925(Full)/2965(Half) every month (Cut off forms means no of corrected forms). Report of each form would be given at the end after final submission.
- •Monthly Max Income: Rs 30,000 (Full)/15,000(Half) (Submission of 3000/1500 forms needs to be done, otherwise final submission won't be considered)
- •Note:
- •For 5925/2965 corrected forms : Payment is Rs 5 per form
- For 5900/2950 corrected forms : Payment is Rs 4 per form
- •For 5850/2930 corrected forms : Payment is Rs 3 per form
- •Below 5850/2930 corrected forms no payment would be provided, no refund for that ID. 2nd chance would be provided for that ID. If in 2nd chance also the no of corrected forms is less than 5850/2930 then the ID contract would be cancelled
- •Refund Policy: The associate will get the refund of Rs 22500 at the end of contract period or within 3 months if associate achieves 5925/2965 forms correct in all 3 months. Daily feedback would be provided on the forms filled... for that reason 5 hours needs to be given between 10.30AM to 6.30PM Monday- Saturday, other time you can work.
- Feedback time: 10 days after submission
- Payment time: Payment will be made within 5 days of QC Report
- •Termination of Contract: If total no of forms are not filled within Time Line the ID will be terminated. If the Associate failed to do 5850/2930 forms correct in consecutive two months then the ID will be terminated.

HR Payroll Filling Process

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# UWM!5JVU!513!kMUPUy6W2AA STHOL G. NAMIKI +001 066 336597 \$0400.10 130 GRANT AVE

Unique No
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UWMI5JVUI513lkMUPUy6W2AA

Contact Detail

+001 066 336597

Postal Address

130 GRANT AVE

Full Name

STHOL G. NAMIKI

Monthly Salary

\$0400.10

SUBMIT



#### **Simple Offline Captcha Checking Process for International Companies**

• Packaging Cost (One Time): Rs 23,500 (Normal Package)

•Contract period: 12 months

Total no of Captcha given is unlimitedPayment: 15 paise per correct Captcha

• Monthly Payout: Rs 22,500 (Considering 5000 captcha per day)

•Working hours: 24\*7

• Payment time: Payment will be made within 10 working days of completion of each month

Captcha Checking Process

• Packaging Cost (One Time): Rs 30,500 (Premium Package)

•Contract period: 12 months

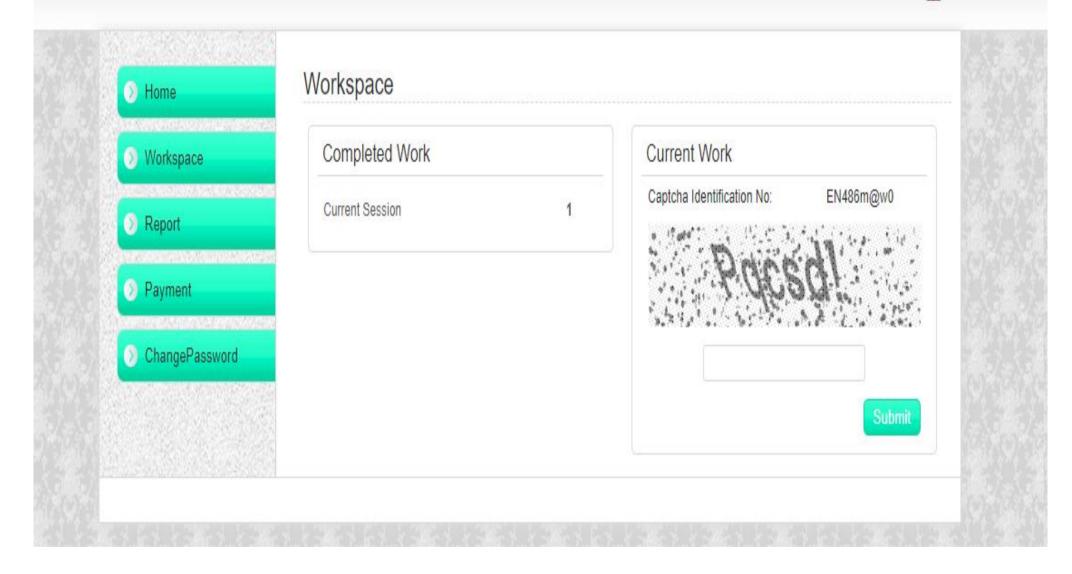
•Total no of Captcha given is unlimited

•Payment: 30 paise per correct Captcha

• Monthly Payout: Rs 45,000 (Considering 5000 captcha per day)

