

Regno-SEA/MED/ALO/MA/0222076



# MAHADEV MAID

## S E R V I C E S

*An Extended Hand Towards Mankind*

### About US

We have started providing domestic help people 7years back throughout Hyderabad and secundrabad.At present having more than 1500 satisfied families in the various region. We are having numerous clients only depending on our reputation and loyalty by mouth publicity forwarded by our esteemed clients. Whenever we provide a single person for domestic help purpose we check relevant documents of the candidates on the various platform. As responsible citizens, we often go that extra mile to ensure the well being of our maids to the best of our ability. A strong sense of social responsibility prompt us to support our maid through thick and thin yet we often debate upon the genuineness of the need.

We are small team of dedicated people who deals with the trained and efficient domestic candidates provided maids cooks elderly care patient care babysitter japa maids drivers all over hyderabad and Secunderabad to make sure each of a clients are satisfied.

We started with a small journey of two individuals have today taken a shape of organisation and seeking the overwhelming response.

We started off 2015 with more than 7years of experience in our field and in more than 5 years of our own setup we have serve decent number of clients.

The objective to transform the landscape of domestic household work and make it system professional we identify potential domestic workers we offer guidance and counseling. We believe in a simple but powerful rule always give people more than what they expect to get.We are one of the best maid agency in Hyderabad and Secunderabad provided domestic help like maids for housework, cooks, drivers, Nany, dog walkers,Japa maids, Elder care takers patient care takers at reasonable cost.

### **How it works: in 4 Easy steps**

1. Let us know your brief requirement and register with us online or at office by paying 1500.
2. 1-3 profiles of candidate will be shared.
3. Telephonic round of interview will be arranged with the selected candidate.
4. Get the contract done by paying our yearly contract charges.

# Terms and conditions

## 1. COMPENSATION TO THE COMPANY:

a) Client shall pay a one-time service subscription/registration charge of INR 1500/- to mahadevMaidServices.com to initiate the process of House help hunting. A maximum of 1-3 profiles will be shared matching your requirements and your expected salary bracket, followed by telephonic interview and then once finalised from both client and maid then client need to get the contract done.

(We sincerely request you not to reject the Help based on look, age, or religion. Judge them by their Heart & Work and give them dignity and value, that's how a reliable and trustworthy maid is hired)

b) Our Service Charge for the placement of the candidate is '1 month salary' to be paid during contract then the candidate will join on the required date.

c) All payments shall be made through website/ online, or cash to which a suitable invoice will be produced.

d) You can also avail our service by paying us 50% of the candidate's '1 month salary' for no replacement.

e) An invoice will be sent to the client upon payment and the placement fee/Service Charge is payable immediately once the candidate finalised so that we won't provide her to anyone else.

f) Introductions are strictly confidential. If mahadevMaidServices.com introduces a candidate that the client then introduces to a third part, who hires the candidate on either full time or part time, the client agrees to pay Service Charge.

g) The Client cannot employ the Candidate independently once their profile is shared through mahadevMaidServices.com, without paying the Service Charge. In case if the Client deceits by employing the Candidate and not paying the Service Charge, the Client can be prosecuted by our Legal team. A complain can be raised and strict penalty charge of an amount 10x (ten times) of the Service Charge will be legally enforced on the client under IPC Code 420, of Section 80C and Violation of Section 73(ICA) Act, which the client is bound to pay.

## 2. SALARY TO CANDIDATE:

a) Salary will be counted from the date of joining as per calendar month and should be released by 1st of every month to the company directly.

If client want to pay salary directly to the staff! contract amount will be different client can discuss with the company directly.

b) If the maid quits in between, the amount should be paid to the agency and not to the maid. This will be collected 1day before we give replacement. If you don't oblige with this, then the contract will stand cancel.

c) If the maid asks for his/her salary in advance, it is entirely the Clients decision to give him/her an advance salary. In case the maid leaves and you have paid excess salary to him/her, mahadevMaidServices.com will not be responsible to retrieve/refund the same.

d) Once client make salary payment to the maid kindly inform the agency for record purpose. And salary need to be paid only on 10<sup>th</sup> of every month salary will be calculated as per the calendar date 1<sup>st</sup> till 30<sup>th</sup>.

Client signature: -

### 3. REFUND POLICY:

- a) The Registration money of Rs. 1500/- may be refunded only if Mahadev maid services is unable to line up any candidates for interview due to the non-availability of required HELP within 10 working days of giving us Registration money. (No Refund will be made in any case where the Conference call process has started i.e., the client has done at least one conference call interview with a worker.)
- b) Since the salary expectation of maid keep changing it might not be possible to find a maid in the same salary as your previous maid in case of replacement. NO REFUND claims will be entertained if you cannot revise your salary budget according to on-going market rate. However, we will try it level best to try and find a new maid in same salary.
- c) The Client agrees that the maid will not be tortured, harmed mentally or physically. Also, the Client cannot increase the work or reduce the salary of the maid other than what was discussed during the interview and mentioned in the agreement, without informing MahadevMaidServices.com and mutual agreement with the House help. If the maid leaves due to any such reason, mahadevMaidServices.com will not replace the maid and NO REFUND will be initiated.
- d) Incase if the company couldn't arrange for the replacement in the time, then the contract amount will be calculated and refund back to the client.

