



Ravi Dongliya
220, Giriraj Dham Colony,
Dewas

October 17, 2016
REF No.APP/CRM/AA/0731/D/35637
Private & Confidential

Subject: Appointment Letter

Dear Ravi,

This has reference to your application & subsequent meetings, on behalf of CRM Services India Private Limited (The Company); we are pleased to appoint you to the post of **Customer Care Executive** at CRM Services India Private Limited on following terms & conditions:

Terms & Conditions:

- 1.1 **Remuneration:** You will be entitled to remuneration as per **Annexure 1**.
- 1.2 **Job Assignment and Reporting:** You will report to the **Vice President - Operations**. Your duties and responsibilities will be assigned by the Manager or other superior officer of the company and the same will also include the jobs assigned by the Management from time to time.
- 1.3 **Probation:** You will be on probation for a period of **Six Months** from the date of your joining. During the period of probation, your services are liable to be terminated by either side without assigning any reason and/or without any notice or without any payment in lieu of notice. Your probation period may be extended for such further period as may be decided by the Management. However, you shall continue to be on probation unless confirmed in writing.
- 1.4 **Workplace:** Your initial workplace will be **Indore**; in addition you may need to travel within or outside the country as required for business related assignments. However, your services are transferable and you may be assigned after reasonable notice, to any location in India or abroad, either existing or to be set up in future, where the company conducts its business.
- 1.5 **Confidentiality:** Except in the proper course of your employment or thereafter, you will not divulge to any third party any information regarding the affairs or business matters of the company or information regarding its customers without prior written approval. All information that comes to your knowledge by reasons of your employment with the company is deemed to be confidential.
- 1.6 **Intellectual Property:** The rights to any invention, discovery or creation of any system or method related to the company's operations and arising out of any work done in the course of your employment will automatically vest with the company. In this connection, the company may obtain patent rights in its name (or jointly with others) based on the fact of your invention, discovery or other creative effort. You are specifically made aware that you will not be made liable to any compensation for such acts of yours, and that any reward that the company chooses to bestow will not be deemed to confer any rights towards that invention, discovery or improvement in system or method, by you.
- 1.7 **Use of Personal Information:** I confirm that I have voluntarily furnished my personal information to the Company and the Company shall be free to use such information and all other information that I may provide at any time hereinafter. The Company may share such information in connection with my employment and other related matters, as deemed fit and necessary by the Company.
- 1.8 **Leave Entitlement:** You shall be entitled to casual and earned leave/privilege leave as per law applicable in this regard.
- 1.9 **Retirement:** You will retire on your 58th birthday or last working day before that, if your birthday does not fall on a working day.

**Annexure-I**

Annexure I forms an integral part of the Appointment Letter.

Ref. No.APP/CRM/ AA/0731/D/35637

Designation: **Customer Care Executive**

Date of Joining: **October 17,2016**

Remuneration Break-Up

Entitlements: All entitlements listed below are subject to Company policies, Procedures and guidelines that may be in force or are issued/ changed from time to time. All perquisites and benefits, including reimbursements, are subject to Income Tax as per the provisions of the Income Tax Act, 1961, which may be applicable, including tax on perquisites value. The details of your remuneration are as under:

S. No	Monthly Remuneration	Total Amount (Rs.) per Month	Total Amount (Rs.) per Year
1	Basic Salary	8,000	96,000
2	House Rent Allowance	2,500	30,000
3	Conveyance Allowance	1,600	19,200
4	Special Allowance	190	2,280
	Total Fixed Remuneration (A)	12,290	147,480
5	Statutory Bonus	2,000	24,000
6	Performance Link Incentive (PLI)*	1,500	18,000
	Total Incentive & Bonus Salary (B)	3,500	42,000
7	Employer's Contribution to PF	960	11,520
8	Employer's Contribution to ESI	750	9,000
	Total Retirals (C)	1,710	20,520
	Total Cost to Company (A+B+C)	17,500	210,000

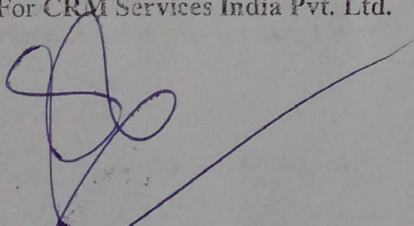
(Rupees Two Lakh Ten Thousand Only Per Annum)

NOTE:

Performance Linked Incentive is payable subject to the employee's performance as per company policies and at the sole discretion of the company's management.

Thanking you,

For CRM Services India Pvt. Ltd.


Chandrashekhar Bhutiya
Manager - Payroll & Employee Administration

Accepted & Agreed

Ravi Dongliya



Ravi Dongliya
Indore

Offer Letter No: -OFF/L-306/812
17th October 2016

SUB: OFFER LETTER

Dear Ravi,

We are pleased to offer you the position of **Customer Care Executive** in our organization at an annual gross remuneration (cost to the company) **Rs.2,10,000/-** (Two Lac Ten Thousand only) per annum which also includes PLI (Performance Linked Incentive) of Rs.18000 (Eighteen Thousand Only) per annum. Your location for this position is presently to be at **Indore**.

