AJEETS MANAGEMENT & MANPOWER CONSULTANCY

Government of India Licensed International Recruitment | MEA RA No. 7869

STANDARD OPERATING PROCEDURES

The Office System Handbook

Version 1.1 | August 2026 | Approved by: Managing Director

Every procedure in this handbook is enforced by the AJEETS OS at tracker.ajeets.com.
The system is the SOP. This document is its written law.

Contents

How to read this handbook

Each SOP follows one format: Purpose, Owner, Trigger, numbered Procedure, the Compulsory fields the system itself enforces, the Verification screen that proves the work was done, and the Escalation path when it was not. Where a step says "the system enforces this", the tracker will physically refuse the shortcut: a status will revert, a dialog will demand the missing field, or a red marker will burn on the row until it is fixed. Staff cannot silently skip these steps, and management does not need to police them by memory.

Golden rule of the office: if it is not in the tracker, it did not happen. WhatsApp is for talking; the OS is for record.

SOP 01 - Sourcing and CV Intake

Purpose	Every candidate enters the company through one door, is screened once, and is never lost.
Process owner	Each recruiter for their own sourcing; Operations Head for overall discipline.
Trigger	A CV arrives from any channel: agent, portal, walk-in, social media lead, referral.

Procedure

1. Open Requirements, confirm the position exists and carries your name. If the demand is new, create the Requirement first with client, position, quantity and recruiter.
2. Push every CV through CV Studio. The AI screens it, produces the AJEETS profile, and files it permanently in the CV Library. No CV lives only in an inbox.
3. For calling-team leads, upload the leads Excel in Calling, dial from the worklist, and capture the CV on the spot; the Database mints the AJ code.
4. Submit shortlists to the client from the CV Library so the count updates itself; manual count edits are logged and visible to management.
5. Record client verdicts on the same rows: Submitted, Interview Scheduled, Interviewed, Selected, Rejected. Selected candidates are moved to Mobilisation from the CV row; never re-typed.

Compulsory fields and gates (system-enforced)

- Requirement must name a recruiter before CVs are counted against it.
- A CV without a client and position attached does not count toward coverage.
- Moving a candidate to Mobilisation stamps the CV row IN MOB TRACKER automatically.

Verification - the screen that proves compliance

Requirements Morning Brief: coverage percentage, shortfall, and Who Is Working On What must reflect today’s truth. A position at 0 CVs after 10 days appears in Top Priority automatically.

Escalation

Positions stuck at 0 CVs for 10 days go to the Operations Head in the Saturday review with the recruiter named.

SOP 02 - Mobilisation - Offer to Flight

Purpose	A selected candidate reaches the aircraft with every document, date and rupee accounted for.
Process owner	The recruiter who owns the candidate; Operations Head for the pipeline.
Trigger	A candidate is marked Selected, or a selection list arrives from the client.

Procedure

6. Confirm the client card in the blue strip before entering anything. Wrong card, wrong client, wasted day.
7. Import the selection list through Upload Excel or Paste from Excel. Give the drive a clear label when asked; the label keeps this requirement separate from every earlier one.
8. Fill the Eight-Field Law on every row: name, passport, trade, client, recruiter, current status, travel date at TRAVELLED, drive label. The system marks any row missing the first four with a red dot and counts it on the Incomplete card.
9. Walk each man through the stages in order: Selected, Medical, Visa, Ready to Travel, Travelled. Update the stage the day it changes, not at week end.
10. Attach documents from the row itself: PP for passport copy, CV, OL for the signed offer, TKT for the ticket. For group bookings, tick all passengers and use One Ticket for the whole PNR in one motion.
11. Record who physically holds each passport in the Passport Custody section of the profile drawer, with the agent name and date.
12. At Ready to Travel or Travelled with money pending, the departure gate opens: collect the balance, or note it consciously; it stays on the Departure Dues card either way.

Compulsory fields and gates (system-enforced)

- TRAVELLED without a flight date is refused; the status reverts until the date is entered.
- SELECTED and beyond without a recruiter is refused; the system demands an owner on the spot.
- VISA RECEIVED without a visa number burns on the data-gaps banner until filled.
- Every import with blank recruiter cells demands one owner for those rows before the server accepts them.

Verification - the screen that proves compliance

The Mobilisation KPI row for the client: Incomplete card at zero, no data-gaps banner, Departure Dues known and intended. The client pack downloads clean.

Escalation

Rows red for more than 48 hours go to the Operations Head; a travelled man missing from the tracker is treated as a process failure, not a data error.

