

Date: 18-Sep-2019

Mr.Mandugula Ajay Kumar Goud  
Employee ID : 03092514  
Hno 6-89/2,Bc colony,Abdullapurmet, Ramoji Film City  
Hyderabad

Dear **Mandugula Ajay Kumar Goud**,

**Sub: Letter of Appointment**

We are pleased to offer you the position of **Digital Interaction Advisor L1G1** at 247 Customer PVT.LTD, Prestige Tech Platina, Kadubeesanahalli, Marathalli Outer Ring Road, Bangalore, with effect from 12-Sep-2019 on the following terms and conditions:

**1. Accountability**

You will report to the **Senior Director**

**2. Working Hours**

You will be required to work eight hours a day and forty hours a week for five days a week in any one of the shifts during the day or night. Your duty hours will be fixed from time to time depending upon the exigencies of the business. As and when required by the Management, you shall work beyond the normal working hours and on your weekly off days and holidays, in accordance with the statutory provisions applicable.

**3. Probation**

You will be on Probation for a period of **0** month(s) with effect from **12-Sep-2019**. In the event of your not being able to attain the standards required for confirmation of your services, this period of probation may be extended by the Management. On completion of the Probationary period to the satisfaction of the Management, the Management will confirm your appointment in writing. If you do not receive such a confirmation letter at the end of the Probationary period, you will continue to be on probation till you receive the confirmation letter from the Management or till your services are terminated. Your services are liable to be terminated by the Management at any time during your Probationary period, including the extended period of Probation, if any, without notice and without any payment or compensation in lieu of notice and without assigning any reason thereof.

Signature Not Verified

**SUSMITA MALIK**  
2019.09.18 21:37

## Appointment Letter of 03092514 (Mandugula Ajay Kumar Goud )

### 4. Remuneration

As attached in the Annexure I. Please read the Annexure II for other details. On joining the company, as a prerequisite, you need to undergo and successfully complete the Foundation Level Training and Process Level Training. In the event of your inability to pass the same, your services are liable to be discontinued. In the event of your services being discontinued after Foundation Level Training (FLT) on account of your inability to pass the same, you shall not be entitled to any salary, allowances or benefits of any kind for the period you were undergoing FLT. For any unauthorized absenteeism during the FLE/PLE stage, your services are liable to be discontinued from the very next day. Only exception allowed is on medical grounds, provided the trainer is intimated in advance. In the event of such authorized absence exceeding more than two days, you will be required to restart the program from the beginning.

### 5. Duties

You shall perform such duties and observe and conform to such directions as may be assigned or communicated to you by the Management or such officers who are placed in authority over you. You will also be responsible for control and supervision of the employees working under you if any. The Management will be within its rights to allot you additional jobs within your department or any other department to which you cannot raise any objection.

### 6. Address

You will keep the Management informed of any change in your residential address. In case of your inability to do so, any communication sent at the address available with the Management will be deemed to have been served on you.

### 7. Benefits

You will be eligible for the benefits of leave, Provident Fund and Gratuity when applicable and as per the rules of the company in force from time to time.

### 8. Transfer

You have been appointed as **Digital Interaction Advisor L1G1** but are liable to be transferred at any time on a temporary or permanent basis from one job to another, from one department to another in the Company. The transfer will not deem to constitute a change in your conditions of service.

Signature Not Verified  
SUSMITA MALIK  
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### 9. Retirement

You will retire on attaining the age of 60 years.

### 10. Notice Period

During the Training Period (Foundation Level Training & Process Level Training) your services can be terminated by giving one day's notice on either side. After successfully completing the training and on regular work, your notice period shall be for one month on either side.

### 11. Service Rules

You shall abide and be bound by the company's Service Rules, as these Service Rules will form part of this contract of employment. You will also carry out and abide by any instruction, House Rules and Office Orders issued by the Management from time to time. Your appointment and continuation in service is subject to satisfactory verification of your credentials, testimonials, etc., and not having concealed any material information from us or having given false particulars in your application.

### 12. Minimum Period of Employment

The company will be investing substantially in you, through an elaborate period of training so as to skill you for the job. A minimum period of productive utilization of these skills is mandatory. You are therefore required to commit to a period of Six Months of service from the date of joining.

### 13. Employee Undertaking

You will be required to execute an Employee Undertaking, as a part of the terms and conditions of your employment with the company.

