Hi there

WELCOME TO SANTI OVERSEAS









ZERO COST RECRUITMENT AGENCY

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Dear valued clients, Greetings!



MR. DHAN BAHADUR CHHETRI

CHAIRMAN

We take immense pleasure in introducing SANTI OVERSEAS PVT. LTD. as an ethical Human Resource recruitment agency based in the capital city of Nepal, Kathmandu. We are duly licensed by the Government of Nepal under the Department of Foreign Employment act with License No. 1495/074/075.

Globalization has made many things possible to have an easy access to different resources from every nook and corner of this dynamic world. Moreover, forming a common platform with a global supply chain of goods and services has asseted the companies to accelerate the pace to meet the business goal. And, it is true to say that human resource is one of the stongest pillars for the sustainable growth of business. However, it has become the most critical decisions a company has to make since it can be messed up. Keeping this in mind, we lay great emphasis on the quality, attitude and skills of the personnel we offer to our clients assuring timely, sound and cost-effective staffing.

We do assist our clients' understanding in developing and implementing effective human resource recruiting and supplying programs and policies by working closely with them addressing their most important HR issues. We can source our clients with a wide range of personnel especially in the field of Industry, Security, Hospitality, Agriculture, Plantation, Sales & Marketing, Engineering, Construction, Corporate and IT sectors.

The company has aimed to give a complete HR solutions & support service to our valued clients to take the fullest advantage of our professional services that we offer. We have been closely associating with the development in our every endeavor to fulfil the employers' as well as employees' interests with our main concern for their full safisfaction.

Our clients' enquiry about HR solutions shall be nourished with the greatest care and we fully assure that our experienced team which is professionally trained and have already sourced a vast range of workforce to Malaysia and many other countries in the Middle East is committed in providing with the best quality services all the times.

Finally, we are glad to be the part of an esteemed global forum, Responsible Business Alliance, and are committed to comply the COC hopping for a long-term mutually beneficial relationship in business.

Thank you!

Regards,



MR. DB Chhetri
Chairman
Santi Overseas Pvt Ltd.



MR. MANU KUMAR LAMA

MANAGING DIRECTOR

Mr. Manu Kumar Lama is a highly accomplished entrepreneur with an unparalleled drive for success. With his extensive experience in the field of human resource management in both Nepal and Malaysia, Mr. Lama is responsible for overseeing recruitment policies and ensuring that they are executed efficiently. He possesses exceptional managerial skills and strives to nurture highly potential candidates by instilling ethical values and enthusiasm in them.

Mr. Lama's leadership and professionalism have been well-received and commended by thousands of candidates deployed to various countries such as Malaysia, UAE, Saudi Arabia, Qatar, and Oman, as well as their respective employers. His ability to handle difficult situations tactfully and critically has enabled him to build an extensive network in this field. Additionally, Mr. Lama's proficiency in the Malayu language, both written and spoken, has helped him establish brotherly relations with many big companies and individuals.

Aside from his professional achievements, Mr. Lama is also an active member of several social organizations and engages in various social welfare and volunteer activities. He advocates for employee welfare and ensures that staff members and those seeking foreign employment are provided with different facilities.

As a founding member and Managing Director of SANTI, Mr. Lama played an instrumental role in implementing a ZERO COST policy that aligns with the G2G agreement between the Malaysian government and the government of Nepal, and in accordance with the RBA Code of Conduct. The Board of Directors takes great pride in Mr. MK Lama's veteran status and wishes him all the best for continued success in his endeavors.

Regards,

MR. Manu Kumar Lama
Managing Director
Santi Overseas Pvt Ltd.



INTRODUCTION

Santi Overseas Pvt. Ltd, established under the Company Act 2053 of Nepal Government with Registration No. 176847/074/075, and Department of Foreign Employment. Government of Nepal with License No. 1495/074/075, is one of the leading manpower recruitment agencies in Nepal operated by a team of experts in the field of recruitment services. Within the short period of time, the company has gained vast experience enabling it to be one of the reputed companies in the country, and it has owned remarkable achievement ensuring the total satisfaction of many renewed companies and organizations inside the country and overseas as well.

Santi Overseas Pvt. Ltd. has dispatched many professionals (skilled, semi- skilled and unskilled) from Nepal to Malaysia, UAE, Qatar, Kuwait, Oman, Bahrain, Saudi Arabia and many more countries. The highly qualified professionalism of the company makes the clients get maximum output at minimum cost and effort. Since we have never failed our clients in the past and will make it equally easy for them in future, they can fully rely on us. We compete in the employment service industry by offering a complete range of recruitment services with in the framework of the business ethics.