SOP 03 - Candidate Payments and Collections

Purpose	Every rupee of service charge is agreed, collected, receipted and reconciled; nothing lives in anyone's head.
Process owner	The recruiter collects; Accounts reconciles; management sees Departure Dues.
Trigger	A candidate agrees to a service charge, or pays any amount.

Procedure

13. Open the candidate's money with the rupee button on his Mobilisation row. The bridge carries his name, passport, trade and client across; nothing is retyped.
14. Enter the service charge once. It becomes the master figure for his balance everywhere.
15. Record every amount the day it is received: amount, mode (Cash, Online, Routed), reference for online, and attach the receipt or slip. Cash receipts are attached too; audits ask.
16. For a payment taken at record creation, use the First Collection section of the same form; one save books the record and the money together.
17. Watch the balance walk back to the deployment row by itself; the gold rupee button and the Departure Dues card update from real receipts.
18. Before any flight, clear or consciously note the balance at the departure gate.

Compulsory fields and gates (system-enforced)

- A payment record cannot exist without candidate, client and service charge.
- Every instalment carries mode and date; online payments carry a reference.
- The Deployment sheet's collected figure is written only by the system, never by hand.

Verification - the screen that proves compliance

Payments: the candidate's row shows Paid, Balance and Status with every slip in the audit vault. Audit export reproduces the classic sheet from live data.

Escalation

Any candidate who flew with dues and no noted intention goes to management the same day via the Departure Dues card.

SOP 04 - Interviews and Selection Drives

Purpose	Every interview, online or offline, is on one calendar before it happens and recorded after it happens.
Process owner	The recruiter running the drive; Command shows the office-wide picture.
Trigger	A client agrees to interview, or an offline drive is planned in any city.

Procedure

19. Set the interview date and location on each candidate's row the moment slots are fixed; the Interviews board and Command calendar build themselves from these fields.
20. For offline drives, open Command and add the schedule: paste the message or upload the Excel, let the AI read dates, client, venue and trades, correct anything, approve. The drive appears for the whole office.
21. Print the blank Interview Assessment Form from the Forms Library for the panel.
22. Enter results within 24 hours of the drive: Selected, Rejected, Stand-by. Stand-by is recorded as HOLD, not left blank.
23. Move the Selected into Mobilisation the same day under a fresh drive label.

Compulsory fields and gates (system-enforced)

- An interview without a date and location on the row does not exist for the calendar.
- AI-read schedules are saved only after human approval; the machine proposes, the recruiter confirms.

Verification - the screen that proves compliance

Command, Interviews section: done this month, upcoming days with offline pills and online counts. An empty calendar during an active drive is itself the finding.

Escalation

Results not entered within 24 hours go to the Operations Head with the drive named.

SOP 05 - Client Onboarding and Ownership

Purpose	Every client has one accountable recruiter, one clean name, and one agreed commercial record from day one.
Process owner	COO assigns ownership; the owning recruiter maintains the card.
Trigger	A new client signs, or an existing client is found without an owner.

Procedure

24. Create the client with the New Client dialog; the name goes to capitals at the door and the destination country is chosen from the list, never typed free.
25. Assign the owner immediately: the card carries a red NO OWNER chip until a recruiter's name is on it, and the Recruiter directory lists every unowned client until the list is empty.
26. File the signed agreement in the Agreements Vault under the client's exact name, with sign date and expiry; the AI reads the dates from the scan and the vault warns at 60 days before lapse.
27. Record the agreed fee and currency on the client card; select the client's Excel format so every pack downloads in their layout.
28. One client, one card: twins like a name with and without a suffix are merged by Rename, never worked in parallel.

Compulsory fields and gates (system-enforced)

- A client cannot silently exist without an owner; the red chip and the directory panel do not go away on their own.
- Agreements without an expiry date stand out in the vault as NO EXPIRY.

Verification - the screen that proves compliance

Mobilisation Dashboard: every card shows OWNER in gold. Recruiter directory shows the green line: Every client has an owner.

Escalation

Unowned clients are read out in the Saturday review until claimed.

SOP 06 - Daily Reporting

Purpose	Every team member accounts for every working day in two minutes; management reads gaps, not excuses.
Process owner	Every staff member for their own report; Rafiq Ji and the MD read the review.
Trigger	End of every working day.

Procedure

29. Press Count My Day; CVs, updates, payments and calls are pulled from the trackers automatically. You write the story, not the arithmetic.
30. Fill Work Done, Blockers, and Tomorrow's Plan in plain words. Name who can unblock you.
31. Choose your department and your Reports To once; the system remembers both.
32. Submit before leaving. The evening banner exists because Rafiq Ji and the MD see the gap list every morning.

