

[24]7/2019-20/Hitesh

[24]7

Dear **HITESH KUMAR SIWAN**

Sub: Conditional Offer of Employment

Congratulations!

You have been shortlisted to join 24/7 Customer Private Limited, a company that has been rated amongst the "Top 5 Best Performing Contact Centers in the World" consistently for 3 years in a row.

We are pleased to offer you the position of "Advisor" in 24/7 Customer. The following are the terms of employment with 24/7 Customer.

1. Your initial annual Cost to Company will be Rs 2,19,688/-. This will be applicable after your training period.
2. You will be required to work in shifts, with rotating weekly offs.
3. We shall provide you a separate Letter of Appointment on the date of your joining.
4. You will report for the joining and orientation at our office as per the communication received from the HR team.
5. Upon joining, you will be provided with Foundation Level Education ("FLE") and Product Level Education ("PLE"). Once you successfully complete your FLE, the Company will pay your monthly compensation retrospectively from the date of joining the Company. It is hereby clarified that your entitlement of your monthly compensation (retrospectively from the date you joined the Company) would depend on the outcome of your FLE results.
6. During the training period you will be entitled only two weekly offs. However, in case you require leave during training period on account of any medical emergency, you may request your trainer who shall consider such requests on a case to case basis.
7. In the event of permitted absence exceeding two continuous days, you will be required to restart the training program with the next batch. Please note in such a case your employment will commence from the date you start training in the next batch and your stipend/salary eligibility if qualified will commence accordingly.
8. You are requested to bring along the documents listed below WITHOUT FAIL on your day of joining July 2020 for the purpose of submission/verification:
 - Five passport size color photographs (important)
 - Date of Birth proof certificate (Original and Photocopy)
 - Aadhaar Card (Original and Photocopy)
 - Graduation mark sheets till last semester including final semester admit card (Original and photocopy)
 - High school and secondary school pass out mark sheets/certificates (Original and Photocopy)
 - Previous Employment details if any (Service Certificate/Relieving Letter if applicable in original)
 - Last drawn Pay slip (if applicable in original)
 - Passport No. / Driver's license No. / Bank Account No. (Original and Photocopy)

NOTE: ORIGINAL DOCUMENTS WILL BE RETURNED TO THE EMPLOYEE IMMEDIATELY AFTER BEING VERIFIED AGAINST THE COPIES WHICH SHALL BE ATTESTED.

If you have any queries pertaining to this offer letter please call us at +91 9972927247.

Please sign this Offer in the place allotted for the same as your acknowledgement to join the company on the communicated date failing which this offer will automatically expire and deemed to have been withdrawn.

Once again wishing you the very best and looking forward to your successful career at 24/7 Customer.

With Best Wishes,


Susmita Mallik
Vice President HR

I accept your offer.
Signature of the candidate


Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006



24/7 Customer Pvt. Ltd., Prestige Tech Planna - 2, Survey Nos. 32/1, 32/2, 34/1, 34/2, 34/3, 34/4, Kaduboesanahalli Village, Varthur Hobli, Outer Ring Road between Sarjapur and Marathahalli, Bangalore - 560087, India | Tel. +91 70427247 | Fax. +91 30582489 | www.247-inc.com