Your date of joining the services of the Company would be **17th October 2016**

You are requested to bring the following documents at the time of joining: -

1. Eight passport size Photographs.
2. A proof of resignation letter acceptance from the previous employer (*Must be produced within 4 days of acceptance of offer*).
3. Experience and education certificates.
4. A copy of your pan card.
5. Address Proof
6. It is mandatory for every employee to submit Pan Card, and also the PF number from previous organization in case the you are a member of PF.

(In case you don't submit any of the above documents within the stipulated time, your bank account can't be opened. Your salary would be credited thru bank transfer only once your account is opened and active.)

On your acceptance of this offer, an appointment letter with detailed terms and conditions will be handed over on the day of your joining.

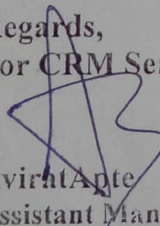
This offer letter is valid only till **17th October 2016** and subject to the receipt of resignation letter acceptance from your current employer by us before this date.

Looking forward to have you with us and wishing you great success with Teleperformance INDIA

CRM Services India Pvt. Ltd. (Teleperformance India) does not charge any recruitment fees or charges from candidates applying for job or at any stage of hiring.

Regards,

For CRM Services India Pvt. Ltd.


Avir Apte
Assistant Manager - Talent Acquisition

Accepted and agreed

Ravi Dongliya



Teleperformance

Transforming Passion into Excellence

CRM Services India Pvt. Ltd.
(A Subsidiary of Teleperformance USA)
Plot No. 6/4-A, 19, PU-3, Scheme 54
Indore 452 010 (M.P.)
Tel : +91 731 4297651-657
Corporate Office-Gurgaon
Tel: +91 124 2439955-62; Fax: +91 124 2439698
CIN : U72900DL2001PTC113076
Email : crmservices@teleperformance.com
www.teleperformance.com

January 18, 2018

REF No. APP/CRM/AA/0731/D/35637

Private & Confidential

Ravi Dongliya

Date of Joining: - October 17, 2016

Subject: Increment Letter

Dear Ravi,

In recognition of your contribution towards the goals of the organization, we are delighted to give you an increment for the year as per following terms and conditions:

1. **Salary:** You will be entitled to remuneration as per **Annexure I**.
2. **Reporting:** You will report to the **Call Center Manager**, who will determine your specific assignment.

All the other terms and conditions as contained in your Appointment/Increment Letter continue to be the same.

Your increment is with effect from **January 01, 2018**.

The terms of this offer are meant to be kept strictly confidential.

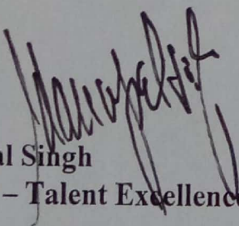
Kindly sign the attached copy of this letter as acceptance of the terms and conditions set out herein. We congratulate you on your excellent performance.

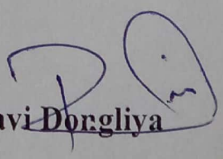
Keep up the good work!

Thanking you,

For CRM Services India Pvt. Ltd

Accepted & Agreed


Manu Pal Singh
Director – Talent Excellence


Ravi Dongliya



Pay Slip

1 message

<Empfeedback.Indore@teleperformance.com>
To: ravidongliya007@gmail.com

Mon, 7 Jan 2019 at 7:55 pm



CRM Services India Private Limited Pay Slip

Month	Dec-2018		
Name	Ravi Dongliya	Employee Code	AA/0731/D/35637
Designation	CCE-XI	Department	Operation
Location	Indore	PF Number	MP/IND/19170/35970
Joining Date	17/10/2016	PF UAN	100945822734
PAN	CRAPD5764R	ESIC IP No.	
Attendance	30	Bank A/C No.	50100185299092

Salary Details

Income	For the Month	Arrear	Total Income	Deductions	Amount
Basic	8226	-	8226	Advance	0
House Rent Allowance	2903	-	2903	P.F.Contribution-Employee	987
Transport Allowance	1548	-	1548	ESI Contribution-Employee	258
Special Allowance	84	-	84	Income Tax	0
Food Allowance	-	-	-	Professional tax	0
Referral Amount	-	-	-	Headset Security	0
Schedule Compliance Allowance	-	-	-	MPLWF	0
Bonus	1935	-	1935		
Dearness Allowance	-	-	-		
Client Incentive	-	-	-		
PLI	-	-	-		
Overtime	-	-	-	Donation	0
Child Education Allowance	-	-	-	Transport	
Night Allowance	-	-	-	Other Deduction	
Shift Allowance	-	-	-		
Technical Allowance	-	-	-		
Joining Bonus	-	-	-		
Split Shift Allowance	-	-	-		
Medical Allowance	-	-	-		
Gross Salary Payable	14696	-	14696	Total Deduction	1245
Net Salary Payable			13451		

This Computer Generated Pay Slip Does Not Require any Signature