•Working hours: 24\*7

•Payment time: Payment will be made within 10 working days of completion of each month

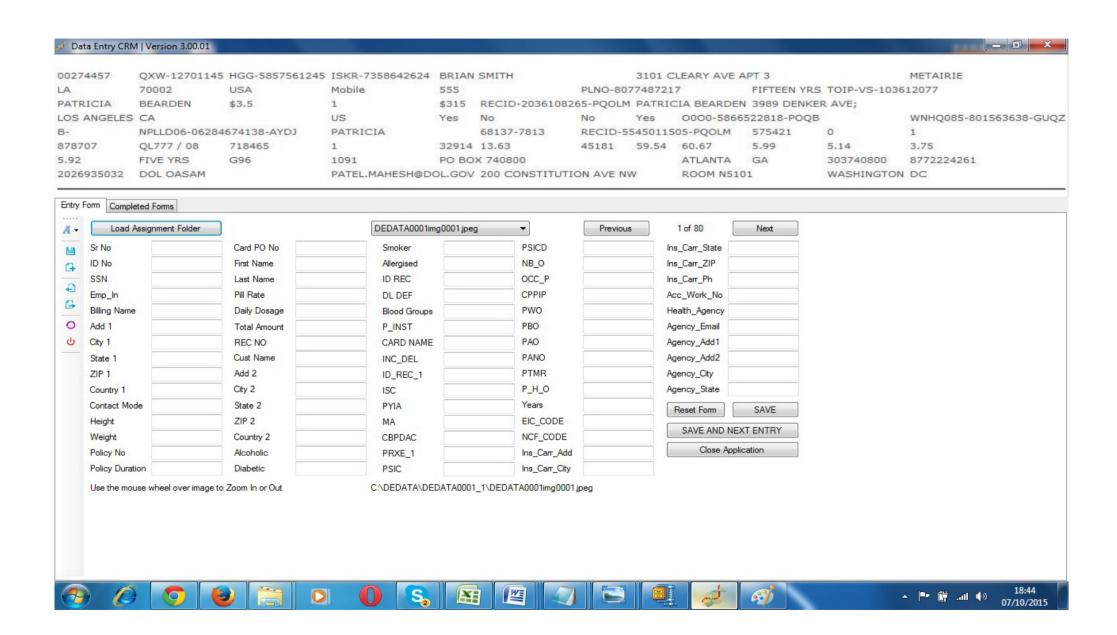


#### Simple Offline Form Filling job of Medical Surveys for International Companies



- Packaging Cost (Refundable): Rs 25,500 (Full Package)/ Rs 15,500 (Half Package)
- •Contract period: 6 months
- •Total no of Forms given is 4000(Full Package)/2000(Half Package) per month
- •Total no of field in each form: 70
- •Time of completion: 15 days
- Working hours: 24\*7 (Full Package)/12 hours (Half Package)
- •Cut Off Forms: 60% accuracy every month (Cut off forms means no of corrected forms). Report of each form would be given at the end after final submission.
- •Monthly Max Income: Rs 60,000 (Full)/30,000(Half) (Submission of 3000/1500 forms needs to be done, otherwise final submission won't be considered)
- •Note: Formula of Accuracy Measurement 100 [(Total Errors / Total QCd forms) \* 100] %
- •For Accuracy within 100-93% : Payment is Rs 15 per form
- •For Accuracy within 93-80%: Payment is Rs 8 per form
- •For Accuracy within 79-60%: Payment is Rs 3 per form
- •Below 60% accuracy no payment would be provided, no refund for that ID. 2nd chance would be provided for that ID. If in 2nd chance also the no of corrected forms is less than 60% accuracy then the ID contract would be cancelled
- •Refund Policy: The associate will get the refund of Rs 25500 at the end of contract period or within 3 months if associate achieves 97% accuracy in forms correct in all 3 months. Daily feedback would be provided on the forms filled... for that reason 5 hours needs to be given between 10.30AM to 6.30PM Monday- Saturday, other time you can work.
- Feedback time: 10 days after submission
- Payment time: Payment will be made within 5 days of QC Report
- •Termination of Contract: If total no of forms are not filled within Time Line the ID will be terminated. If the Associate failed to do 60% accuracy forms correct in consecutive two months then the ID will be terminated.

