

**Date: 16<sup>th</sup> September 2019**

**Place: Pune**

Dear **Prabha Michael Mathew**,

With reference to your interview and subsequent discussion you had with us, we are pleased to offer you for the position of **Front Office Executive** in the service of the company for a fixed term on the following terms and conditions:

**Resource Type: Fixed Term Employment (Full Time)**

**Date of Joining: 11<sup>th</sup> September 2019**

**Reporting Authority: Manager Operations.**

**Fixed Term Period:** The period of employment shall be fixed for the period from **11<sup>th</sup> September 2019 to 10<sup>th</sup> September 2020**. Company reserves the right to renew the fixed term employment on completion of the fixed term employment period at its sole discretion in writing and completion of the period does not imply automatic extension of the service. On completion of the fixed term employment period and non-renewal of the contract, serving of notice for the same is not essential. The gratuity benefits are not applicable as you are appointed for a fixed term employment with us. The same shall be considered in the case of renewal of fixed term employment for such a period of tenure for which the gratuity is applicable.

**Emoluments:** You will be paid annual **CTC of INR 2,25,676/- (Rupees Two Lakh Twenty-Five Thousand Six Hundred and Seventy-Six Only)**. The breakup of which is shown in the **Annexure -I**. Salary offered to you is confidential and salary discussion or disclose to any other employee or unauthorized person by you is strictly prohibited. Salary revision will be done yearly, completely based on overall performance and individuals eligibility.

**Duties & Reporting's:** You shall perform duties of **Front Office Executive** and conform to directions and instructions communicated to you by the company. Your general working hours are from 09.00 AM to 06.00 PM, Monday to Saturday, you may be required to work for more than 9.0 hours in a day subject to exigencies of work and be regular and punctual in attendance. If you are unable to report for work on time for any reason, you need to notify your superior previous day or one hour prior to reporting to duty whichever is earlier. Employee's deputed at client site should follow the working hours time and holidays as assigned by immediate reporting authority, based on clients requirements.

**Probation:** You will be on probation for a period of **Six** months initially, and will be confirmed in writing on or at the end of the probation period or such extended probation period that the company may decide at its sole discretion. Completion of the probation period does not imply automatic confirmation of your services.

**Leave:** You will be eligible for leave as per company rules, subjected to approval from the competent authority. It may be noted that leaves cannot be deemed as granted unless sanctioned by competent authority. You can apply leave prior to 2 days for short leave (up to 3 days) and prior to 10 days for long leave with prior discussion and approval by reporting authorities. Leaves may be granted in emergency but will be treated as **Leave Without Pay** during probation period.

**Transfer:** You will initially be posted at **Pune office**, but you are liable to be transferred at any time, to any other unit of the company or company's clients on a temporary or permanent basis. You are also liable to be

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**SuperSeva Services Pvt. Ltd**

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transferred to any other place in India or abroad owned or operated by the company or its associates on the terms and conditions prevalent in the town/city.

**Exclusiveness:** You will be in exclusive employment to the company and will not engage yourself alone or in company with any other person, in any work or business, without taking explicit permission from the company.

**Service Conditions:** At all times, you shall be governed by service conditions of the company as may be in force from time to time. You will be required to sign and abide by the Employment Agreement and Company Secrecy Policy (Non Discloser Agreement).

*Company shall initiate stringent legal actions, in case of any unauthorized utilization of the facilities provided at the work location, miss-utilization of the funds collected to accomplish the customers' requests received at the work location or non-adhering to the policies of the company, "gross negligence" and "willful or dishonest" acts at work. On proven record by the company in such cases you will be liable for the deduction/ recovery of monetary loss/ damage from you by the company.*

*You are not supposed to join any of company's clients or its competitors or partner after your separation from organization at least for the span of **six months** from the date of relieving from company. If this clause is violated, your final settlement will not be done and company reserves the right to initiate any legal actions on you.*

**Safekeeping:** You will be responsible for safekeeping and return in good condition all company's property/ document, which may be in your use, custody and charge. On separation with the company for whatsoever reason, you will return the company's document or property immediately. You will be liable to bare the cost of any loss or damage of the property or documents of the organization, which may be in use or under your custody.

**Applicability of Notice period:** The notice period to be given by either you or the company will be **fifteen working days** during probation period and **One Month** if confirmed in written. In case job termination is due to any reason (e.g. lack of performance, Attitude, misdemeanors, Sexual Harassment, Criminal Activity etc.) other than organization restructuring, the company have no obligations to provide any notice period. In certain cases (e.g. misdemeanors, theft etc.) company reserves the right to seek legal & prosecution measures.

If you are on unauthorized leave and absent from your duty for more than **two days** without any intimation to the company then it would be deemed that you are not interested in continuing with the company and you would be automatically ceased to be an absconded employee of the company and in such a case you will be terminated from the services of the company with or without any intimation and company shall not be liable to provide any notice and you will not be eligible for any pay from the company.

**Resignation & Relieving:** If you wish to resign from the service of the company, then you need to serve the notice period as well as you needs to completely hand over the responsibilities to the person identified and only then you can be relieved from the service of the company. In case of serving insufficient notice period or incomplete handover by you, you will be liable for lieu of or pay back the notice period salary against your full & final settlement otherwise your exit will remain unsettled and no relieving or experience documents will be provided to you.

In case you are separated from the company for whatsoever reason prior to six months then you will be liable for the deduction from your full & final pay for the expenses made by the company towards ID cards, verification, uniform etc. In all the case, the full and final settlement of your salary payable or any other dues will be released only after ninety working days from the date of your relieving from the service.

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**ANNEXURE- I**

<b>Salary Annexure</b>		
<b>Component</b>	<b>Monthly</b>	<b>Yearly</b>
Basic+DA	12022	144264
HRA	2404	28853
Other Allowances	1518	18211
<b>Gross</b>	<b>15944</b>	<b>191328</b>
<b>Statutory Deductions</b>		
PF Employee	1625	19497
ESI Employee	120	1435
Professional Tax	200	2400
<b>Net Salary</b>	<b>14000</b>	<b>167996</b>
<b>Employer Contributions</b>		
<b>PF Employer</b>	1760	21122
<b>ESI Employer</b>	518	6218
<b>Bonus</b>	584	7008
<b>CTC</b>	<b>18806</b>	<b>225676</b>

**Payout terms and conditions:**

- **Reimbursements:** will be paid as per actuals subjected to eligibility & approval as per company policy and employment grade.
- **Deductions:** ESI, PF, PT, LWF, I. Tax etc. will be deducted at sources as per statutory compliance applicability prevailing norms and conditions.
- **Bonus & Gratuity:** will be paid as per policy. It is further agreed between the company and the employee that incentive, variable pay or retention bonus payable if any based on employees performance, productivity & loyalty, is in lieu of any other bonus & gratuity including bonus based on profits payable under any law.
- Any payment or benefit or applicable deductions will be based on your resource type.
- **Kindly Note:** that you will not have any right to claim Retention, Variable / Incentives pay from the company, if you resign or abscond or separated from the company for whatsoever reason.

If you agree to accept this appointment on the terms indicated above, please sign the form of acceptance at the foot of this letter and return it to us. A second signed copy of this letter is attached and should be retained by you for future reference.

**Thank you,**

**For, SuperSeva Services Pvt.Ltd.**

**Authorized Signatory**

**Acceptance Signature**

**SuperSeva Services Pvt. Ltd**

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