



सत्यमेव जयते

Government of India  
Ministry of Overseas Indian Affairs  
*EXTERNAL*

**REGISTRATION CERTIFICATE**

ISSUED UNDER SECTION 11 OF THE  
EMIGRATION ACT, 1983



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Ministry of ~~Overseas Indian~~ Affairs

*EXTERNAL*

## REGISTRATION CERTIFICATE

ISSUED UNDER SECTION 11 OF THE  
EMIGRATION ACT, 1983

THIS REGISTRATION CERTIFICATE IS ISSUED UNDER THE PROVISION OF SECTION 11 OF THE EMIGRATION ACT, 1983 TO THE AGENCY WHOSE PARTICULARS HAVE BEEN GIVEN IN THE CERTIFICATE TO COMMENCE OR CARRY ON THE BUSINESS OF RECRUITMENT FOR DEPLOYMENT OF INDIAN WORKERS WITH FOREIGN EMPLOYERS WITH EFFECT FROM THE DATE OF ISSUE OF THE CERTIFICATE AND SUBJECT TO THE TERMS AND CONDITIONS STIPULATED IN THE CERTIFICATE.



*[Handwritten signature]*  
*13/6/18*  
**SIGNATURE, NAME AND SEAL OF  
THE REGISTERING AUTHORITY**

Protector General of Emigrants

## PARTICULARS OF THE AGENCY

1. Registration Certificate Number B-0932/MUM/COM/1000+15/9345/2018
2. Name of the Agency M/s. Mens Support Service Limited
3. Office Address of the Agency Office No. 14, Options Primo, 21st Road, Marol MIDC Industrial Estate, Andheri East, Mumbai - 400093
4. Nature of Agency (Company / Proprietorship firm/ Partnership firm) Company
5. Name of RC Holder Ms. Sarmira Rout
6. Date of birth of the RC Holder 30/09/1975
7. Nationality of the RC Holder INDIAN
8. Position in the Agency Managing Director
9. Telephone Number of the Agency 022-61041786

10. Fax Number of the Agency 022-61041785
11. Email address of the Agency info@menalimited.com
12. Date of issue of RC 13/06/2018
13. Period of validity five Years from 13/06/2018 To 31/05/2023
14. Date of expiry of validity 31/05/2023
15. Limit of workers to be recruited 1000+ (Unlimited)



*[Signature]*  
13/6/18  
SIGNATURE, NAME AND SEAL OF  
THE REGISTERING AUTHORITY

Protector General of Emigrants

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6932 /

CERTIFICATE NO. B -

MUM/COM/1000+/5/9345/2018

Form - V

GOVERNMENT OF INDIA  
MINISTRY OF OVERSEAS INDIAN AFFAIRS

CERTIFICATE

[See rule 10 (2)]

With reference to the application dated 18/11/2016  
for grant of a Certificate under Section 10 of the Emigration Act,  
1983 to commence or carry on the business of recruitment for  
deployment of Indian workers with foreign employers,  
M/s. Mena Support Service Limited  
is hereby granted the said certificate effective from the date of  
issue of this certificate, subject to the following terms and  
conditions, namely:

(i) that the business shall be conducted at .....

Office No. 14, Options Primo, 21st Road,  
Marol MIDC Industrial Estate,  
Andheri East, Mumbai - 400093

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- (ii) that this certificate is valid for a period of five years or  
till the completion of the recruitment of 1000 (thousand  
plus) workers, whichever is earlier. In the event of  
the recruitment of the specified number getting completed  
before the specific period, the holder of the certificate can  
be permitted to continue recruitment upto the expiry of  
the certificate on production of evidence of actual demand  
and on furnishing additional security under sub rule (2)  
of Rule 8;
- (iii) that the holder of the certificate shall conduct business  
under signatures and seal of the director /partners/proprietor  
and the certificate shall not be transferable;
- (iv) that a photocopy of this registration certificate shall be  
prominently displayed at a conspicuous place in the  
premises of the business. Also, a copy attested by the regi-  
stering authority with an endorsement of having authorized  
the recruiting agent to carry on the business at additional  
premises, if any, shall be displayed at a conspicuous place in  
the business premises of such Branch Office. Original  
Certificate shall be produced on demand by the emigration  
authorities/law enforcing authorities and employers;
- (v) that the holder of the certificate shall normally conduct  
the business from the place indicated in the application  
for registration. For opening a Recruitment centre at a  
place other than the place indicated in the application,  
the holder of the certificate has to obtain the prior  
approval of Registering Authority

- (vi) that the holder of the certificate shall not employ sub-agents for the purpose of conducting or carrying on his business;
- (vii) that the holder of the certificate shall not charge more than the prescribed fee from the emigrants and also adhere to prescribed standard wages;
- (viii) that the holder of the certificate shall maintain the following permanent records at his place of business;
  - (a) a Register of receipt of charges from emigrants recruited, in the form of an original Acquittance Roll containing the signature of each emigrant from whom the charge has been received. Each such Register shall be with reference to a demand for recruitment,
  - (b) a Register and record of the amounts and Pre-paid Ticket Advices, alongwith their photocopies received from the employers, identified demand - wise,
  - (c) a Register containing details of expenses incurred on the recruitment of emigrants demand-wise supported by documents,
  - (d) individual folders for each employer whose demands of labour, the holder of the certificate has processed, proposed to process or is processing

