

Facilitating Right Hiring

Bridging the trust gap between IT-BPO hirers and employees

The National Skills Registry (NSR), an important initiative spearheaded by NASSCOM, is aimed at enhancing the security of processes, operations and systems from the perspective of employees, and improve background check practices.

NSR is working to develop a scenario where an Online and Central Repository of Credible and Objective Information with Background Check Reports is available for each employee of the organised, security-conscious industry. Employer companies can make use of this information before hiring and can save time, effort and money in conducting background checks, besides also enhancing the security environment.

NSR provides the Indian IT-BPO sector with a deterrence system and protects companies against job candidates who are getting into the industry by faking details or engaging in unacceptable practices. The system provides these facilities while ensuring security and privacy of information.

NSR updates

The NSR has been widely accepted by the industry and employees, and achieved the following milestones:

- 92 leading IT, BPO, and financial services companies, representing more than 60 per cent of the industry's employee strength, have endorsed the initiative and are participating in the NSR
 - NSR is positioned as an important security measure and NASSCOM has termed it as a Security Best Practice (from the people's perspective), for the industry
 - Over 6.9 lakh knowledge professionals, working for the IT-BPO industry have registered on the NSR website. Over 4.3 lakh professionals have submitted their biometric details and completed the registration
 - In June 2010 over 17,864 people registered on the NSR website, the highest for any month. The April-June quarter in 2010 saw the number of registrations cross the 40,070 mark, the highest figure ever in a quarter
- During the year 2009-10, 1.3 lakh industry professionals joined NSR which included existing employees as well as new hires in the industry
 - 1 out of 5 profiles registered on NSR have been reviewed and confirmed by an employer company or a background check report has been created
 - Many large companies have made NSR registration mandatory for all their existing and new employees and have been able to achieve a level of NSR registration for more than 50 per cent of their employees
 - The NSR system is ISO 27001 certified for implementation of Information Security Controls. NSR has also advised ISO 27001 implementation on all empanelled background checking service providers

NSR is well-positioned to serve a process and interest that is common and applicable to all organised, security-conscious businesses. As the system provides for a facility to record and maintain results of background checks conducted by any company across the industry, the costs incurred in conducting these checks get reduced as every person needs to be checked only once. Following this, the information is permanently recorded and can be used again and again.

Key highlights and features

Online profile for each employee: NSR allows employees to create an online profile that can be accessed by their present employers/clients or users authorised by them. Clients can now have direct access to information on people working on their processes through an industry platform.

Well-identified employees: NSR's registration process ensures that each employee registered on NSR is well-identified for attributes such as name and photograph, so that there is correctness of identity.

One person, one profile (biometrically ensured): In order to ensure that each employee has only one unique industry profile, NSR has deployed a biometric-based system.

Factual and objective information: Only that information is collected and hosted on the profile which can be objectively verified from the source.

Credible information: NSR has empanelled background checkers and developed uniform verification processes for validating the correctness of the information provided by employees. Background checkers verify the information posted by the employee and report the results on NSR.

Permanent information: Details once posted on NSR by the employee and verified by an empanelled background checker become permanent and are always available to authorised users for viewing and making their process decisions.

NSR action plan

NSR has launched the following initiatives to address the manpower needs of the IT-BPO industry:

- **Waiver of Annual Usage Fee (AUF) arrears for registered professionals:** NASSCOM and NDML have waived off the AUF arrears and have extended free usage until 2011 to all registered professionals. Professionals now can update their profiles or authorise companies to view their profiles
- **NSR newsletter:** A special NSR newsletter has been launched to create more awareness and sensitisation among registered professionals about the initiative

Industry speak

Biometrically identified industry resources with background check information. This is a Unique Security Practice.”

Latesh Bellaney, Service Vertical Leader, HR Shared Services, Genpact

This is a step by NASSCOM to increase the brand value of India as a `Trusted' sourcing destination.”

Subramanian Subbu, Assistant Vice President, Human Resources, iNautix Technologies India Private Limited

Employee speak

NSR helps candidates with genuine experience to gain the trust of prospective employers.”

Sai Krishna Ambadipudi

- **Updation of profiles:** In order to ensure that professionals are providing full details about themselves in their profiles, so that proper verification of the same can be conducted, the NSR team has conducted a Gap analysis exercise to establish the completeness of profiles. Emails have been sent to all Knowledge Professionals (KPs) whose profiles have information missing
- **Creating awareness about NSR in colleges:** NASSCOM has sent NSR sensitisation letters to more than 300 engineering colleges. The letters and presentations are an effort to inform the college authorities and students about the NSR system and its usage by the industry
- **Updation of background check reports for registered professionals:** NASSCOM has been encouraging companies to begin uploading employee background check reports on NSR

Registering in the NSR will increase my credibility in the industry.”

Gaurav Singh Katiyar

This is a very good initiative which will help create a transparent and truly validated identities of professionals across the country.”

Peeyush Agarwal

It is a great way to present yourself in the industry.”

Mridul Sah

This is a fabulous initiative and will help both industry and individual professionals.”

Sanjay Majumdar

The NSR is an easy, reliable and fast way to check the credibility of candidates.”

Asif Nusrat