The reason why Santi Overseas has retained some of its clients gained at the beginning of its operations is the philosphy to view its manpower as a partnership and a bridge to build a lasting relationship with them. At the core, Santi Overseas's philosophy is its commitment to provide Top Quality Recruitment Solutions. We always aim to exceed client's expectations as we view every recruitment undertaking as a long-term partnership born out of trust, competency and service satisfaction.

Many of our existing clients have enjoyed the benefits of our professionalism and integrity which has enabled us to search and sign up top-quality workers from some of the world's well-known and established companies and industries, and career of candidates we have considered and deployed.



OUR VISION

To be the best worldwide provider of high-value staffing services and the center for quality employment opportunities.



OUR MISSION

o To provide distinctive services to our clients and maintain legal practices.
o To meet the expectation of our clients and applicants through optimum utilization of our available manpower resources.
o To be a benchmark model in the application of quality management in the manpower industry in Nepal.

ONE STEP BUISNESS SOLUTION PARTNER



Santi Overseas is a one-stop business solution partner that provides various services, including travel and ticketing. As an ethical Human Resource recruitment agency based in Kathmandu, Nepal, they assist their clients with recruiting and hiring employees and offer travel-related services as a part of their comprehensive business solutions.

With regards to travel, Santi Overseas can help their clients with various aspects of the journey, such as booking flights, arranging transportation, and making hotel reservations. They can also provide advice on visa requirements, travel insurance, and other important travel-related considerations.

In addition to travel, Santi Overseas also offers ticketing services. This means that they can assist their clients in booking tickets for events, concerts, and other types of gatherings. By offering these services as a one-stop center, Santi Overseas makes it easy for their clients to manage all their travel and ticketing needs in one place.

Overall, Santi Overseas works as a reliable and ethical business partner for its clients, providing a range of services that are designed to meet their needs efficiently and effectively.

OUR FOCUS



o To provide a highly resourceful and dynamic exchange between opportunity seekers and employers.

o To provide the World's most complete End-to-End solution to our clients through well-defined systems, process and strategic initiatives.

o To provide best possible support in searching the right kind of candidates by strictly adhering to the policy.

o To cover entirely the leading sectors like Engineering, Maintenance, Constructions, Manufacturing, Service, Security, Hospitality etc.

o To support the empowerment of overseas workers through educational awareness and direct involvement.

We are committed to our overseas workers welfare. That they are provided decent wages, quality living conditions in a safe environment and that we carefully choose our clients that adhere to these principals.

CORPORATE VALUES



To demonstrate our steadfast commitment to

Leadership: We will be a leader in every aspect of our business and in development of our team. Leadership skills in our performance is the way we manage, design, build and support our products.

Customer satisfaction: Our success depends upon the satisfaction of our customers, and that is to be achieved through the total understanding of what they actually want, and delivering it flawlessly.

Integrity: We practice the highest ethical standards by honoring our commitments.

Quality: We strive for continuous quality improvement in all that we do.

OUR TEAM



Santi Overseas Pvt. Ltd. has a highly skilled and experienced team of professionals who are dedicated to achieving the company's mission and vision. The company's commitment to providing top-quality recruitment solutions and exceeding clients' expectations is a testament to the effectiveness of their team. Furthermore, their philosophy of viewing their manpower as a partnership and building lasting relationships with their clients demonstrates the importance they place on collaboration and communication within their team. Overall, Santi Overseas Pvt. Ltd. has a strong team in place to achieve their goals and deliver exceptional services to their clients.

WHY TO RECRUIT NEPALESE WORKERS?



Through the experience gained over the year in the foreign employment, it has been seen that many countries have shown their interest in hiring the Nepalese professional, skilled, semi-skilled and unskilled manpower because of the following reasons :

o Nepalese workers are well known for their hard work, dedication, and possess a strong will to succeed.

o The employers could get the advantage of wider choice.

o Every categories of manpower are readily available.

o Legal Formalities and procedures for the recruitment at Labour Department of Nepal are simple.

o Nepalese workers are comparatively cost effective and their hiring cost is lower as compared to other labour exporting countries.

o Competent and many with skills and overseas experiences.

o Loyal to employers, caring and compassionate to fellow workers.

o Nepalese workers are experienced in working in the extreme climatic conditions.

WHY TO WORK WITH SANTI OVERSEAS ?





Santi Overseas is committed to adhere to the industry's best practices and to comply with all the legal requirements of the Labour Department of Nepal. The Santi Overseas Team is composed of consultants exposed to the realities of the recruitment industry.

Currently, Nepal and Malaysia have signed overseas employment contract and now all costs, including service charges, visa fee, medical check-up, security screening and air fare, will now be borne by the employers in Malaysia. So Santi Overseas has established a nationwide system and developed a web and mobile app to facilitate the enrollment of nepali workers. This will connect the worker directly with the recruiting agency and employer and no other middle agent is required. So that we can implement the government rule "Free Visa Free Ticket".