- (e) bio-data (giving full particulars including name, address, age, skill, experience and name and address of next of kin) of each emigrant recruited by the holder of the certificate,
- (f) copies of employment contracts of each emigrant as authenticated by the Protector of Emigrants,
- (g) original demand, power of attorney and correspondence with the employers,
- (h) all documents relating to recruitment of emigrants, including office copies of all advertisements issued, letters of interviews and correspondence with the applicants, original award sheets leading to the selection, names and addresses of persons involved in the selection process, copies of letters of appointments, trade-testing particulars. etc,
- (i) a Register of visas received from the employers, giving separate account of block and individual visas,
- (j) a Register of claims for compensation for injury or death made by the emigrants or their dependents, recruited by the holder of the certificate giving the name, address of the emigrant, emigration number, country of employment, nature of injury or

death, as the case may be, date of accident, name, address of the recipients, name and address of the employer, and the receipt in original in token of having made the payment of compensation be pasted,,

- (k) such other records as may be required to be maintained by the registering authority.
- (ix) that the holder of the certificate shall furnish return of the preceding month in Form IV by the 10th of the succeeding month;
- (x) that copies of advertisements for recruitment of the emigrants shall be filed with the Protector of Emigrants, and
- (xi) that recruiting agent shall not charge the repatriation expenses from the emigrant.
- (xii) the holder of the certificate shall maintain -
  - (a) office premises of not less than fifty square meters of built-up area, having a waiting hall with the capacity of sitting for at least thirty persons, a room for the purpose of conducting interview and an office space equipped with furniture, photocopier, telephone with Subscriber Trunk Dialing and International Subscriber Dialing facility, fax, computer and other office amenities as may be specified by the registering authority by order in writing;

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**Terms and Conditions of Registration Certificate**  
**See Rule 10 (2)**

- (xii) The holder of the certificate shall----
- (a) provide details of employment, including contract conditions, to the intending emigrants before recruitment;
  - (b) endeavour to ensure proper reception of the emigrant by the employer in the country of employment;
  - (c) endeavour to ensure that subsequent to the employment, the employer shall not alter the terms of the employment contract;
  - (d) endeavour to ensure that the employer takes timely action for renewal of documents authorising the stay of the emigrant in the country of employment;
  - (e) facilitate amicable settlement of disputes between the employer and the emigrant;
  - (f) issue receipt for the payments received from the emigrant;
  - (g) issue only such advertisements that are genuine and factually correct and shall refrain from any inducement or misrepresentation in this regard;
  - (h) ensure that the employer observes the terms and conditions of the employment contract.
- (xiii) The holder of the certificate shall maintain---
- (a) office premises of not less than fifty square meters of built-up area, having a waiting hall for at least thirty persons, a room for the purpose of conducting interview and an office space equipped with furniture, photocopier, telephone with subscribers trunk dialing and international dialing facility, fax, computers and

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other office amenities as may be specified by the registering authority by order in writing;

- (b) work stations for the office personnel;
- (c) internet facility, email accounts and a web portal containing detailed information about the recruiting agent, the validity status of the registration certificate, the services offered, the cost of services, the mode of payment of service charges, the remedies available to emigrants for redressal of grievances, vacancies available along with the details of the jobs, the employer and the contract conditions as well as the recruitments made in the past with such particulars as the registering authority may specify by order in writing;
- (d) adequate and duly trained staff;
- (e) a signboard, to be displayed in front of the business premises or so fixed that it is conspicuously visible to the public from outside the office premises indicating the name and the registration number of the recruiting agent and the year of registration;
- (f) arrangements for skill testing for the trades for which he recruits the intending emigrants.



Date and Place: N. Delhi

Dr. C. K. Sharma  
12/4/18.  
उत्प्रवासी महासंरक्षी  
Signature, name and seal of the  
Protector General of Emigrants

(b) work stations for the office personnel;

(c) internet facility, email accounts and a web portal containing detailed information about the recruiting agent, the validity status of the registration certificate, the services offered, the cost of services, the mode of payment of service charges, the remedies available to emigrants for redressal of grievances, vacancies available along with the details of the jobs, the employers and the contract conditions and the recruitments made in the past with such particulars as the registering authority may require by order in writing;

(d) adequate and duly trained staff;

(e) a signboard, to be displayed in front of the business premises or so fixed that it is conspicuously visible to the public from outside the office premises indicating the name and the registration number of the recruiting agent, the year of registration and date of its expiry;

(f) arrangements for skill testing for the trades for which he recruits the intending emigrants.



Date and Place : \_\_\_\_\_

*Signature*  
13/6/18  
उत्पवासी महासंरक्षी  
Signature, name and seal of the  
Protector General of Emigrants  
Registering Authority.

SPACE FOR RECORDING CHANGE OF OFFICE ADDRESS / BRANCH  
OFFICE / RECRUITMENT CENTRE/CHANGE OF DIRECTOR/PARTNER  
ETC. / ENHANCEMENT/ANY OTHER CHANGE NOT SPECIFIED  
ELSEWHERE.



SPACE FOR RECORDING CHANGE OF OFFICE ADDRESS / BRANCH  
OFFICE / RECRUITMENT CENTRE/CHANGE OF DIRECTOR/PARTNER  
ETC. / ENHANCEMENT/ANY OTHER CHANGE NOT SPECIFIED  
ELSEWHERE.



SPACE FOR RECORDING RENEWAL OF THE CERTIFICATE FROM  
TIME TO TIME

Validity of the Registration  
Certificate extended upto

31.05.2028

Protector General of Emigrants

  
उत्प्रवासी महसिरक्षी

Protector General of Emigrants



SPACE FOR RECORDING RENEWAL OF THE CERTIFICATE FROM  
TIME TO TIME

