



Date : June 04 , 2021

Ref No : IB/OL/00122459

App No : 00115023

Ms. Tiyaasa Chatterjee  
111 Prafulla Nagar Kamarthati  
(M) Belgaria North 24 Paganas  
West Bengal 700056

LETTER FOR OFFER OF APPOINTMENT

Dear Tiyaasa Chatterjee,

With reference to your application and subsequent interview(s) you had with us, we are pleased to offer you employment in our organization, on the term and conditions, mentioned in this letter for offer of appointment herein below :-

Department : CONTACT CENTRE  
Level/Grade : Officer / G4  
Designation : Customer Care Officer  
Location : GURUGRAM-422  
Cost to Company: : Your cost to company will be Rs. 252,600.00 /- per annum.  
( Rupees Two Lakh Fifty Two Thousand Six Hundred only )

1. DATE OF JOINING / APPOINTMENT DATE

This appointment will commence from your date of joining which should not be later than July 09 , 2021, provided that you indicate your acceptance to the same by signing and returning in duplicate a copy of this offer of Appointment to us immediately and in any case within Fifteen (15) days from the date of this Letter for Offer of Appointment.

Further, in case, you have any objections to the terms and conditions of this letter, the same should be communicated to us within 15 days from the date of this letter and prior to your tendering us your acceptance to the same, failing which the entire terms and conditions as stipulated herein, shall be deemed to have been accepted by you without any demur. The Appointment Date shall not be varied except if so intimated by the Company in writing.

You should report for joining at the Place of Posting on or before the above date of joining along with copies of self attested documents as mentioned below :-

- Signed Curriculum Vitae (CV).
- Copy of the Educational Certificate (10<sup>th</sup> & Highest Qualification).
- Work Experience Certificate (Previous employer).
- Four (4) Passport size photographs.
- Copy of Address proof.

**dhani**loans & services

Dhani Loans and Services Limited (formerly Indiabulls Consumer Finance Limited and IVL Finance Limited)  
Reg. Office: M-62 & 63, First Floor, Connaught Place, New Delhi - 110 001 CIN:U74899DL1994PLC062407  
T. +91 11 3025 2900 F. +91 11 3025 2901 Email. service\_dhani@indiabulls.com Web. www.dhani.com

f) Copy of PAN Card (Mandatory).

**NOTE:**

- i) Submission of above documents is mandatory and failure to submit any one or all of these documents may be termed as disqualification to the proposed appointment.
- ii) If you are not an Indian Citizen, additional documents shall be mandatory in support of your candidature and eligibility, as per the prevailing law of India in this regard.
- iii) Please ignore, if you have submitted the above mentioned documents.

**2. DESIGNATION**

You shall be designated as Customer Care Officer in CONTACT CENTRE .

You shall be on probation for an initial period of 6 Months. The probation period may be extended or shortened at the discretion of the Management. A confirmation letter shall be issued to you after satisfactory completion of probation period, at the sole and absolute discretion of the Management.

**3. REMUNERATION**

Your cost to Company shall be Rs. 252,600.00/- ( Rupees Two Lakh Fifty Two Thousand Six Hundred only ) per annum.

Your salary and other benefits, if any, shall be subject to the deductions of all Government and local taxes, contribution(s), etc. as required to be made under the prevailing laws of India and shall be further subject to deductions on account of any unauthorized absence, authorized absence for any period beyond the leave entitlement, damage to any property of the company and all other matters as governed by the Company's policy.

**4. PLACE OF POSTING**

a) Presently, you shall be posted at our Office at GURUGRAM-422. Your place of work may change in case of any relocation of the Company's offices. You are further liable to be transferred to any part within the Country/Overseas as decided by the Management in the interest of the company.

b) The Management may place/transfer you temporarily/permanently in any unit/Department/Associate concern of the Company and/or its subsidiary in or out of India as it may consider necessary at its discretion from time to time.

**5. CONDUCT & DISCIPLINE**

a) Official E-mail ID shall be communicated to you after joining. This will be a password-protected official e-mail ID. Any correspondence /information including letter/notice of confirmation, transfer, promotion, termination, resignation, policy matters, etc. received/sent through such e-mail ID by or to you shall be an acceptable form of communication. You are required to keep the password of such e-mail ID confidential. This E-mail ID must be regularly checked for any communication. This E-mail ID should be used exclusively for authorized official purposes only. You shall exclusively be responsible for any unauthorized and unapproved usage of this e-mail ID. You shall be bound by the Information Security Policy as update from time to time which is available at <http://infosec.indiabulls.com/>.

b) You are expected to maintain high standards of Conduct and Excellence in all your assignments.

c) You shall discharge your duties and responsibilities faithfully and to the best of your ability and talent.

d) You shall at all times comply with the Company's policies. These are available at the public folder at [http:// inet.indiabulls.com](http://inet.indiabulls.com).

e) As a company personnel, you are a full-time employee and will not undertake any other business, work or public office, honorary or remunerating post/assignment whether with or without consideration except with the written permission of the management in each case.

f) You will be governed by the service Rules and Regulations, administrative order(s), any such other rules/Standing Order(s) of the company now in force and that may be in force from time to time.