As such, we are able to provide our employers with guidance in selection of candidates, conduct of trade tests when required, completion of legal documents and required examinations, and acculturation and pre-departure orientation among the applicants prior to mobilization and deployment. We endeavor to make the entire recruitment process simple, predictable, and "on-time" all the time for our clients. At Santi Overseas, we spouse professionalism, dependability, and commitment as our corporate values to ensure Total Customer Satisfaction.

REASONS WHY WE ARE SUCCESSFUL



o We are always between clients and candidates to assure that recruitment process runs quickly and smoothly and inform them about the progress in every step.

o We have developed a web and mobile app to facilitate the enrollment of nepali worker.

o We help you to get the best candidates and best jobs.

o We provide services through our team of highly professional and trained recruitment consultants.

o We are very cost effective without compromising with the quality
.
o We focus on individual approach to our clients and candidates to understand their requirements and special needs to achieve quality results.

o We are known for deployment of quality and reliable manpower on time according to employer's convenience

o We are responsive as well as communicative, so we do not let any gaps in between the client and us. We are transparent and make the recruitment process as simple as possible.

o We are affiliated with top Training Institute and we can provide refreshment training and full training as well to the applicant whenever they require.

RECRUITMENT TERMS AND CONDITIONS



1. The FIRST PARTY shall issue the Demand letter to the SECOND PARTY mentioning the number of workers required and their categories, rate of salary and other service conditions of workers, along with Power of Attorney, Guarantee Letter, Manpower Recruitment Agreement and Employment Contract (authorizing the SECOND PARTY) to recruit and expatriate the worker from Nepal on behalf of the FIRST PARTY. Demand Letter and Power of Attorney should be attested by the Chambers of Commerce of employing country, Foreign Ministry and Nepal Embassy.

2. Both parties herein shall obtain the approval of the respective government to import, recruit and supply the workers as per the rules and regulation of both countries in regard to the condition necessary to import and supply.

3. The SECOND PARTY shall be responsible for short-listing of qualified candidates according to their trade qualifications and experience in conformity with the FIRST PARTY'S requirements. The SECOND PARTY should notify the FIRST PARTY of such short listed qualified candidates who are ready for final Interview and selection.

4. The FIRST PARTY has the right to either send his representative or give the SECOND PARTY the right to select process and send such qualified workers at the SECOND PARTY'S full guarantee.

5. The worker will be interviewed, tested and selected by representative of the employer or by SECOND PARTY on his behalf. The FIRST PARTY agrees to advise to the SECOND PARTY of its final list personnel selected through fax, email or letter and the desired mobilization date on the respective site.

6. The SECOND PARTY shall assist the workers in matters related to Nepal immigration and government formalities, medical tests and Visa stamping along with all other relevant approvals from the embassy of the country concerned.

7. The SECOND PARTY shall, at his own expenses, provide airport assistance to the departing workers and inform the FIRST PARTY of their arrival detail by any means of communication (Fax, Email or Telephone) so as to receive them on arrival.

8. The FIRST PARTY will pay all the expenses to bring the candidates to Malaysia.

9. The FIRST PARTY will be responsible for receiving the workers at the airport in part and as whole as per requirement of the client and validity of Visa of the concerned country.

10. The earning of the worker per month and other service conditions shall be as per the attached demand letter and contract document against each category. The FIRST PARTY should clearly inform the SECOND PARTY about the salary and any other deduction as Tax etc being paid by the employer and SECOND PARTY in turn should clearly inform the candidate accordingly.

11. Within the three (3) month probation period from the commencement of employment, if the employer finds the selected worker to be unfit, unqualified to continue the employment, refuse to work, failed the medical tests upon arrival to destination country or considered as a security threat, the EMPLOYER may replace the worker. The replacement of the unqualified worker shall be done by the SECOND PARTY at maximum of a month from the termination of the unqualified worker. All expenses incurred, in relation there to, shall be borne by the SECOND PARTY.

12. Arrival of the selected candidates will be within One Month upon issuing their visas. For any delay rather than this period, the visas will be cancelled and the SECOND PARTY will shoulder all the governmental expenses for replacement.

13. FIRST PARTY has to compensate the candidate on their own expenditure if the candidate will not get all facilities as per Employment Contract, and the company will collapse before contract periods.

14. The FIRST PARTY agrees to bear the compensation in case of death or injury of the workers and also agrees to bear the cost of transport of dead body to Nepal as per the labor law of country concerned.



