



Sunil Dalal Security Agency

ISO 9001:2015



MISSION

To build trust and integrity with all our clients through continuous improvement, providing reliable security and manpower services for dynamic, cost-effective solutions. We focus on vigilance and helpfulness to meet and exceed the desired levels of commitment with our clients

VISION

To be the leading national company by being the preferred provider of security and manpower services to the satisfaction of all our clients. We aim to provide a conducive environment for our employees to foster healthy teamwork, with a commitment to society and sustainable development.

OUR SERVICES

- Security Services
- Manpower Services
- Housekeeping Services
- Intelligence Services
- Multi-Tasking Services

ABOUT US

Sunil Dalal Security Agency is a proprietorship firm established on **19 September 2016**, under the brand name **SARTO**, the company is managed by Ex-Servicemen and has employed more than one Hundred Junior Commissioned Officer's and Non-Commissioned Officers, in addition to 500 Security Guards.

The Licence and Regulatory Registrations with us are: -

- PSARA (Delhi & Haryana)
(Private Security Regulation Act.)
- MSME- Micro Enterprise
(Micro, Small and Medium Enterprises)
- NSIC
(National Small Industries Corporation)
- ESIC
(Employees' State Insurance Corporation)
- EPFO
(Employees' Provident Fund Organisation)
- GST
(Goods and Services Tax)

1. **ISO 27001:2022**
2. **ISO 45001:2018**
3. **ISO 10001: 2018**
4. **ISO 30405: 2016**
5. **ISO 18788:2015**
6. **ISO 14001:2015**
7. **ISO 9001:2015**
8. **SA 8000:2014**
9. **OHSAS 18001: 2007**



**Lt. Col Sunil Dalal (Retd)
Proprietor**

Ex Indian Army Lt. Colonel served the Nation and has a MBA from FMS University of Delhi, established the Firm on 19th September 2016 under the brand name SARTO.



**Ravindra Mohan Jain
Chief Operations Manager**

-Bachelor of Engineering
(Mechanical), PGDFM, PGDMM, PGDMMT, Chartered Engineer.
- Retd. as Chief General Manager at M/s GAIL (India) Ltd. Also served Engineers India Ltd, Ministry of Commerce (DGS&D) and National institute of technology (NIT), Kurukshetra.

OUR PROJECTS

The Firm is providing Security Cover to prestigious and well known institutions and establishments employing Security Guards, Gun-Men, Supervisors & Manpower Services & Ex- Servicemen along with Necessary Equipment at Delhi and Haryana.

EXISTING GROWTH DRIVERS

- Marketing & Robust Tendering.
- Financial Management.
- Experienced Operational Management.
- Experienced Recruitment, Screening & Training.
- Experienced Customer Relationship Management.

TRAINING

-Imparting skills to enable effective & efficient on the Job Performance, we have tie-up with Govt. Approved Institute, Olive Heritage Foundation, Gurugram and Delhi for PSARA Training. In Addition, there is a in-built system in place that ensures on the Job Training.



OUR CLIENTS



रक्षा मंत्रालय
MINISTRY OF
DEFENCE



MTNL



BSNL



IndianOil



India Post



सत्यमेव जयते

Dept. of Animal Husbandry,
Dairying & Fisheries



Lok
Sabha
House of the People



OUR TEAM



Corporate Governance Manager
Mr Suraj Reshmi



Operations Manager
Mr Abhinandan



Marketing Officer
Mr Vikram Singh Rana



Human Resource Manager
Ms Divya Kujur



Training Officer
Hony. Lt.(Retd.)
Surender Kumar



Accounts Officer
Ms Rupa Shah



Tender Executive
Mr Sameer Kumar Bose



Office Executive
Mr Prince Kumar



Office Executive
Mr Tript Thakur



Field Officer
Mr Ajay Kumar



Field Officer
Mr Sanjay Sharma



Field Officer
Sub (Retd.)
Ashok Kumar Singh



Field Officer
Sub.(Retd.) Jarnail Singh

GOALS

The Firm is adept to build trust with the corporate by providing peace of mind through security of Assets & Manpower which are critical to any corporate operations. The Firm is well placed to leverage the available opportunities created by business environment.

Contact Us



+1800-203-8715
+91-9910831549,
+91-9818736389,
+91-8383802863,
+011-44126648,



Sunildalal3940@gmail.com



www.sunildalalsecurityagency.in



Registered Office

BM 37 East, 2nd Floor, Shalimar Bagh, New Delhi 110088



Delhi Branch Office

AB-24 East, 1st Floor & 2nd Floor , Shalimar Bagh, New Delhi 110088



Haryana Branch Office

Khewat No. 907, Khata No. 1596, Khasra No. 5829/2358, Dharm Vihar, Opposite Telephone Exchange, Near Metro Pillar No. 825, Delhi-Rohtak Road, Bahadurgarh, District Jhajjar, Haryana-124507



April, 2025

UNIQUE SELLING PROPOSITION (USP)

1.0 **Headed By Competent and Experienced Professionals:**

- 1.1 The Proprietor of the Agency is a Lt. Colonel (Retd.) of Indian Army who is a MBA from FMS, University of Delhi.
- 1.2 Chief Operations Manager of the Agency is Ex- Chief General Manager of a Maha ratan PSU who is an engineer from DTU, Delhi.
- 1.3 With other competent dedicated & sincere staff, the Agency is working at full throttle.

