

Date : 7 June, 2021

Employee No. : 111015313

Oracle ID : 7506720

Suman Mukherjee

Malati Apartment/ No.24, Vivekananda Sarani

Garfa, Haltu

Kolkata

Dear Suman,

We are pleased to welcome and appoint you as a **Chat Associate I** in our company with effect from June 04, 2021 and the salary offered to you is ₹ 23,100.00/- (Rs. Twenty Three Thousand One Hundred Only) per month (Cost to Company).

As a **Chat Associate I**, you will be governed by the following service terms and conditions:

- 1. PROBATION:** Your appointment is probationary for a period of six months. As the company believes and practices only merit based performance, your probation period may be curtailed or extended subject to your individual performance. During this period if you intend to resign, you can do so by serving one month notice or pay one month salary (Cost to company) in lieu of notice period.
- 2. EMOLUMENTS:** Enclosed is the annexure exhibiting your emolument particulars. Please note that salaries and other sums payable under this appointment are subject to Income Tax or any applicable tax and you shall be liable for the same.
- 3. WORK ETHICS:** It is expected you work and perform honestly, diligently and efficiently to best of your abilities. You will devote your whole time and attention exclusively to the duties entrusted to you. You will not engage directly or indirectly to work for any person, firm or company in any capacity whatsoever, nor do any business.
- 4. SECRECY:** You will not, whether you are in the employment in the company or not, at any time, without consent of the company in writing, disclose, divulge or make public except under legal obligations, accounts, transactions or dealings of the company which ought not to be disclosed, divulged or made public whether the same may be confided in you or become known to you in the course of employment of the company or otherwise.
- 5. TRANSFER:** You may be transferred to any other division in any other capacity or may be assigned any other work and you may be transferred to any other department or branch office/location within India or abroad of the company or other group company if and when found necessary by the company and you will submit to the regulations in force from time to time in those other establishments.
- 6. MEDICAL FITNESS:** Your appointment and its continuance is subject to your being and remaining medically (physically and mentally) fit. The management shall have the right to get you medically examined periodically or any time by any registered medical practitioner of their choice, who's opinion as to your fitness or otherwise shall be final and binding to you.

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7. TERMINATION: Company reserves all the right to terminate your services at any time without giving any cause by asking you to serve one month notice in case you are a probationary employee or by paying one month salary (Cost to Company) and asking you to serve two month notice in case you are a confirmed employee or by paying two month salary (Cost to Company) in lieu of applicable notice period.

8. POLICY CHANGE: The Company reserves all the rights to change, update, forfeit, introduce and alter any policy, benefits, job title etc. on its discretion, with or without any prior intimation. Any policy came in to effect at later date after your employment will also remain applicable to you.

9. RETIREMENT: Your age of retirement shall be 58 years.

10. The company shall have the right to vary, amend and modify the salary structure without adversely affecting the total pay package.

11. In case of changes in your grade, all the terms and conditions of employment of that particular management grade shall be applicable to you.

12. As part of internal development and to meet customer standards, it is mandatory to attend all training and other benchmark session. These may be during and outside shift hours. No overtime or compensatory off against these hours will be payable.

13. Your service will be subject to the rules and regulations of the company as may be framed from time to time.

14. You will adhere to all ISMS policies & procedures of the company framed from time to time.

Please sign the duplicate copy of this letter as a mark of your acceptance.

Welcome Aboard! We look forward to working with you.

Thanking you,

Sincerely,



Sanjay Sahni
Executive Director, Human Capital
TTEC India Customer Solutions Pvt. Ltd.

I ACCEPT



Digitally Signed by:
Suman Mukherjee
Date: 19-02-2024
08:30 pm