Compulsory fields and gates (system-enforced)

- Reports To is compulsory; a report does not submit without naming a manager.
- The numbers section is machine-counted and not editable by hand.

Verification - the screen that proves compliance

Daily Reports Team Review: everyone's card with the manager chip; the missing-report gap list is the morning's first screen.

Escalation

Two missed reports in a week go to the named manager; repeated gaps go to the MD with the pattern shown.

SOP 07 - Data Discipline and Excel Traffic

Purpose	Excel remains a doorway and a delivery van, never the warehouse. The tracker is the single truth.
Process owner	Everyone who imports or exports; Operations Head audits.
Trigger	Any Excel arrives from a client or agent, or any pack leaves for one.

Procedure

33. Import client sheets through Upload Excel; the system reads every worksheet in the file, counts each passport once, and announces the per-sheet tally before you press Import.
34. Answer the import's questions honestly: confirm the client, name the drive, resolve odd trades once (the dictionary remembers), assign an owner to ownerless rows.
35. Never maintain a parallel Excel of live candidates. Downloads are for sending, not for editing; the next download supersedes them.
36. Deliver to clients only through Download Excel (client) in their chosen format; deliver to management through the boss/ops export.
37. If the server refuses rows, the red pill holds them safely; run the named cure and retry from the pill. Nothing is retyped and nothing is lost.

Compulsory fields and gates (system-enforced)

- Same passport, same client: one row; the import refuses silent duplicates and asks whose truth wins.
- Impossible dates heal themselves and announce the count; two-digit-year bugs from Excel cannot survive the door.
- Every server write is verified; unconfirmed rows are quarantined visibly, never dropped.

Verification - the screen that proves compliance

The import summary line: rows read, sheets counted, repeats skipped, and the green banner confirming what the server accepted.

Escalation

Anyone found working a private parallel sheet answers to the Operations Head; the tracker's row wins every dispute.

SOP 08 - Weekly Review - the Saturday System

Purpose	Once a week the whole office stands in numbers before management, recruiter by recruiter, client by client.
Process owner	COO runs it; MD and Operations Head read it.
Trigger	Every Saturday, and the first working day of each month for the month view.

Procedure

38. Open the Weekly Boss Report in Mobilisation: the week's movement recruiter by recruiter, flights counted by real travel dates, dues in red. The previous week sits one arrow away.
39. Open Command for the month: tap the month chip, read the day bar, the by-client and by-recruiter tables, and the totals row.
40. Tap each recruiter in Command for their drill: month scoreline, clients, open positions with shortfall in red, and the flight list.
41. Read the red lists last: Incomplete rows, Departure Dues, unowned clients, missing daily reports. Assign each red an owner and a date before the meeting ends.
42. Decisions from the review are entered into the trackers in the meeting, not remembered for Monday.

Compulsory fields and gates (system-enforced)

- The report counts only what the trackers hold; there is no side arithmetic to argue with.
- Flights are real travel dates, not status noise; the report says so on its face.

Verification - the screen that proves compliance

The printed Weekly Boss Report and the Command month view, matching each other because they read the same truth.

Escalation

A red item surviving two consecutive Saturdays is escalated to the MD with its owner named.

SOP 09 - Europe Recruitment - the Single Channel

Purpose	Every European client hears one voice from AJEETS; every lead, candidate and update flows through one coordinated desk.
Process owner	Divya leads all Europe coordination and client communication; recruiters support sourcing under her channel; COO oversees.
Trigger	Any Europe lead, client message or requirement - Romania, Poland, Czech Republic, Malta, Croatia, Serbia, Albania and beyond.

Procedure

43. All Europe client communication goes through Divya, the one designated voice. Recruiters never reply to a European client directly; they feed Divya and she speaks. Multiple voices to one client is the confusion this SOP ends.
44. Lead allocation: every Europe lead is logged in Sales; Divya allocates the sourcing recruiter and the requirement is created with both names on it.
45. Candidate tracking: every Europe candidate lives in Mobilisation under the client card with the drive label; permit stage, apostille status and embassy appointment date sit on the row.
46. Documentation: PCC, certificates, apostille and translations start at selection. The apostille queue is the long pole; joining it late is the classic Europe failure.
47. Interview and embassy coordination: appointment dates entered as booked; embassy days scheduled in Command; candidates briefed per the Academy Europe playbook before every appointment.
48. Reporting: the client receives one consolidated update per agreed rhythm, built from the tracker; the weekly Europe summary for management comes from the same screens.