2.0 **Ex-Serviceman Employees:** To get good discipline, Physical fitness, loyalty, trust, sacrifice, military bearing and security consciousness of their Army career. Agency has more than 150 ex-servicemen out of its strength of more than 650 security guards. The Agency has supervisors of ex-JCO (Junior Commissioned Officers) Rank of Indian Army.

3.0 **Regulatory Compliances:** The Agency is in operation for more than 08 years, there is Nil litigation, Nil complaint and Nil dues/notice from any statutory authority and/or employees. The Agency has paid PF, ESI and wages to its security guards well before the due dates.

4.0 **Quality Service:** Is the hallmark of the Agency ensured in the processes at different levels:

- 4.1 **Recruitment:** There is system to take good quality manpower meeting guide lines of physical fitness & minimum qualification. Guards are selected after one week training by JCO. Guards of minimum 03 years of experience and minimum qualification of 10th class only are taken for training.
- 4.2 **Training:** Of guards is done before joining. There is focused supervision on the job for new guards, system of correction & improvement.
- 4.3 **Monitoring of Guards:**
 - 4.3.1 Is inherent in the structure of agency and by using latest technologies, 20 to 30 Guards are supervised by supervisor. Above **Supervisor** level is **Field Officer** who can handle up to 200 to 250 guards, Field Officer reports to **Operations Manager** who manages up to 500 guards, headed by a **Chief Operations Manager**.
 - 4.3.2 Guards are equipped with walkie-talkies, smart mobile phone, LED BATONS. regular reporting by **GPS** camera, **Live Location** on Whatsapp, **Video Calling** followed by **Surprise Checks** are done by the Agency on **24x7 basis** using **dedicated vehicle** and specially recruited personnel for this purpose. This is followed by follow ups & improvement of any lapses.
 - 4.3.3 Agency ensures guards report for duty at least 15 minutes in advance. Fall in of deputed guards is done before deployment. Late coming guards are sent back with warning. Guards have to report for duty in proper uniform clean shaven.

BRANCH OFFICE, DELHI

AB 24 1ST & 2ND FLOOR,
SHALIMAR BAGH,
NEW DELHI, 110088

HARYANA OFFICE

DHARAM VIHAR, OPP. TELEPHONE
EXCHANGE, NEAR METRO PILLAR NO. 825
DELHI ROHTAK ROAD, BAHADURGARH
JHAJJAR, HARYANA, 124507

CONTACT

MOBILE- +91-9910831549
EMAIL- SUNILDALAL3940@GMAIL.COM
TOLL FREE- +1800-203-8715



4.3.4 It is ensured no guard does overtime and double duty by guards is avoided.

5.0 **Consistent Consumer Satisfaction:** The Agency due to its exemplary services have got its contracts extended at numbers of places. Notable are:

5.1 Indian Oil Corporation 02 years: 01 Apr 2018 to 31 Mar 2020.

5.2 Ministry Of Defense 02 Mar 2020 to 30 Apr 2023.

5.3 Bharat Sanchar Nigam Limited & Qutab Golf Course, Saket, Delhi running into 3rd year.

6.0 **Existing Accounts :** The Agency has provided and /or is providing security services to DDA (Delhi Development Authority), MTNL (Mahanagar Telephone Nigam Limited), BSNL (Bharat Sanchar Nigam Limited), Lok Sabha, IOCL (Indian Oil Corporation Limited), ISRO (Indian Space Research Organization), ESIC (Employees State Insurance Corporation) etc.

7.0 **Certifications:** The Agency is equipped with the required ISO certifications like ISO 9001, ISO 10001, ISO 14001, ISO 18788, ISO 27001, ISO 30405, ISO 45001, SA 8000, OHSAS 18001, MSME registration of UDYAM, PSARA licenses for Delhi & Haryana etc.

8.0 **Flexible & Consistent In Meeting Special Requirements Of Clients:**

8.1 The Agency can meet special requirements of its clients at short notice like supplying of Gun-men, women guards, additional guards at short notice, PSO, Bouncers etc. Ability to hire right kind of guards as per the location of duty & requirements of clients.

8.2 The Agency can provide **cost effective services** to its clients.

8.3 Managing high gentry footfall in Qutab Golf Course visited by LG of Delhi, IAS officers & other senior visitors.

8.4 Recently at Narela site guards with supervisors took possession of about 700 DDA flats vacant but fitted with sanitary and electrical items.

8.5 Innovative solution in Sanjay Jheel to prevent theft and people overstaying in a big park by using less Guards with siren fitted on motorcycle and announcements on megaphone.

8.6 The Agency believe in maintaining cordial relations with its clients and employees/guards as the Agency is providing repeated services to its clients and there are long serving guards/employees.

9.0 The above having achieved the Agency believes in continuous improvement to adapt to the changing needs & environment.

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