## 6. SECRECY

a) You will not divulge any information concerning the company's (or its associate's) operations, plans, know-how etc., that you may come to have known or acquired during your employment to any unauthorized person(s), nor use for any purpose save for official purposes, during the period of your employment with us, or thereafter by word of mouth or otherwise. Non-compliance of this clause shall subsist the termination of the employment.

b) Any work/project/assignments handled/developed by you individually or as a group during your employment with the company, will be the exclusive property of the company and you will not have any rights on it, whatsoever. You shall execute all such documents as may be required from time to time to secure this right of the Company.

Violation in any manner of the above-mentioned terms and conditions will be dealt under Intellectual Property Laws of India, as prevailing from time to time.

## 7. PRIVACY OF INFORMATION ON REMUNERATION

The remuneration payable to you would be a matter of confidence between the management and yourself, and you shall not divulge any details thereof to any one inside or outside the organization.

## 8. NON-SOLICITATION

You covenant, and agree that during your employment with the Company and for a period of six (6) months thereafter due to the exposure and access to substantial confidential or proprietary information pertaining to Company's business and clients that you have till now obtained and shall continue to obtain and in recognition of the need to protect the Company's interest in this regard, you will not, except with the prior written consent of the Company, directly or indirectly;

a) Attempt in any manner to solicit from (a) any current Client/ of the Company or (b) any firm, association or corporation or other entity which you have contacted or otherwise dealt with on behalf of the Company, business of the type carried on, or proposed to carried on, by the Company, or to purchase or sell any products or services including any product or services competing with those provided by the Company; or

b) Attempt to persuade any person, firm or entity, which is a Client/ to cease doing business or to reduce the amount of business which any such Client has customarily done.

c) Employ, solicit, incite canvass or attempt to employ or assist anyone else to employ any person who is in the employment of the Company, or was in the employment of the Company at any time during the preceding six calendar months. Further, you shall not Solicit, incite or in

any other way encourage other employees of the Company to terminate their respective contracts of employment with the Company; or

d) Solicit, canvass or accept employment from any of Company's Clients or any person, firm or company, which competes with the business of the Company.

## 9. GENERAL RULES

In all matters including those not specifically covered by this letter, all employment benefit(s) will be governed as per the rules of the Company.

a) You will intimate in writing to the Management any change of address within a week from the change of the same, failing that any communication sent on your last recorded address shall be deemed to have served on you.

b) You will hand over the charge, the property and the material etc. of the company in your Possession at the time of cessation of your employment with the company.

c) You will be liable to pay damage(s) to the company for the loss caused by you directly or indirectly, in addition to other legal remedies, which may be required for violating any of the provisions of this letter for offer of appointment/agreement etc. and the Courts at New Delhi will have exclusive jurisdiction over the appointment consequent to this letter and all matters arising there from.

d) It is specifically agreed & accepted that any performance incentive scheme and/or any other rule(s) offering some other benefit(s) shall be disbursed at the sole discretion of the Company. It is specifically understood & agreed that such benefit(s) including but not limiting to performance incentive cannot be claimed as a matter of Right Whatsoever.

## 10. CESSATION OF SERVICE

a) Before tendering resignation you are required to give 15 Days prior notice in writing to the company, if such resignation is during your probation and 1 Month prior notice in writing if such resignation is after confirmation. The Company in its sole discretion can decide to waive off/reduce the notice period, you would be required to pay to the Company the gross salary for the notice period so reduced/waived off or notice not provided.

b) The management reserves the right to terminate your services by giving 1 Day notice or 1 Day salary in lieu thereof. Notwithstanding the above, the management reserves the right to terminate your services as per the termination policy of the Company in the event of non-performance or misconduct which includes but is not limited to negligence of duty, disloyalty, dishonesty, misrepresentation, indiscipline or any other indulgence of excess or any impropriety in complying with the terms of this letter or any action detrimental to the interests of the Company and/or your conduct/action being contrary to the Policies of the Company and/or Standing order(s) issued by the Company from time to time.

c) You will automatically retire from the services of the company on attaining the Superannuating age of 60 years.

d) If you absent yourself without leave or remain absent beyond the period of leave originally granted or subsequently extended, you shall be considered as having voluntarily terminated your employment without giving any notice unless you:

- i) Return to work within eight days of the commencement of such absence, and
- ii) Give an explanation to the satisfaction of the management regarding such absence.

e) The management shall have the right to ask you to get yourself medically examined, vaccinated or inoculated by any registered medical practitioner at any time when the management feels it necessary. Your service will be liable to be terminated on being found physically or mentally unfit by a registered medical practitioner, nominated by the company.

