



GENERAL TERMS & CONDITIONS

Integrated Workforce Unique Solution Private Limited

Effective Date: September 2026

These General Terms & Conditions ("Terms") govern the recruitment and related manpower services provided by Integrated Workforce Unique Solution Private Limited ("Integrated Workforce", "Company", "We", "Us" or "Our") to hospitals, healthcare institutions, companies, organizations and other clients ("Client", "Hospital", "Organization", "You" or "Your").

By requesting, accepting or availing recruitment services from the Company, the Client acknowledges and agrees to these Terms, together with any applicable commercial proposal, work order, service agreement or written communication mutually accepted between the parties.

1. Professional Recruitment Service Charges

1.1. The standard professional recruitment service charge of the Company shall be 8.335% of the candidate's Annual CTC (Cost to Company) for all levels, unless a different fee is specifically agreed in writing between the Company and the Client.

1.2. The applicable professional service charge shall be calculated on the Annual CTC offered to and accepted by the candidate.

1.3. Where any special fee, minimum fee or alternative commercial arrangement has been mutually agreed in writing, such agreed commercial terms shall prevail over the standard fee mentioned herein.

2. Payment Terms

2.1. The recruitment service fee shall become payable within 7 (seven) days from the candidate's actual date of joining the Client's organization.

2.2. Payment shall be made in favour of:

INTEGRATED WORKFORCE UNIQUE SOLUTION PRIVATE LIMITED

through any mutually accepted banking/payment mode, including:

- NEFT
- RTGS
- Online Bank Transfer
- A/c Payee Cheque

- Other mutually accepted electronic payment methods

2.3. The Client shall provide accurate billing information and shall ensure timely payment of all undisputed invoices.

3. GST and Applicable Taxes

3.1. GST and other applicable statutory taxes/levies shall be charged extra wherever applicable in accordance with the prevailing applicable laws.

3.2. The Client shall be responsible for payment of the applicable taxes in addition to the professional recruitment service charges.

4. Offer Details and Employment Terms

4.1. The Client shall provide the Company with complete and accurate details of the employment offer before or at the time of offer communication to the candidate.

4.2. Such information may include:

- Designation
- Job description
- Annual CTC / Salary
- Duty hours
- Job location
- Joining date
- Notice period
- Accommodation
- Food
- Conveyance
- Incentives
- Other benefits
- Other applicable employment terms

4.3. The Company relies upon the information provided by the Client while communicating the opportunity to candidates.

4.4. The Client shall be responsible for any discrepancy, misrepresentation or subsequent change in employment terms arising from information provided by the Client.

5. Candidate Introduction and One-Year Protection Period

5.1. A candidate whose CV, profile, contact details or professional information is introduced, referred, forwarded, shortlisted or otherwise presented to the Client by the Company shall be treated as a candidate introduced by Integrated Workforce Unique Solution Private Limited.

5.2. If such candidate is not initially selected or does not join the Client, but is subsequently appointed, hired, engaged, retained or otherwise employed by the Client for the same or any other position within 12 (twelve) months from the date of introduction, the applicable recruitment service fee shall become payable to the Company.

5.3. This clause shall apply irrespective of whether the subsequent hiring is made directly by the Client or through another person, agency, consultant or intermediary.

6. Candidate Joining and Recruitment Invoice

6.1. Once a candidate introduced by the Company joins the Client's organization, the applicable recruitment service fee shall become payable in accordance with these Terms.

6.2. The subsequent resignation, discontinuation or separation of the candidate shall not automatically cancel the recruitment invoice already raised for the candidate.

6.3. Any replacement, where applicable under these Terms, shall be provided as an additional recruitment service and shall not be treated as cancellation or refund of the original recruitment invoice.

7. Candidate Documents, Credentials and Verification

7.1. The Client/Hospital shall have the sole and final responsibility for collecting, examining and verifying all documents, qualifications, registrations, credentials and other information submitted by the candidate.

7.2. Depending upon the position, such documents may include:

- Academic certificates
- Professional qualifications
- Medical qualifications
- NMC/MCI or applicable Medical Council registration
- State Medical Council registration
- Nursing registration
- NOC
- Experience certificates
- Identity documents
- Address documents
- Medical fitness documents
- Other statutory or professional documents

7.3. Integrated Workforce Unique Solution Private Limited is a recruitment service provider and is not a document-verification, credential-verification, medical-verification or regulatory-authority agency.

