

Helpdesk SLA Plan - Accounts					
Serial No	Query Type	SLA to Respond	SLA for Closure	Point of Contact	Escalation Point
1	TDS Calculations	2-3 hours	2 days	Urvi Godha	Krunal Sangvi
2	Pay slip	2-3 hours	2 days	Urvi Godha	Krunal Sangvi
3	Form-16	1 day	2 days	Urvi Godha	Krunal Sangvi
4	Salary Grievances	2-3 hours	2 days	Urvi Godha	Krunal Sangvi
5	Income Tax Declaration	2-3 hours	2 days	Urvi Godha	Krunal Sangvi
6	Reimbursement Payment Status	2-3 hours	2 days	reimbursement@infobeans.com	Rohit Joshi
7	TDS Certificate	1 day	2 days	Urvi Godha	Krunal Sangvi
8	Others	1 day	2 days	Ashish Verma	Rohit Joshi