Compulsory fields and gates (system-enforced)

- A Europe requirement without Divya and a sourcing recruiter named on it is incomplete.
- Candidates cannot advance beyond Selected without the permit and document stage recorded.
- Client-facing replies from anyone except the designated channel are a protocol violation.

Verification - the screen that proves compliance

The client card shows the coordinator, the drive label and every candidate’s stage; Command shows the embassy days; the client hears one voice.

Escalation

Any parallel client communication, or an apostille stalled beyond ten days, goes to the COO with names.

SOP 10 - Gulf White-Collar Recruitment

Purpose	Engineers, supervisors, accountants and managers for the Gulf: a defined workflow from requirement to deployment, with an owner and a clock on every stage.
Process owner	The assigned recruiter owns the position end to end; Operations Head tracks the clocks; COO owns client escalation.
Trigger	A white-collar requirement arrives from any Gulf client.

Procedure

49. Requirement captured the same day: position, seniority, salary band, location, client interviewer, and the owning recruiter named.
50. Sourcing within 72 hours: the Database first, then portals and professional networks. Every CV through CV Studio - white-collar clients judge AJEETS by CV polish.
51. A screening call before any submission: notice period, current and expected salary, family status, licence needs - recorded with the CV.
52. Submission as a professional pack in the client's preferred format; the CV count updates itself.
53. Interview coordination: slots agreed with the client manager, the candidate briefed, the calendar entry made. Feedback is chased within 48 hours of every interview; silence is chased, never awaited.
54. Offer management: the offer letter through the system, acceptance and notice period recorded; degree attestation and legalisation start the day of acceptance - the white-collar long pole.
55. Deployment: visa, the standard medical, ticket; joining confirmed to the client in writing, then the 30 and 90 day follow-ups.

Compulsory fields and gates (system-enforced)

- A requirement without an owner and a salary band does not count as captured.
- No submission without a screening call recorded.
- Feedback pending beyond 48 hours appears on the follow-up radar; an offer without recorded acceptance cannot move to mobilisation.

Verification - the screen that proves compliance

Requirements shows the position with owner, CV count and age; Mobilisation shows the professional's document trail; the client hears proactive updates and never chases.

Escalation

A position silent for five working days goes to the Operations Head; any client-side embarrassment escalates to the COO the same day.

SOP 11 - Offline Drive Standard - Venue and Vendor

Purpose	No AJEETS drive ever again embarrasses a client through a substandard venue or vendor. The drive is the company's showroom.
Process owner	The organising member owns the drive end to end and answers for it; management approves new vendors; Command carries the schedule.
Trigger	Any offline interview or trade test is planned, in any city.

Procedure

56. Vendor qualification before engagement: only approved-list vendors may host or support a drive. A new vendor needs a recce in person or verified photographs and references, costs agreed in writing, and management sign-off - no exceptions, whatever the deadline.
57. Venue checklist confirmed 48 hours before: waiting space, seating, power and light, a private interview room, drinking water and washrooms, AJEETS signage, and a working backup plan.
58. The drive is entered in Command with date, city, client, trades and slots; the client receives a one-page schedule in advance.
59. The client experience is owned by name: one AJEETS coordinator receives the client, runs the candidate flow, keeps the assessment forms moving, and never leaves the client unattended.
60. Costs are approved before commitment; every vendor payment is receipted through the system.
61. The post-drive report lands within 24 hours: attended, selected, rejected, holds - entered in the tracker and summarised to the client and management. The vendor is rated; a failed vendor leaves the list.

Compulsory fields and gates (system-enforced)

- A drive without a Command entry and a named coordinator does not proceed.
- New vendors without management sign-off cannot be engaged.
- Results not entered within 24 hours escalate through the daily-report gap list.

Verification - the screen that proves compliance

Command shows the drive before it happens; the tracker shows the results after; the client's experience produces a thank-you, not a complaint letter.

Escalation

Any client-facing failure at a drive is reported to the COO the same day by the organising member - self-reported first, discovered never.

Annexure A - The Eight-Field Law (poster for every desk)

For every candidate, always:

62. Name
63. Passport number
64. Trade
65. Client (the right card, checked in the blue strip)
66. Recruiter (your name on your work)
67. Current status, updated the day it changes
68. Travel date the moment he is TRAVELLED
69. Drive label on every import

The system refuses the shortcuts: no date, no TRAVELLED; no recruiter, no SELECTED; missing fields burn red until filled. Fill it once, correctly, and every report in the company tells the truth without you.