

APPOINTMENT LETTER
Private & Confidential

08 FEB 2024
Ritik
Sec-20, Noida-121301.

Dear Ritik,

This has the reference to your application. On the basis of your interview, we are pleased to appoint you as **Customer Care Executive**-Customer Support (Siti) with **Youth Challenge Services Pvt Ltd.** under the following terms and conditions.

Terms and Conditions

1.1 Salary: Your Cost To Company (CTC) will be Rs.**1,32,000/-** per annum. You will be entitled to House Rent Allowance and other allowances in accordance with Company rules as per Annexure 1 (attached).

1.2 Job Assignment and Reporting: You will notified regarding your reporting manager at the time of your joining and during the course of your employment, you may be given any assignment arising out of the company's business that the management in its subjective judgement, feels is suited to your background, qualifications or experience.

1.3 Probation: You will on probation n for a period of 6 to 9 month from the date of joining. Your continuance in service will be subject to your performance (work, conduct and suitability) being found satisfactory by the company. During the period of probation, your services may be terminated without any notice and/or without assigning any reasons thereof, You will be considered a confirmed employee only once we give it to you in writing.

1.4 Workplace: Your Initial workplace will be **Noida UP**. However, your services are transferable and you may be assigned after reasonable notice, to any location in India where **Youth Challenge Services Pvt Ltd.** conducts its business.

1.5 Confidentiality: Except in the proper course of your employment or thereafter, you will not divulge to any third party any information regarding the affairs or business matters of the company or Information regarding its customers without prior written approval. All Information that comes to your knowledge by reasons of your employment with the company is deemed to be confidential.

**Address: - Office No-301, A-25, Sector-3, Noida Gautam Buddha Nagar
UP-201301, Contact +91-9910238497 || +91 8700619630**

1.6 Intellectual property: The rights to any invention, discovery or creation of any system or

method related to the company's operations and arising out of any work done in the course of your employment will automatically vest with the company. In this connection, the company may obtain patent rights in its name (or jointly with others) based on the fact of your Invention, discovery or any other creative effort. You are specifically made aware that you will not be made liable to any compensation for such acts of yours, and that any reward that the company chooses to bestow will not be deemed to confer any rights towards invention, discovery or Improvement in system or method, by you.

1.7 Leave entitlement: You will be entitled to leaves as per the company policy.

1.8 Retirement: You will retire automatically at the age of 55 years. You may be retired earlier if found medically unfit.

1.9 Whilst employed by the company

- You will not be permitted to undertake any other employment or engage in any external activities of a commercial nature without prior written approval.
- will be required to effectively carry out all duties and responsibilities assigned to you by your manager and others authorized by the company to assign such duties and responsibilities. Your performance will be subject to appraisal by your manager as per performance management system laid out by the company

- Verification: Your appointment is subject to satisfactory verification of your character, antecedents and testimonials. This appointment is based on the details provided by you in your application to the company and your curriculum vitae.

1.10 Termination: Your services may be terminated by either party giving notice in writing for 30 days (one month) or payment of salary in lieu thereof. The aim of this policy is to minimize unnecessary disruption of business. **Youth Challenge Services Pvt. Ltd.** Reserves the right to terminate your employment on grounds of policy, misconduct, Integrity or unsatisfactory job performance without any notice.

Any intentional violation of these or any other Company procedures can result in disciplinary action being taken against you, which may result in termination. In such cases company will terminate your employment without any notice period.

In the event of any dispute regarding the terms and conditions of your appointment, you will be subject to the Jurisdiction of the relevant courts of law at the headquarters of the company viz, Noida. UP.

Upon separation from the company on account of either resignation or termination, you need to immediately return to the company all assets and property of the company including documents, files, books, papers, memos your possession or custody. Laptop, Mobile, Phones & Mobile Sims.

1.11 You will be responsible for safekeeping and return in good condition and order of all Company property, which may be in your use, custody or charge.

1.12 If anyone tries to damage or misuse the property of the company then penalty is applicable on him/her.

1.13 If anyone is found in any kind of fraud, misbehavior with seniors or customer, and fake commitment, or asked customer to pay amount in your personal account then the company will terminate you and your salary will not be released.

1.14 If your salary is stopped due to any technical problem then you have to give proper time to the company and you will not make any noise in the office till the problem is resolved.

Kindly Note

1. Office will be 30 days working, Agent will take 4 rotational week off as confirmed by supervisor. (4 rotational week off is applicable on 25 days of working)
2. Three days late report in a month will be marked as one day absent.
3. Any unplanned leave taken will be marked as two days absent & two days salary deduction.
4. You are joined in **Youth Challenge Services Pvt Ltd.** we are any time sift our other process & other premises it's our company policy.
5. Monday to Friday only formal wear.

Your appointment will be effective on **8th FEB 2024**.

The terms and conditions of this offer are meant to be kept strictly confidential

Kindly sign and return a copy of this letter. Please initial each page in acceptance of the terms and conditions set out herein.

We welcome you on board and wish you every success in your career with **Youth Challenge Services Pvt Ltd.** Looking forward to a mutually rewarding association.

Yours Sincerely



For Youth Challenge Services Pvt. Ltd.
Authorised Signatory

Pankaj Sharma
(Manager-HR)

I accept the terms of this's letter

Ritik

Annexure 1

Name: Ritik
Designation: Customer Care Executive
Grade: Executive

	Per Month	Per Annum
Basic Salary (Basic)	10,275/-	1,23,300/-
HRA	725/-	8,700/-
Total	11,000/-	1,32,000/-



For Youth Challenge Services Pvt. Ltd.
Authorized Signatory

Pankaj Sharma
(Manager-HR)