**Medical Survey Process** 



#### Simple Offline Form Filling job of Purchase Process for International Companies



- Packaging Cost (Refundable): Rs 25,500 (Full Package)/ Rs 15,500 (Half Package)
- •Contract period: 6 months
- •Total no of Forms given is 5800(Full Package)/2900(Half Package) per month
- •Total no of field in each form: 38
- •Time of completion: 20 days
- •Working hours: 24\*7 (Full Package)/12 hours (Half Package)
- •Cut Off Forms: 85% accuracy every month (Cut off forms means no of corrected forms). Report of each form would be given at the end after final submission.
- •Monthly Max Income: Rs 58,000 (Full)/29,000(Half) (Submission of 3000/1500 forms needs to be done, otherwise final submission won't be considered)
- •Note: Formula of Accuracy Measurement 100 [(Total Errors / Total QCd forms) \* 100] %
- •For Accuracy within 100-95%: Payment is Rs 10 per form
- •For Accuracy within 95-90%: Payment is Rs 7 per form
- •For Accuracy within 90-85%: Payment is Rs 3 per form
- •Below 85% accuracy no payment would be provided, no refund for that ID. 2nd chance would be provided for that ID. If in 2nd chance also the no of corrected forms is less than 85% accuracy then the ID contract would be cancelled
- •Refund Policy: The associate will get the refund of Rs 25500 at the end of contract period or within 3 months if associate achieves 97% accuracy in forms correct in all 3 months. Daily feedback would be provided on the forms filled... for that reason 5 hours needs to be given between 10.30AM to 6.30PM Monday- Saturday, other time you can work.
- Feedback time: 10 days after submission
- Payment time: Payment will be made within 5 days of QC Report
- •Termination of Contract: If total no of forms are not filled within Time Line the ID will be terminated. If the Associate failed to do 85% accuracy forms correct in consecutive two months then the ID will be terminated.

#### **Purchase Process**

WAGE & HOUR 1111 THIRD AVENUE; SUITE 755 SEATILE (WA) murphy.rusty@dol.gov - 2063988052 ARBEN LOCI 1301 S FINLEY RD APT 317 LOMBARD (IL) 60148  verimage to Zoom in or Out	00000440
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#### Simple Online Form Filling job of Personal Equity Lead Mgmt for International Banks

• Packaging Cost (Refundable): Rs 30,500

•Contract period: 6 months

•Total volume of work given is 2400 records for 2 weeks per seats i.e. (200 records per day per seat) excluding Sundays. The input files shall be uploaded in the format of PDF/JPG/JPEG/TIFF/BMP image files on Client server, to which the Associate will have remote access.

•Total no of field in each form: 20-25

•Time of completion: 12 days (6 days a week, Two Weeks)

Working hours: 10AM-6PM IST (Monday-Saturday)

•Cut Off Forms: If Detail Report Contains more than 50 mistakes in any 5 continues days than the warning alert will be raised to control the quality. No blank Field / Extra field are allowed, its mandatory to type as per image, warning will be allocated for every Missing field / Extra field

•Monthly Max Income: Fixed Income of 450USD

•Refund Policy: The associate will get the refund of Rs 30,500 at the end of contract period

•Payment time: Billing will be calculated on the basis of INR for each record processed. Once we receive the invoice and the processed data we will give you the report of the work done by you within 7 - 10 working days.

•Termination of Contract: The Client reserves the right to terminate the id after three official notifications by email or on web portal. Thereafter No Payment, No further Wokload, No refund will be processed. If the agents fails to complete the assigned workload on any given day during the live work then the warning alert will be generated for same.

## Personal Equity Process



#### QUICK ACTIONS



Entry Form For	mage of Assignm	nent ID PEREQ900	01			
Customer Information						
Account Name	W.r. Grace	Industry	Agriculture & Fore	estry / Wildli	fe	
Company Type	Home Health Service	es		Relationship Typ	e Co-opei	ative
Address Type	C1-Campus Primary	Street 1	3020 98th ave ne	Street 2	98004	
City	Bellevue	State	Wa			
Investment Details						
Strength		Strategies		Weakness		
Financing History		Pre-Money Valuation		Post-Money Valu	ation	
Enterprise Value (EV)		Offer Price		Current Equity		
Fund		Company Debt				
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#### <u>Simple Online Form Filling job of Loan Mortgage Lead Mgmt for International Banks</u>

• Packaging Cost (Refundable): Rs 35,500

•Contract period : 6 months

•Total volume of work given is 572 records for 4 weeks per seats i.e. (26 records per day per seat) excluding Sundays & Mondays. The input files shall be uploaded in the format of PDF/JPG/JPEG/TIFF/BMP image files on Client server, to which the Associate will have remote access.