RECRUITMENT PROCEDURES



1. Initial Enquiry from employer:

The employer may contact recruitment companies directly and discuss your specific requirement and details on terms and conditions of service for Nepali workers.

2. Legal Documents from employer for government formalities.

Once requirement is confirmed and initial agreement is made between recruitment companies (Nepal) and employer regarding terms and conditions and selection process, the employing company requires to produce the following duly authenticated/ attested documents in favor of recruitment companies (Nepal) to finalize the recruiting process as per Nepalese Government labor law:

1. Power of Attorney between Recruiting Agent and Employer.
2. Demand Letter listing the manpower requirement and terms and conditions.
3. Employment Contract including terms and conditions of service.
4. Recruitment Service Agreement listing each party responsibility.
5. Guarantee letter confirming country of employment.

Once the above mentioned original documents are received from employer, recruitment companies will submit application to Department of Labor for authorization.

2. Pre-Labour Approval

After receiving the authorized demand letter from the company, the document are presented for pre- labor approval. The department of Labor in Nepal analyzes the document and approve for further processing.

3. Manpower Pooling: Advertisement, Screening and short listing.

Once the Department of Labor is satisfied about the credibility of the demand, attestation and terms and conditions offered are conformity with the government regulation, the Government grants the permission to recruiting agency for advertise the requirement in local and national newspapers and start of recruitment process. Recruitment Company starts screening and short listing candidates before final interview. The process includes:

1. Print and Broadcast Media Advertisement

2. On-the-spot-sourcing (City and Provincial)

3. Through Our Highly Qualified Agents

4. Recommended Personnel

5. Internal Candidate Bank

4. Selection

The mode of selection of contract workers may be executed under the following procedures:
Preliminary Interview:
We maintain upto date data bank of potential candidates with full information on their skill and education, technical

know how and experience as per the employer criterion. Santi Overseas will short list the candidate forpre-interview and determine the capabilities of each applicant via one-on-one interviews to ascertain who are most qualified and fit for the employer's final selection.

Final Interview/Selection

Selection by Employer's Authorized Representative, Recruitment Company Personnel.

Direct Interview (by Employer)

Many employers visit Nepal for final interview. We make all necessary preparations for interview. We call short listed candidates for the particular day.

Interview on behalf of Employer:

Sometimes manpower importing agencies give full authority to manpower consultant for entire selection procedures. In such case, we carry out interviews on behalf of employers abroad and make all dispatching arrangements to the employment destination. The selection is made purely on merit basis and finally select the most competent workers from our manpower reserve.

Interview through Skype

Sometimes manpower importing agenciesselect the candidate through interview via online (Skype). We make all the necessary arrangements for this process.

Transmittal of Resumes

Employer may select the candidates from the Resumé of all prospective candidates. We forward the resumés of the candidates who have passed the pre-qualification interview and testing conducted at our end. In such cases, the name of the successful candidates may be relayed to us via phone, fax, or email.

5. Full Documentation Assistance

We provide the selected applicants' assistance in securing the travel documents required by both Labour Office and Embassy, like Trade Test, Passport, Police Clearance, Medical Certificate, Orientation and Exit Pass.

6. Medical Checkup

The selected candidates are sent to an authorized hospitals or clinics for a full medical examination (and vaccination if required). The candidates who are medically and physically fit for employment are forwarded for recruitment process such as contract signing, visa processing.

7. Employment Visa Process

Once selected candidates are medically and physically fit, employer has to process their employment visa. The Visa system varies country to country. For the country with paper visa system, employer has to make copy of issued visa available to recruitment companies as soon as visa is issued for individuals for government clearance for mobilization. But for the country where visa has to be endorsed onto a passport, employing company provides all necessary documents to assist visa endorsement from embassy of employing country.

8. Orientation

Nepal labor law requires all new candidates traveling overseas for employment take orientation class to familiarize local laws & orders, labor laws and immigration policy, environment and tradition and culture of employing country. Candidates should also understand their responsibilities, terms and conditions and benefits of employment prior to submitting for final approval for mobilization.

9. Final Labour Approval: (Government Clearance)

All the necessary documents like original passport, visa copy (original if not issued online), medical report, orientation certificate, insurance policy are submitted in Labor Department of Nepal for final approval and immigration clearance. The Department of Labor analyzes the documents and provides final approval.

11. Travel Arrangement

Once paper visa is received or visa is endorsed from embassy of employing country, Employer may proceed for the flight (E-Ticket) or Santi Overseas will make necessary arrangement for flight ticket and departure.

12. Reception from Employer

After the flight is confirmed we send flight details to our employer. Representative from employer will receive the candidates from airport and arrange hostel for them. Employer will provide the respective job duties to the candidates as per the employment agreement.