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Formal Complaint Regarding Bonded Labour and Exploitative Employment Practices by Snovasys Software Solutions

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To: collector_pkm@ap.gov.in, jc_pkm@ap.gov.in

To
The District Collector,
Prakasam District, Andhra Pradesh

Subject: Formal Complaint Regarding Bonded Labour and Exploitative Employment Practices by Snovasys Software Solutions

Respected Sir/Madam,

I, Srihari Maddineni, a resident of Mittapalem, Prakasam District, am writing to seek your urgent intervention regarding serious exploitative and illegal practices by Snovasys Software Solutions, Ongole. This company's actions violate labour rights and laws in multiple ways, subjecting employees, including myself, to coercive and inhumane conditions.

In October 2023, I received a job offer from Snovasys Software Solutions for the role of Software Trainee Engineer with annual CTC of 6.5 LPA. However, before issuing the official offer letter, the company demanded that I submit an undated cheque as a guarantee of employment. I joined in May 2024, trusting in the company's promises. Soon after, I faced continuous harassment, and the company abruptly changed my role to a Data Research and Entry position without any formal communication or consultation. This confusion and mismanagement led me to resign on August 17, 2024. However, from August 12, the management had been coercing me to pay Rs. 4,87,000, threatening to file a cheque bounce case if I did not comply.

Despite mentioning the need to complete formal exit procedures in my resignation letter, the company did not reach out for any closing formalities within the required 30 days. They blocked my access to all work accounts immediately upon resignation, leaving me without communication or access to essential information. However, over a month later, they contacted me with intimidation tactics, including repeated threats of cheque-related legal actions. Additionally, I received a legal notice sent to my home, which included both my name and my mother's, further heightening the stress and intimidation faced by my family.

I have already registered a formal complaint with the labour office regarding these issues. However, I was informed that their jurisdiction is limited to matters concerning salary issues, and they could not assist me further on issues involving cheque coercion and other unethical practices. This has left me, and others facing similar circumstances, without sufficient recourse.

In addition to this, I am compelled to bring the following exploitative and unethical practices to your attention:

- 1. Forced Submission of Undated Cheques:** Employees are required to submit undated cheques as a condition of employment stating as a formality for office procedures and just for a security deposit and won't be any issue in future, which is used as a tool for financial blackmail, especially during resignations or requests for experience letters. Furthermore, the company refuses to return these cheques even after employees resign or are terminated, leaving them in a continuous state of fear and vulnerability.
- 2. No Joining or ID Card Issuance:** Employees are not provided with any formal joining letter or ID card, essential documents that denote formal employment and help secure their rights.
- 3. Denial of Experience Letters:** The company withholds experience letters, often as a means to prevent employees from leaving or seeking better opportunities.
- 4. Unreasonable Working Hours:** The company imposes excessively long working hours on its employees, with a minimum requirement of 9:00 a.m. to 7:00 p.m. Employees are strictly instructed that they should not leave before 6:30 p.m., even if their work is complete. This restriction disregards employees' time and personal commitments, violating basic workplace rights.

5. Unjust Termination Practices: Employees are often terminated when they are due for salary hikes or other benefits, depriving them of fair compensation and growth opportunities.

6. Lack of a Proper Work Environment: The company provides no structured system of work or conducive environment, severely affecting productivity and well-being.

7. Mandatory Residency Restriction: Employees are forced to reside exclusively within Ongole town and are not permitted to commute from nearby areas or their home villages, which adds unnecessary financial and personal strain.

8. Role Switching Without Proper Hiring: Instead of recruiting new employees for different roles, the company forces employees to shift from one role to another without prior discussion. For instance, I was moved from my designated role of Software Trainee Engineer to a Data Research and Entry role. Furthermore, I was informed that I was "unfit" for the development role stating my salary will also be revised to 12,000 per month and pressurised to accept the data entry role or face termination without an experience letter. This practice puts employees in the difficult position of accepting unsuitable roles or resigning and then being held financially liable according to the terms of the offer letter.

9. Invasive Tracking and Privacy Violations: The company has installed tracking software named "Time Champ" on employee systems. This software monitors activities such as browsing history, key strokes, and idle time. This invasive level of monitoring severely impacts employees' privacy, as it restricts them from performing any urgent personal tasks during work hours. Furthermore, the software tracks all computer activity around the clock, creating a constant atmosphere of surveillance and adding to the stress and discomfort experienced by employees.

I kindly request that your office initiate a thorough investigation into the practices of Snovasys Software Solutions to provide protection and relief to myself and other affected employees. Attached to this complaint are copies of my offer letter, resignation letter, and other relevant documentation supporting these claims.

Contact Details for Further Information:

Name: Srihari Maddineni
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Company Contact:

Company Name: Snovasys Software Solutions, Ongole
Contact Person: Siva Byrapuneni
Email: siva@snovasys.com
Phone: 9700001514

I trust in your esteemed office to urgently address this issue and take appropriate action to protect employees from these exploitative practices.

Thank you for your time and consideration.

Sincerely,
Srihari Maddineni