•Total no of field in each form: 200-250

•Time of completion: 22 days (5 days a week)

Working hours: 10AM-6PM IST (Tuesday-Saturday)

•Cut Off Forms: If Detail Report Contains more than 50 mistakes in any 5 continues days than the warning alert will be raised to control the quality. No blank Field / Extra field are allowed, its mandatory to type as per image, warning will be allocated for every Missing field / Extra field

Monthly Max Income: Fixed Income of 900 USD

•Refund Policy: The associate will get the refund of Rs 35,500 at the end of contract period

•Payment time: Billing will be calculated on the basis of INR for each record processed. Once we receive the invoice and the processed data we will give you the report of the work done by you within 7 - 10 working days.

•Termination of Contract: Every agent must fill at least 26 forms a day in full. In case of less number of form received in a day, then Client reserves the right to terminate the process immediately by providing written notice and proof of the same. Every day attendance need to be 100% for agents, in case of less number of agents found in audit then client reserves the right to terminate the process immediately by providing written notice and proof of the same. Complete form provided need to be filled in full, none of the field is allowed to be left blank if the information for the same is mention in workload provided. In such case client reserves the right to terminate the process immediately by providing written notice and proof of the same.

**Loan Mortgage Process** 

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	Uniform Residential Loan Application			
th pe to	application is designed to be completed by the applicant(s) with the Lender's assistance. Applicants should complete this form as "Borrower" or "Co-Borrower," as applicable. Co- Borrower information must all appropriate box checked) when the income or assets of a person other than the "Borrower" (including the Borrower's spouse) will be used as a basis for loan qualification, but his or her liabilities must be considered because the spouse or other person has community property in some spouse or other person has community properties and Borrower resides in a community property state, the security property is located in a community property state, or the Borrower is relying on other property located in a community property ayment of the loan.	er's spouse or ot perty rights pursu	her iant	
<u>If</u>	is is an application for joint credit, Borrower and Co-Borrower each agree that we intend to apply for joint credit (name below):		<u></u> -	
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Ï	ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN		• • • ·	
	ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN  Borrower  Co-Borrower			
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#### Simple Online Form Filling job of Telecom Process for International Telecom Companies

• Packaging Cost (Refundable): Rs 30,500

•Contract period: 6 months

•Total volume of work given is 2200 records for 22 days per seats i.e. (100 records per day per seat and 120 from 2<sup>nd</sup> month) excluding Sundays & Mondays. The input files shall be uploaded in the format of PDF/JPG/JPEG/TIFF/BMP image files on Client server, to which the Associate will have remote access.

•Total no of field in each form: 60-70

•Time of completion: 22 days (5 days a week)

Working hours: 10AM-6PM IST (Tuesday-Saturday)

•Cut Off Forms: If Detail Report Contains more than 50 mistakes in any 5 continues days than the warning alert will be raised to control the quality. No blank Field / Extra field are allowed, its mandatory to type as per image, warning will be allocated for every Missing field / Extra field

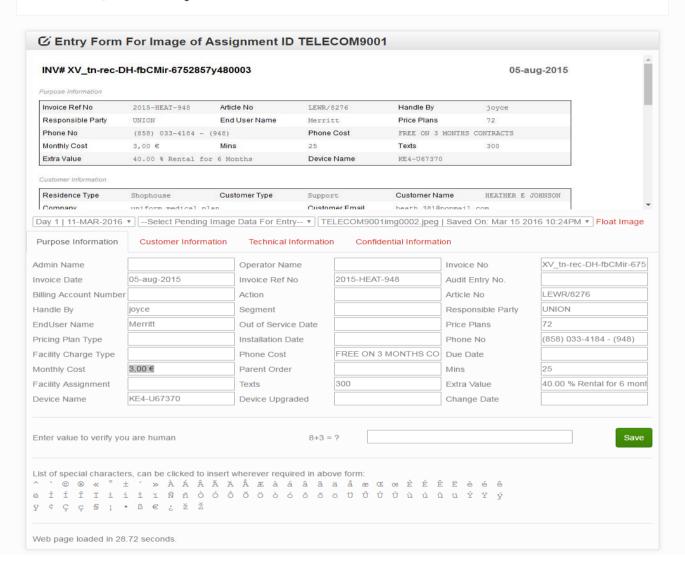
•Monthly Max Income: Fixed Income of 900 USD

•Refund Policy: The associate will get the refund of Rs 25,500 at the end of contract period

•Payment time: Billing will be calculated on the basis of INR for each record processed. Once we receive the invoice and the processed data we will give you the report of the work done by you within 7 - 10 working days.