7.4. Unless expressly agreed in writing as a separate service, the Company does not undertake independent verification or authentication of candidate documents.

7.5. The final responsibility for candidate verification, professional registration, eligibility, credentialing, statutory compliance and appointment shall remain with the Client/Hospital.

7.6. The Client/Hospital shall conduct all checks it considers necessary before appointment or joining.

8. Replacement Policy

8.1. If a candidate introduced by the Company joins the Client and voluntarily resigns or leaves the Client's organization within 90 (ninety) days from the date of joining, the Company shall make reasonable efforts to provide a suitable replacement.

8.2. Subject to candidate availability and the Client's requirements, the Company shall endeavour to provide a suitable replacement within one month from the date of relieving of the original candidate.

8.3. The replacement shall be subject to the availability of suitable candidates and shall be for the same or substantially similar position, unless otherwise mutually agreed.

8.4. The replacement commitment shall not be applicable where the candidate leaves due to:

- Termination by the Client-
- Material change in salary or employment terms by the Client;
- Material change in job location or duty conditions by the Client;
- Non-payment or delayed payment of salary/benefits by the Client;
- Material breach of agreed employment terms by the Client;
- Force majeure or circumstances beyond the reasonable control of the Company.

8.5. The replacement provision does not constitute a refund of the recruitment service fee already invoiced or paid.

9. Recruitment Services to Candidates

9.1. Integrated Workforce Unique Solution Private Limited provides its standard recruitment services to candidates free of cost.

9.2. The Company does not charge candidates any registration fee, placement fee or recruitment service fee for standard recruitment services.

9.3. Recruitment service charges are payable by the Client in accordance with the applicable commercial terms.

10. Direct Hiring / Direct Approach

10.1. If a candidate introduced by the Company is subsequently contacted, interviewed, negotiated with, appointed, hired or engaged directly by the Client, such candidate shall continue to be considered a candidate introduced by the Company.

10.2. The Client shall not avoid the applicable recruitment service charges merely because communication, interview, negotiation or appointment subsequently takes place directly between the Client and the candidate.

10.3. This provision shall also apply where the candidate independently approaches the Client after having first been introduced to the Client by the Company.

11. Non-Circumvention / Bypass

11.1. The Client shall not intentionally bypass or circumvent the Company for the purpose of avoiding applicable recruitment service charges in respect of a candidate introduced by the Company.

11.2. If the Client directly hires, appoints or engages an introduced candidate without payment of the applicable recruitment service charges, the Company shall be entitled, subject to applicable law and the contractual arrangement between the parties, to claim:

- (a) double the applicable agreed recruitment service charges;
- (b) applicable taxes; and
- (c) reasonable legal, recovery and enforcement costs incurred in connection with recovery of the outstanding amount.

11.3. The Company reserves the right to pursue all appropriate remedies available under applicable law for recovery of its legitimate contractual dues and enforcement of its rights.

12. Interview and Feedback Process

12.1. After shortlisting and forwarding of candidate profiles, the Client should endeavour to conduct the interview process within 7 (seven) days, subject to mutual availability and the nature of the position.

12.2. The Client shall nominate an authorized representative/contact person for recruitment coordination.

12.3. The authorized representative shall coordinate, wherever applicable, regarding:

- Interview scheduling
- Candidate status
- Interview feedback
- Selection/rejection
- Offer status
- Joining status
- Other recruitment-related communication

12.4. The Client should provide timely and clear feedback so that the Company can effectively coordinate with candidates.

13. Interview Coordination / Service Charges

13.1. Where the Company has undertaken substantial recruitment activities and arranged or facilitated an interview/interview process for a candidate, and the Client ultimately does not appoint the candidate, a fixed interview coordination/service charge of ₹25,000/- (Rupees Twenty-Five Thousand only) may be applicable only where such charge has been specifically communicated to

and accepted by the Client in advance or is expressly included in the applicable commercial proposal/service agreement.

13.2. Such interview coordination/service charge, where applicable, shall be independent of the recruitment placement fee.

13.3. No interview service charge shall be deemed applicable merely by virtue of these website Terms unless the applicable commercial arrangement provides for such charge.

14. Delayed Payment

14.1. All invoices shall be paid within the agreed payment period.

14.2. In case of delayed payment, the Company may levy reasonable late-payment interest/charges on outstanding amounts, subject to applicable law and the applicable commercial agreement.

14.3. Continued non-payment of undisputed dues may result in suspension of further recruitment services and/or initiation of appropriate legal recovery proceedings.

