

Kurma Shiva Chandra  
16-11-516/1/A, Madhurapuri colony, Gaddiannaram, Dilshuknagar



Dear Kurma Shiva Chandra,

Congratulations!

**Sub: Offer of Employment**

You have been selected to join 24/7 Customer Private Limited, a company that has been rated amongst the "Top 5 best performing Contact Centers in the World" consistently for 3 years in a row. We are hopeful and confident that you will be able to build a successful career with us and become a part of the "out-performance" culture at 24/7 Customer Private Limited.

We are pleased to offer you the position of **Digital Interaction Advisor** in 24/7 Customer Private Limited commencing from the Date **19-Feb-2021**. The following are the terms of employment with 24/7 Customer Private Limited.

1. Your Cost to Company ("CTC") will be as per the Annexure I enclosed. This will be applicable after your training period.
2. You will be required to work in shifts, with rotating weekly offs.
3. We will provide you a separate **Letter of Appointment** on the date of your joining.
4. Your joining formalities will be conducted remotely and is scheduled on **19-Feb-2021** at **2:00PM**. You will receive a Zoom invite on your registered email ID. You are requested to join the Zoom meeting on time without fail and be available throughout the session to complete joining formalities.
5. Upon joining, you will be provided Foundation Level Education ("FLE") and Product Level Education ("PLE"). Once you successfully complete your FLE, the Company will pay you the CTC retrospectively from the date of your joining the Company. It is hereby clarified that your entitlement of the CTC (retrospectively from the date you joined the Company) would depend on the outcome of your FLE results.
6. During the training period you will be entitled only two weekly offs. However, in case you require leave during training period on account of any medical emergency, you may request the trainer and the trainer may consider your request on case to case basis.
7. In the event of permitted absence exceeding two continuous days, you will be required to restart the training program with the next batch. Please note in such a case your employment will commence from the date you start training in the next batch and your stipend/salary eligibility will commence accordingly.
8. You are requested to bring along the documents listed below **WITHOUT FAIL** on your day of joining for the purpose of submission/verification:
  - Six passport size color photographs (important) with white background (Formal Attire)
  - Date of Birth proof certificate (Original and Photocopy)
  - Latest Mark sheet/ Education certificates (Original and Photocopy)
  - Previous Employment details (Service Certificate/ Relieving Letter if applicable in original)
  - Last drawn Pay slip (if applicable in original)
  - A valid Passport / Driver's license/ Aadhar Card/ Voter ID / Nationalised Bank Passbook with photo attested (Original & Photocopy)

If you have any queries pertaining to this offer letter please call us at - 9845526247/9945200330

Please confirm the acceptance of the offer letter by clicking the link sent to your registered email id along with your offer letter. If we do not receive the acceptance by 10:00 PM of **18-Feb-2021** and if you do not join the Company on **19-Feb-2021** this offer will automatically expire and deemed to have been withdrawn.

Once again wishing you the very best and looking forward to your successful career at 24/7 Customer Private Limited.

With Best Wishes,

**Shivesh Kundan**  
VP - HR-Recruitment

**This is a system generated letter and does not require any signatures.**



Name : Kurma Shiva Chandra

Annexure I

Level / Grade : L1G1  
Designation : Digital Interaction Advisor

Salary Components							
Fixed Components	CTC Per Month ( 1 to 3 months)	CTC Per Month ( 4 to 12 months)	1st Year Per Annum	CTC Per Month ( 13 to 15 months)	CTC Per Month ( 16 to 18 months)	CTC Per Month ( 19 to 24 months)	2nd Year Per Annum
Basic	4,500	4,500	54,000	4,500	4,500	4,500	54,000
House Rent Allowance	1,800	1,800	21,600	1,800	1,800	1,800	21,600
Advance Statutory Bonus	869	869	10,428	869	869	869	10,428
Special Allowance	6,991	6,991	83,892	6,991	6,991	6,991	83,892
<b>Total of Fixed components (I)</b>	<b>14,160</b>	<b>14,160</b>	<b>1,69,920</b>	<b>14,160</b>	<b>14,160</b>	<b>14,160</b>	<b>1,69,920</b>
<b>Benefits</b>							
Provident Fund - Employer's Contribution	1,379	1,379	16,548	1,379	1,379	1,379	16,548
Medical Insurance	195	195	2,340	195	195	195	2,340
Life Insurance	50	50	600	50	50	50	600
Gratuity	216	216	2,592	216	216	216	2,592
<b>Total of Benefits(II)</b>	<b>1,840</b>	<b>1,840</b>	<b>22,080</b>	<b>1,840</b>	<b>1,840</b>	<b>1,840</b>	<b>22,080</b>
<b>Variable Components</b>							
Performance incentive							
ECOP A+	-	1,400	12,600	3,500	3,500	3,500	42,000
ECOP A	-	1,400	12,600	2,500	2,500	2,500	30,000
ECOP B	-	1,400	12,600	1,500	1,500	1,500	18,000
ECOP C	-	-	-	-	-	-	-
<b>CTC With ECOP A+</b>	<b>16,000</b>	<b>17,400</b>	<b>2,04,600</b>	<b>19,500</b>	<b>19,500</b>	<b>19,500</b>	<b>2,34,000</b>
<b>CTC With ECOP A</b>	<b>16,000</b>	<b>17,400</b>	<b>2,04,600</b>	<b>18,500</b>	<b>18,500</b>	<b>18,500</b>	<b>2,22,000</b>
<b>CTC With ECOP B</b>	<b>16,000</b>	<b>17,400</b>	<b>2,04,600</b>	<b>17,500</b>	<b>17,500</b>	<b>17,500</b>	<b>2,10,000</b>
<b>CTC With ECOP C</b>	<b>16,000</b>	<b>16,000</b>	<b>1,92,000</b>	<b>16,000</b>	<b>16,000</b>	<b>16,000</b>	<b>1,92,000</b>
<b>Approximate Take home With ECOP A+</b>	<b>12,475</b>	<b>13,864</b>		<b>15,949</b>	<b>15,949</b>	<b>15,949</b>	
<b>Approximate Take home With ECOP A</b>	<b>12,475</b>	<b>13,864</b>		<b>14,956</b>	<b>14,956</b>	<b>14,956</b>	
<b>Approximate Take home With ECOP B</b>	<b>12,475</b>	<b>13,864</b>		<b>13,964</b>	<b>13,964</b>	<b>13,964</b>	
<b>Approximate Take home With ECOP C</b>	<b>12,475</b>	<b>12,475</b>		<b>12,475</b>	<b>12,475</b>	<b>12,475</b>	
ESI - Employer's Contribution @ 3.25%	460	460	5,520	460	460	460	5,520
Broadband Reimbursement (Work From Home)	1,300	1,300	15,600	1,300	1,300	1,300	15,600
Self To Work (Work From Office)	2,200	2,200	26,400	2,200	2,200	2,200	26,400

