



CLIENT APPLICATION - GURGAON

PLEASE FILL IN FORM COMPLETELY – one form per staff member required

Name: _____ **Date:** _____

Nationality and Company Name: _____

Contact numbers: _____

Personal email: _____

Local address: _____

Describe household size and list family members and pets: _____

Staff Required: Bearer Ayah Cook H/K Driver

Gender Preference: Male Female No Pref Couple

Please check skills desired:

Dusting Sweeping/Floor Cleaning Cooking Indian Continental Shopping

Clothes Washing Gardening Cleaning bathrooms Childcare Babycare

Pet care Bearer duties Driving Eldercare Managing household money

Approximate monthly salary: _____

Approximate days off allowed per month: _____ **Quarters available?** ____ **Are Quarters shared?** _____ **Facilities shared?** _____ **Family allowed?** _____

www.domesteq.com info@domesteq.com gurgaon@domesteq.com



Placement with Domesteq – A Step by Step Guide for Gurgaon

Step One – On line Registration:

To begin all you need to do is to send in the completed application form and read and place a tick mark in the box at the end of the Terms & Conditions. Once we have received the completed application, a Domesteq consultant will contact you by telephone to understand your specific situation and requirements. If you do have quarters, please have a look at them before you contact us so you can give us an idea of size and facilities. Domesteq cannot guarantee that we will always have workers that suit your requirements but we will be happy to set up interviews and put you in direct contact with those workers that match your criteria and are currently available. Domesteq will not place workers who are currently employed. In order to attain our objective of long-term successful placements, the process is necessarily quite detailed and although we understand that everyone's need is urgent, finding available domestic workers that suit your criteria may take up to 7 working days.

Step Two – Payment of Registration Fee:

Once we have established that there are available workers that match your criteria you will be asked to pay our non-refundable, annual registration fee of Rs 2,000 (two thousand rupees). As workers cannot be "reserved" and they are free to interview with any potential employers until they have been offered a trial it is in your best interest to pay this within a few days of sending in your application. The registration fee must be paid by cash or cheque and sent directly to our office in Delhi. Cheques must be made out to Domesteq Service Solutions PVT LTD.

Step Three – Interviewing:

Your Domesteq consultant will contact you to set up the interviews at a time and venue of your choice. It is essential that you contact us directly after the interview to let us know if you are interested in trialing a worker as we are unable to hold their file. Domesteq briefs each worker on your specific job requirements and will only send those that have similar expectations. However, Domesteq cannot be held responsible if the worker changes their requirements or expectations during the interview.

Step Four – Trialing Staff:

If during the interview process you are interested in trialing a domestic worker please contact your Domesteq consultant immediately to inform them. Clients are permitted to trial each domestic worker for a maximum of 4 working days. Payment for these trial days is the responsibility of the client and is to be paid directly to the domestic worker. Domesteq recommends that you pay domestic workers a minimum of Rs 300 per trial day or 1/30th of their most recent salary. If you keep someone beyond 4 days, we will assume that you have hired them and we will invoice you our referral fee.

Step Five – Hiring and billing:

Any time prior to or up to the 4 days trial period if you are ready to hire the domestic worker, please contact us. If not, we will contact you assuming you are interested in hiring and will prepare an invoice for our referral fee.

Step Six – Payment Terms:

If a domestic worker is successfully placed the client pays a non-refundable referral fee equivalent to 45 days salary of the domestic worker. Indian Service Tax of 10.3% will be added to the invoice which will be sent to you after the end of the 4 day trial. Payment **must be made** within 5 working days from the issue date of the invoice in order to avail of your guarantee period. Payment can be made in cash or by cheque only.

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DOMESTEQ TERMS & CONDITIONS - GURGAON

Domestic Workers Expectations: There are a very limited number of workers who will live in. The majority prefer to come and go from their place of employment. The domestic workers on our register usually look for jobs that reflect the criteria listed below:

- Duty hours vary from worker to worker and are based on their previous situations. Some ask for a day off a week while others will accept jobs if there is a guarantee of 2 days off per month. If the domestic worker is female and lives out, she may require transport home after dark.
- A lunch break of at least 30 minutes – will bring lunch or it can be provided for them.
- Live out domestic workers may be available to do overtime. Normal overtime rates in the NCR are Rs40 per hour and for female domestic workers transport home will be required after 7pm.
- The working environment is safe and they are treated with dignity and respect.
- If they live in they require their own bed to sleep in, access to fresh food and a washroom with privacy that they can use indoors.

Procedure and Fee Structure:

1. Send in completed application form. A tick mark in the box at the end indicates your agreement to all the points in this document.
2. A Domesteq consultant will be in touch to let you know if there are workers in our database that fit your requirement. Domesteq provides information on the worker but the final decision to trial and hire is the full responsibility of the client.
3. If you wish to receive further information and interview our workers you will be required to pay our non-refundable, annual registration fee of Rs 2,000. As workers cannot be “reserved”, they are free to interview with any potential employers until offered a trial therefore it is in your best interest to pay the registration fee within a few days of sending in your application. The registration fee must be paid by cash or cheque at our Gurgaon office. An admin fee of Rs 500 will be charged to the client for any returned cheques.
4. The Domesteq consultant will set up interviews and send workers to your residence at a time convenient to you. Domesteq briefs each worker on your specific job requirements and will only send those that agree to the conditions you have specified. However, Domesteq cannot be held responsible if the worker changes their requirements during the interview.
5. Domesteq workers are held to a code of conduct and are made aware that if they do not adhere to it they risk suspension/expulsion from the database.
6. Client may trial for up to 4 days – client *must* pay domestic worker directly for trial days (recommendation is Rs300 per day or 1/30th of their last monthly salary.)
7. If a domestic worker is successfully placed the client pays a ***non-refundable*** referral fee equivalent to 45 days salary of the domestic worker. Indian Service Tax of 10.3% will be added to the invoice and will be sent to you after the end of your 4 day trial period. Payment must be made within 5 working days from the date you received the invoice. Payment can be in cash or by cheque drawn on: Domesteq Service Solutions Pvt Ltd.
8. If the domestic worker does not work out and the referral fee has been paid we will do our best to replace them immediately but there is no guarantee we will be able to do so. In the event that within (30) days of the commencement of that employment the domestic worker resigns or is discharged by the employer, Domesteq will undertake to provide the employer with one replacement if the initial invoice has been paid in full. In the event that employment of chosen domestic worker falls through after the 30 days and before 6 months, the referral fee for the replacement to fill the same job would be three (3) weeks of salary.
9. Domesteq will not put forward domestic workers for interview or hire in homes where there is still an employed domestic worker, placed by Domesteq, who has been deemed unsuccessful by the client. Domesteq shall have no further obligations specific to the employer with regard to the domestic worker(s) chosen and assumes no liability for the domestic worker in any way. The employer will not disclose to any third party information regarding any Domesteq staff domestic workers, including names and phone numbers provided by Domesteq and agrees not to make an independent offer to any Domesteq domestic worker. In the event that the client does so, Domesteq will remove the domestic worker from its database and refuse service to the client in the future.

Client Name: _____

I agree to the terms and conditions as written above. Please tick the box

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