### 4. REPLACEMENT:

- a) Replacements shall be done in 1month of time. Maximum of two replacements in one year will be done.
- b) Employer Dissatisfaction Staff Dissatisfaction after 1 month of joining.
- c) The replacement provided will have the same job description and timings and hours of work as mentioned agreement during placement of the first maid / worker.
- d) Any change in the specification of replaced worker from the agreement without the knowledge of MahadevMaidServices.com calls the agreement null and void. In case of changes in job description a new agreement with new specification must be signed to take the process any further. (Charges may apply).
- e) In case the maid is absent because she is unwell/family emergency, no replacement will be given if the maid promises to join back as soon, she is healthy/fit for work. In case the maid does not join back within 7 days, you can ask us for replacement. We do not provide temporary replacement.
- f) Medical or Family Emergency of the staff. In such situation, the staff should be released immediately without delay.
- g) If the customer stops service for a more than a month, and not willing to get a replacement or rejecting the profiles then the service will lapse without refund.
- h) The salary of the replaced staff might vary with 3k to 5k extra in some situations.
- i) If the maid quits in between, the amount should be paid to the agency and not to the maid. This will be collected after we give replacement. If you don't oblige with this, then the contract will stand cancel.
- j) Encase if the company couldn't arrange for the replacement in the time, then the contract amount will be calculated and refund back to the client.

Client signature: -

k) IF the client is making the payment to block the staff initially by the time of joining if the selected staff couldn't join then the company will arrange another staff which suits for the client requirement and make sure that staff will be provided in 5 days of the requirement date.

l) Once the maid joins if he/she quit immediately or else if client denied hiring, then the replacement will be arranged in 10 days of time, but no refund will be provided.

m) Staff provided would be as per client requirement. However, in case there is replacement, it may not be the same. (E.g.: Age, Looks, Caste) we provide staff aged 18 to 55.

#### 5. POLICE VERIFICATION:

a) We strongly suggest that the client do a POLICE VERIFICATION of the maid. This ensures that the maid is free of any criminal charges in the past. At any given point of time if there is any crime done by the candidate (Civil or criminal), MahadevMaidServices.com would not be responsible for the same.

#### 6. SATISFATION OF WORK:

a) Prior to the placement of the maid, the client must give us the 'job description' of the type of work the maid needs to do and the salary offered. The client cannot make the maid do anything outside the job description nor reduce the salary of the maid. If the maid leaves because the client asked her to do anything outside the job description or due to reduction of salary, then MahadevMaidServices.com will not replace the maid and neither refund the placement charges paid by the client.

b) In case you do not like the maid kindly give a notice of 1 month before you release the maid so that we can find a better-quality maid for you. The maid which has been sent for replacement cannot be offered less salary than the first maid. Also, the job description or work required to do by the maid cannot be changed by the client. In case you wish to release the maid, or the maid leaves the job, and you wish to take a replacement, you need to clear the salary dues of the previous maid then replacement is sent. In case the salary of the previous maid is not cleared, we will not be sending a replacement.

#### 7. MISCELLANEOUS:

a) After completion of one year, renewal of our company must be made. In case it is not renewed Company will take all the necessary action against client. The Client can be prosecuted by our Legal team. A complain can be raised and strict penalty charge of an amount 10x (ten times) of the Service Charge will be legally enforced on the client under IPC Code 420, of Section 80C and Violation of Section 73(ICA) Act, which the client is bound to pay.

b) We are a Hiring Platform - MahadevMaidServices.com will not involve itself or its employees / associates for resolving issues arising between the employer and the employee / service provider (maid /domestic help etc.) during employment / term of the contract or even beyond. If any kind of issue with regards discipline or overall conduct of the worker hired through MahadevMaidServices.com arises it is supposed to be resolved among yourselves or you are advised to take the course of Law.

Client signature:

c) The warranty is not valid where the worker is leaving due to unfair labour practices / unfair treatment or breach of contract / understanding with the employee / worker.

d) When you hire a maid or any other candidate from MahadevMaidServices.com it is understood that you have agreed upon the above-mentioned terms even if you have not signed this document.

e) There should be a separate room for the maid. maid will not sleep in hall, balcony.

f) Baggage to be checked Staff by the employer at the time of joining and likewise when the staff quits/leaves the job.

8.HOLIDAYS: -

For Regular candidates weekly off on Sundays for live-in candidates monthly three days off and Andhra Pradesh and Telangana state government holidays. if you want the candidate to work on holiday you need to pay extra amount same day to candidate.

when you create an account of visitor website on Mahadevmaidservices.com or when you hire a maid or any candidate introduced by us, it is understood that you have read the terms and conditions and you agree to it.

Client signature: -

### **Employer Form**

**Name of the Staff:**

**Customer Name:**

**Address with pin code:**

**Phone number:**

**Job Description:**

**Date of Joining:**

**Salary/ Month:**

**Minimum Duration:**

**I hereby accept the terms and conditions mentioned above.**

Customer Name:

Customer Signature:

Staff signature:

Mahadev Manpower Services:

Date:

Place: Hyderabad