#### Performance Evaluation

- i) Your performance will be reviewed continuously during the tenure of your employment. If, at the end of any month you have not met the minimum standards for that month a verbal warning will be given.
- ii) If, at the end of next month, you have not met the minimum standards for that month, your probation can be extended, (if on probation) and a Performance Improvement Plan (PIP) will be implemented, (if confirmed), or your employment will be terminated at the discretion of the management.
- iii) The management's decision to change territories/policies/product/ portfolio will be final and binding on all employees. All changes to territories/policies/product/portfolio shall be at the sole and absolute discretion of the Management.
- iv) In case your performance is not up to the mark, your designation is liable to be reduced.

#### 11. Non-Disparagement

You agree that, during the employment or on cessation of employment, you shall not, directly or indirectly, in any capacity or manner, make, express, transmit speak, write, verbalize or otherwise communicate in any way (or cause, further, assist, solicit, encourage, support or participate in any of the foregoing), any remark, comment, message, information, declaration, communication or other statement of any kind, whether verbal, in writing, electronically transferred or otherwise, that might reasonably be construed to be derogatory or critical of, or negative toward, the Company or any of its directors, officers, Affiliates, subsidiaries, employees, agents or representatives (collectively, the "Company Representatives"), or that reveals, discloses, incorporates, is based upon, discusses, includes or otherwise involves any confidential or proprietary information of the Company or its subsidiaries or Affiliates, or to malign, harm, disparage, defame or damage the reputation or good name of the Company, its business or any of the Company Representatives. You understand that failure to comply with the above shall make yourself liable for punitive and/or penal action.

#### 12. VERIFICATION

- a) This Letter for offer of appointment is issued to you on the basis of your candidature, eligibility and on grounds of information/ documents provided by you to the company, which are believed as bonafide, genuine and true. Further, if you are not an Indian Citizen by birth, please support your candidature and eligibility to join us with necessary details and documentation, as per the prevailing provisions of law of India.
- b) This appointment is based on the information supplied by you to us in your application/personal data form and otherwise, and will be considered null and void if a material error is discovered therein at any time, and your employment shall be terminated without any notice or salary in lieu thereof.
- c) All documents submitted by you to the Company with reference to the above are subject to verification by the Company or an agency appointed by the Company at any time during your employment with the Company. You hereby specifically authorize the Company or any external agency appointed by the Company to verify your educational and employment antecedents, your conduct and conduct any other back ground checks prior to your joining the Company or thereafter. You expected to extend your full cooperation during such verification. This Offer of Appointment is subject to you clearing the Background Check as conducted by the Company or any third party agency on behalf of the Company. In the event you fail to cooperate or clear the

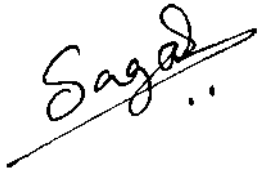
Background Check,your employment may be terminated by the Company forthwith and without any liability to the Company.

Please sign the duplicate copy of this Letter for offer of appointment and return the same in confirmation of your acceptance of the appointment and all other terms and conditions as stated therein.

Wish you all the best and welcome you to our organization for a long-standing relationship.

Sincerely,

FOR DHANI LOANS AND SERVICES LTD.

A handwritten signature in black ink that reads "Sagal" with a stylized flourish underneath.

AUTHORIZED SIGNATORY  
HUMAN RESOURCES

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**ACCEPTANCE OF THE EMPLOYEE**

I, hereby, agree to abide by the terms and conditions of this Letter for offer of Appointment and am aware that any lapse in my meeting the set performance standards/misconduct and any disciplinary issue would result in legal/disciplinary action against me/or employment termination. I agree to join on or before July 09 , 2021.

SIGNATURE OF THE EMPLOYEE

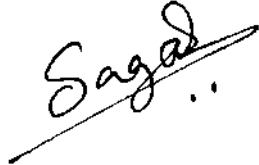


COMPENSATION & ENTITLEMENT

Offer break-up to Ms. Tiya Chatterjee, Customer Care Officer in CONTACT CENTRE.

Details	Amount Per Month (In Rs.)	Amount Per Annum (In Rs.)
Basic	15,050.00	180,600.00
House Rent Allowance	753.00	9,036.00
Supplementary Allowance	4,664.00	55,968.00
Other Bonus	583.00	6,996.00
Gross Salary	21,050.00	252,600.00
Cost to Company ("CTC")	21,050.00	252,600.00

FOR DHANI LOANS AND SERVICES LTD.



AUTHORIZED SIGNATORY  
HUMAN RESOURCES

Note :

- 1). Your Salary is strictly confidential and you should not disclose it to anyone without prior permission of the company in writing.
- 2). All tax implications arising as part of your salary structure shall be borne by you.
- 3). Contribution towards EPF are optional to the employee. For employee whose basic salary is less than or equal to Rs. 15,000/- (Rupees Fifteen Thousand only) EPF contribution is mandatory.
- 4). The employer and employee contribution towards ESI entitles an employee to take the advantage of medical facilities provided by the government in ESI hospital. Contribution towards ESI is mandatory for employees whose gross salary is less than or equal to Rs. 21,000/- (Rupees Fifteen Thousand only).

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I, hereby, agree to abide by the terms and conditions of this Appointment Letter

SIGNATURE OF EMPLOYEE  
Customer Care Officer