•Termination of Contract: Every agent must fill at least 100 forms a day in full. In case of less number of form received in a day, then Client reserves the right to terminate the process immediately by providing written notice and proof of the same. Every day attendance need to be 100% for agents, in case of less number of agents found in audit then client reserves the right to terminate the process immediately by providing written notice and proof of the same. Complete form provided need to be filled in full, none of the field is allowed to be left blank if the information for the same is mention in workload provided. In such case client reserves the right to terminate the process immediately by providing written notice and proof of the same.

## **Telecom Process**





#### Simple Voice Process-GST Suvidha Centre Sale for Gol

The scope of work is to get these GST Suvidha Kendra opened by adhering to the rules and regulations and keeping in mind the eligibility criteria's. Contact center partner will do outbound calling on their own validated qualified data base and documentation will be collected from interested customers to open their respective GST Suvidha Kendra.

It's a tried and tested model as we are running it In-house and now want to expand.

- Packaging Cost: Rs 25,000 /seat
- Process Coverage: PAN India
- Minimum seats to start with: 25 up-till 500
- Payout: On fixed seats basis, provided you achieve the sales targets per agent per month
- Target: 5 sales per agent/month once the relaxation period is over. i.e. 3rd month onwards
- Relaxation/Beta Period for first 2 months: 3 sales per agent/month
- Process Audit: Weekly/Monthly, considering all KPI'S into consideration
- Call Recordings: 100% Sales Calls
- Reporting: Daily, Weekly, Monthly and Quarterly (Reporting format will be shared)
- Calling Data: To be sourced by the call center OR we can get the qualified digital media data sourcing from us, (INR 15) wherein we will provide qualified leads, payable upfront to Ganapati Products. Has to be purchased weekly paying in advance.
- Payout: INR 25,000 per seat/month (Exclusive of GST), plus 5% recurring of the total revenue done by the GST Suvidha Center's opened by you.
- Invoicing: End of every month and will be cleared within 10 days of the Invoice raised date and once 100+ calling seats achieved payout will be every 15 days.
- Training: Will only start when minimum 20 people will be ready on floor.

GST Suvidha centre-Voice Process



Example of Earnings on the basis of per Sale cost: (Pro-rata Billing) For first 2 months per sale cost = 25000/3 sales = INR 8333 per sale (Exclusive of GST), now if an agent does 5 sales/month, payout will be 5 x 8333 = 41666 per agent/month (Exclusive of GST) OR if an agent does 2 sales/month, payout will be 2 x 8333 = 16667 per agent/month (Exclusive of GST) 3rd month onwards per sale cost = 25000/5 sales = INR 5000 per sale (Exclusive of GST), now if an agent does 7 sales/month, payout will be 7 x 5000 = 35000 per agent/month (Exclusive of GST) OR if an agent does 2 sales/month, payout will be 2 x 5000 = 10000 per agent/month (Exclusive of GST)

Performance to be measured on the following parameters:

- Five (5) Sales per agent per month
- Ensure all KYC documents are collected from the customer
- 100% sales call recordings
- All reports shared on the agreed timelines
- Payment collection method strictly to be adhered (Net Banking, Mobile Banking, Cheque), **Strictly no cash** should be entertained
- 100% timely follow-ups and closures
- Process will be terminated immediately if contact center is found dealing in cash.

GST Suvidha centre-Voice Process



### Naukri.com-Inbound Process

• Type of Work: Inbound Call (Customer Enquiry Solving, Online with Indian Client)

• Software: DIALER AND IVR SETUP PROVIDED BY NAUKRI.COM END

Contract Value: Rs 8,50,000+GST (One Time for Set Up and Training)

• Duration: 22 months Contract

Minimum Seats: 20Workflow: No Target

Payout: Rs 30,000 per seat

Online Training would be provided

• Billing Cycle: Monthly

• Payment Security: Legal Agreement, PDC



# Amazon.com-Inbound Process

- Type of Work: Inbound Call (Customer Enquiry Solving, Online with Indian Client)
- Software: SETUP PROVIDED BY AMAZON.COM END
- Contract Value: Rs 4,50,000+GST (One Time for Set Up and Training)
- Duration: 11 months Contract
- Minimum Seats: 10
- Workflow: 300-500 call per day
- Payout: Rs 20,000 per seat
- Online Training would be provided
- Billing Cycle: Monthly
- Payment Security: Legal Agreement, PDC



### M/S GANAPATI PRODUCTS

**Division of GANAPATI GROUP** 

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Ganapatiproducts@gmail.com

www.ganapatiproducts.com

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Warehouse: KOLKATA II MUMBAI

Stores: KOLKATA II GHAZIABAD

**Contact Us**