Kindly sign and return to us a copy of this letter as confirmation of your acceptance of this appointment and the terms and conditions of your employment.

We welcome you and we are confident that you will contribute in building 24/7 Customer into a world-class organization.

Sincerely,  
for 24/7 Customer Pvt Ltd.,

Susmita Malik  
VP

Signature Not Verified  
SUSMITA MALIK  
2019.09.18 21:37

## Appointment Letter of 03092514 (Mandugula Ajay Kumar Goud )

Employee ID 03092514

18-Sep-2019

Name **Mr.Mandugula Ajay Kumar Goud**

Effective Date 12-Sep-2019

SALARY COMPONENTS	CTC	
	Rs. PM	Rs. PA
Basic	4,500	54,000
House Rent Allowance	1800	21,600
Special Allowance	3001	36,012
Advance Statutory Bonus*	869	10,428
<b>Gross Salary I</b>	<b>10,170</b>	<b>1,22,040</b>
<b>Fringe Benefits</b>		
Provident Fund* - Employer's Contribution		13,392
ESI Contribution* - Employer's Contribution		4,824
Life Insurance		600
Gratuity*		2592
<b>Total II</b>		<b>21,408</b>
<b>Self To Work III</b>	<b>2,200</b>	<b>26,400</b>
<b>CTC PA (I+II+III)</b>	<b>12,370</b>	<b>1,69,848</b>
<p>You are eligible for a one-time production incentive up to a maximum of INR. 10,000/-, This amount will be paid to you only on completion of the contract period based on your performance rating and depends on the company procedure.</p> <p>Employees joining after 20th of the month will get their salary along with next month's salary as arrears.</p> <p>* Benefits as per Statutory Law is subject to change from time to time.</p>		

Sincerely,  
for 24/7 Customer Pvt Ltd.,

**Susmita Malik**  
VP

Signature Not Verified  
**SUSMITA MALIK**  
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## Appointment Letter of 03092514 (Mandugula Ajay Kumar Goud )

### Annexure - II

#### I. Production Incentive\*\*

a) You are eligible for a one-time production incentive up to a maximum of INR 10,000/- . This amount will be paid to you only on completion of the contract period based on your performance rating

A+ Rating- 10,000

A Rating - 8,000

B Rating - 6,000

C Rating - 0

The above plan is as per company policy and processes, which is subject to change at organization's discretion.

#### II. Advance Statutory Bonus\*

Statutory Bonus is applicable to those employee's whose basic salary is less than or equal to Rs. 21,000/- pm as per the payment of bonus (amendment) Act 2015.

#### III. Gratuity & Provident fund\*

Processed as per the Payment of Gratuity Act 1972 & Employees' Provident Funds Act, 1952 respectively. PF contribution is based on min wages and capped at 12% of Rs. 15,000 pm (as applicable). Employee and employer will contribute accordingly.

#### IV. ESI\*

Processed as per Employees' State Insurance Act, 1948. ESI is applicable for employees whose actual gross income pm is less than or equal to Rs. 21,000/- . If the actual earning pm is more than Rs. 21,000 , then the above mentioned ESI contribution will not be applicable. Employee's contribution - 1.75 % of actual earning will be deducted accordingly.

#### V. Self to Work (STW)\*\*

Applicable as per 'Self to Work' Policy. This amount is paid only if employee opts for STW on HRMS. Actual payout will vary based on attendance for the month. This is not applicable for female employees working in shifts beginning and ending between 7pm to 7am.

#### VI. Transportation\*\*

Company sponsored transport will be provided to employee from second day of FLE training (Residing in areas within the hiring radius as per company policy) Please update your address and contact details in HRMS. Employees who do not opt for company transport are eligible for STW (if applicable as per policy)

#### VII. Group Insurance in Lieu of EDLI (Under PF)\*

An Insurance benefit in the event of demise of an employee is provided under this Group Insurance Scheme during an employees term, to his Nominee/Family.

\* Benefits as per Statutory Law is subject to change from time to time.

\*\* These are voluntary schemes offered by the Employer, which may change, including withdrawal at any time without any notice.

PAN Card, Aadhar Card and UAN number are statutory requirements. In case if you don't have a PAN card, please contact the HR.

Sincerely,  
for 24/7 Customer Pvt Ltd.,

Susmita Malik  
VP

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