14.4. The Client shall remain responsible for reasonable recovery and legal costs to the extent permissible under applicable law and the applicable contractual arrangement.

15. Candidate Selection and Employment Decision

15.1. The final decision regarding selection, rejection, appointment, salary, employment conditions and continuation of employment shall remain solely with the Client.

15.2. The Company acts as a recruitment service provider and does not guarantee selection, joining or continued employment of any candidate.

15.3. The Client shall independently conduct interviews, assessments, credential checks, document verification and other due diligence required for its employment decision.

16. Accuracy of Vacancy Information

16.1. The Client shall provide accurate and complete information regarding vacancies and employment conditions.

16.2. The Company may communicate such information to candidates based upon the details supplied by the Client.

16.3. The Client shall be responsible for any consequences arising from inaccurate, incomplete or subsequently changed information supplied by the Client.

17. Candidate Information and Confidentiality

17.1. Candidate profiles and information shared by the Company are provided for recruitment and employment evaluation purposes.

17.2. The Client shall use such information only for legitimate recruitment and employment-related purposes and shall handle personal information in accordance with applicable law.

17.3. The Client shall not knowingly sell, commercially exploit or unlawfully disclose candidate information received from the Company.

18. Limitation of Company Responsibility

18.1. The Company acts as a recruitment and staffing service provider and does not become the employer of candidates placed with the Client unless expressly agreed otherwise in writing.

18.2. The Company shall not be responsible for:

- The Client's selection decision;
- Candidate performance after joining;
- Candidate conduct after joining;
- Employment disputes between Client and candidate;
- Salary or benefits payable by the Client;
- Authenticity of documents not independently verified by the Company;
- Regulatory approvals or registrations required by the Client;
- Changes made by the Client to agreed employment terms;
- Any act or omission of the candidate after joining.

18.3. The Company shall exercise reasonable professional efforts in providing recruitment services; however, recruitment outcomes may depend upon candidate availability, market conditions, Client requirements and other circumstances beyond the Company's reasonable control.

19. Force Majeure

Neither party shall be liable for delay or failure to perform its obligations where such delay or failure results from circumstances beyond its reasonable control, including natural disasters, governmental restrictions, epidemic/pandemic situations, war, civil disturbance, strikes, technical failures or other force majeure events.

20. Amendments and Updates

20.1. The Company may update or modify these Terms & Conditions from time to time.

20.2. Updated Terms shall be published on the Company's website and shall apply prospectively to services provided thereafter, subject to applicable law and any specific written agreement between the Company and the Client.

20.3. Where a separate signed agreement or written commercial arrangement exists between the Company and the Client, the specific agreed terms shall prevail to the extent of any inconsistency.

21. Dispute Resolution and Arbitration

21.1. The parties shall first endeavour to resolve any dispute, difference or claim amicably through mutual discussion.

21.2. If the dispute cannot be resolved amicably, it may be referred to arbitration by a sole arbitrator mutually appointed by the parties.

21.3. If the parties fail to mutually appoint the arbitrator, the appointment shall be made in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.

21.4. The arbitration agreement shall be interpreted and administered in accordance with applicable Indian law.

21.5. Nothing in this clause shall prevent either party from approaching a competent court or authority where such recourse is permitted or required by applicable law.

22. Governing Law and Jurisdiction

22.1. These Terms & Conditions shall be governed by and construed in accordance with the laws of India.

22.2. Subject to the arbitration provisions stated above, the competent courts at Bhopal, Madhya Pradesh, India, shall have jurisdiction in respect of matters arising from these Terms, to the extent permitted by applicable law.

23. Severability

If any provision of these Terms is determined to be invalid, unlawful or unenforceable by a competent authority, such provision shall be modified or severed to the minimum extent necessary, and the remaining provisions shall continue to remain effective to the extent permitted by law.

24. Entire Understanding

These Terms, together with any applicable service agreement, commercial proposal, work order, engagement letter or other written terms mutually accepted between the Company and the Client, constitute the applicable understanding relating to the recruitment services.

In case of conflict, the specific written agreement or commercial terms mutually accepted by the parties shall prevail over these general website Terms to the extent of such conflict.

25. Acceptance

By requesting, accepting or availing recruitment services from Integrated Workforce Unique Solution Private Limited, the Client acknowledges that it has read, understood and agreed to these General Terms & Conditions.

INTEGRATED WORKFORCE UNIQUE SOLUTION PRIVATE LIMITED

Recruitment & Staffing Services

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