

Corrective Action Plan:

Employee Name: G Madhu Sudhan

Employee Code: 232-RGFTE Production

OHR: 703312277

Portfolio: HMS Date of issue: 19th April'22

Date of Violation Occurrence: 5th March'22.

Dear Madhu Sudhan,

You have been found violating the guidelines of the company as evidenced by the Compliance Team where you have disconnected few calls

which is against the policy. This behavior has affected the business in terms of Revenue and Customer satisfaction score. You should have

ensured call back is done proactively help him/her with the resolution.

Connect Date	AHT(00:00:00)	Agent Name	Supervisor	Valid/Invalid Disconnection	Invalid Disconnections - Remarks
3/1/22 6:24 AM	00:01:37	Madhu G	Ravindra Kamble	Invalid	No conversation on call, agent disconnected the call without giving disclaimer
3/5/22 7:41 AM	00:01:04	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/7/22 11:16 AM	00:01:08	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/8/22 8:02 AM	00:01:27	Madhu G	Ravindra Kamble	Invalid	Agent did not respond to the customer and disconnected the call
3/9/22 10:51 AM	00:00:20	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/11/22 7:22 AM	00:02:00	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/14/22 1:40 PM	00:00:23	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/15/22 5:53 AM	00:01:03	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/17/22 5:03 AM	00:00:14	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/25/22 9:24 AM	00:00:10	Madhu G	Ravindra Kamble	Invalid	Agent did not respond to the customer and disconnected the call
3/26/22 5:55 AM	00:00:14	Madhu G	Ravindra Kamble	Invalid	Agent did not respond to the customer and disconnected the call
3/7/22 10:17 AM	00:00:31	Madhu G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation

3/10/22 12:42 PM	00:00:31	Madh u G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/31/22 9:35 AM	00:00:40	Madh u G	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/28/22 11:54 AM	00:00:16	Madh u G	Ravindra Kamble	Invalid	Agent did not respond to the customer and disconnected the call

During this period, you will be eligible for VIC, movements through internal job postings and for promotion. Your performance and conduct will be strictly monitored over the next one month (30 days). If you fail to meet expectations as detailed under the Corrective Action Policy or if we observe any further instances of violation of the norms and policies of the company, we will take further disciplinary action up to and including termination of your services.

Yours sincerely,

Assistant Vice President –(Portfolio) Name: Aravind

Signatures indicate that this has been discussed. G Madhu

Sudhan

Employee Signature -G Madhu Sudhan

Manager Signature: Sreejith

Please give a copy to the employee and forward original to HR along with any other back-up documentation