With Best Wishes,  
Shivesh Kundan  
VP - HR-Recruitment

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Annexure II

Benefits / Schemes	Description	Value
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.	As applicab
Production Incentive (ECOP)	As per Employee Cash Option Plan Policy of the company. The incentive is paid only if you meet all the performance requirements.	As per Polic
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.	As per Polic
Company Transport	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)	As per Polic
Group MediClaim Policy (GMC)	You are covered under the voluntary Group Medical Insurance Policy of the Company. It's the employee's responsibility to enroll dependents as per	Rs.1,50,00(
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:	Rs.6,02,00(
Group Personal Accident (GPA)	You are covered under the voluntary Group Personal Accident insurance policy of the company	Rs.3,00,00(
Group Term Life (GTL)	You are covered under the voluntary Group Term Life Insurance policy of the company	Rs.3,00,00(
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 gross earnings pm is more than Rs. 21,000 , then the above mentioned ESI contribution will not be applicable. Employee's contribution - 0.75 % of actual gross salary including Shift Allowance, STW (if applicable), etc will be deducted accordingly.	As applicab
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.	As applicab
<p>* Benefits as per Statutory Law is subject to change from time to time.</p> <p>** These are voluntary schemes offered by the Employer, which may change, including withdrawal at any time without any notice.</p> <p>PAN Card, Aadhar Card and UAN number are statutory requirements. In case if you don't have a PAN card, please contact the HR.</p>		

With Best Wishes,  
**Shivesh Kundan**  
 VP - HR-Recruitment

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## Letter of Intent

Mr./Ms./Mrs. \_\_\_\_\_ Kurma Chandra

**This List of documents to be submitted is given below:**

### **1. Education certificates**

- X Class & PUC / XII Class pass certificate
- Degree / Highest qualification certificates
- In case, the Degree certificate is not available, all the years / semester's mark sheets and provisional certificate needs to be provided mandatorily as a supplementary document proof for education certificate.

**Note:** All mark sheets should be supported with provisional or final certificate.

### **2. Experience certificate**

- Previous employment experience certificate & last 3 months pay slip.
- Service letter / Relieving letters & last 3 months pay slip.

**Note:** If candidate is quit the previous organization recently (i.e. within 45 days), they should submit the appointment letter copy, last three month's pay slips (containing company name) and past 6 months bank statement with the salary credit, at time of joining & submit the relieving letter to Recruitment team within 30 days of DOJ.

**Note:** Last 3 months pay slip is mandatory for all the experienced candidates.

### **3. ID Proof, Age Proof & Address Proof**

**Note:** Aadhar Card & Current address proof is mandatory.

Documents List	Age Proof	ID Proof	Address Proof
Birth Certificate	•		
X Class certificate with photograph attested by board	•	•	
Passport	•	•	•
Driving License	•	•	•
PAN Card	•	•	
Transfer Certificate (10th Standard).	•		
Aadhar Card		•	•
Election ID card		•	•
Ration card with photograph		•	•
Bank passbook (Nationalized Bank) with photograph attested by bank.		•	•
Post office verification document - Tatkal Address proof card			•

**4. Seven passport size photographs**

- Photographs should be with White background

**Note:**

- A) Candidates have to carry all the Original copy of the documents for the Verification.  
B) To open bank account Pan Card is must.  
C) Round neck T-shirt / Colored neck T-shirt / V neck T-shirt & Chinese Color, photos are not entertained.

**Note:** Please carry this letter along with the above mentioned documents (Original- Documents) with you when you come to the office to collect the Offer Letter.

Request you to also scan all the documents & send the same to your own Email Id or you can upload the documents into the following online tool <https://springboard-in.247-inc.com/Springboard/welcome.htm>

<b>Name of the Recruiter:</b>	<b>Varikuppala Ragha Sudha</b>	<b>Name of the Candidate:</b>	<b>Kurma Chandra</b>
<b>Recruiters Employee ID:</b>	<b>13093047</b>	<b>Date:</b>	<b>13-Feb-2021</b>

*(This is digitally generated document. Signature is not required.)*