

No.F.1 (1-1)-DEE/ESTT/2021(L-7)/6370

Government of Tripura  
Directorate of Elementary Education  
Establishment Section

19 JAN 2021

Dated, Agartala, the \_\_\_\_\_ 2021.

M E M O**Subject:- Offer of appointment to the post of Under-Graduate Teacher (UGT).**

On recommendation of the Teachers' Recruitment Board, Tripura vide No. F. 2(1-18) GEN/TRBT/REC/2020/09 dated 11.01.2021, **Smt. Priyanka Debnath, UR** is hereby offered a purely temporary post of **Under Graduate Teacher** under the Education (School) Department, Tripura on fixed pay basis on a fixed monthly pay of Rs. 16,050/- (revised) (Rupees Sixteen thousand Fifty) only.

**2) THE TERMS AND CONDITIONS OF APPOINTMENT ARE AS FOLLOWS :-**

- I. The appointment is purely on temporary basis for a period of 1(one) year and will not confer any right to continuation for further period /permanent appointment.
- II. The appointment may be terminated at any time by a month's notice given by either side, namely the appointee or the appointing authority, without assigning any reason. The appointing authority, however, reserves the right to terminate the services of the appointee forthwith or before the expiration of the stipulated period of notice by making payment of a sum equivalent to the pay and allowances for the period of notice or the unexpired portion thereof.
- III. The appointment carries the liability with the appointee to serve in any part of the State of Tripura. The appointee should not submit any representation for change of place of posting within a period of five years.
- IV. Other conditions of service will be governed by the relevant rules and orders in force from time to time.
- V. The appointment may be terminated at any time if any kind of discrepancy found in the mark sheets/certificates submitted by the candidate and if the degrees are not recognized by the U.G.C. & N.C.T.E. as applicable.
- VI. *Government Servant joining the service of the State Government on or after 1<sup>st</sup> July, 2118 shall not be governed by the existing Central Civil Services (Pension) Rules, 1972 (as adopted in the State of Tripura) and orders issued there under from time to time. So far as their Pension and other retirement benefits are concerned, they will be governed by a new set of pension Scheme.*

**3) THE APPOINTMENT WILL BE FURTHER SUBJECT TO :-**

- I. Production of a certificate of medical fitness from Civil Surgeon / Superintendent of I.G.M or G.B Pant Hospital, Agartala/Govt. Medical Officer, Tripura / Govt. Female Medical Officer (for Female candidate) /Sub- Divisional Medical Officer, Tripura.

In case of Physically Challenged person such Medical Fitness Certificate should be obtained from the Chairman, Special Medical Board for Physically Challenged persons, Government of Tripura.

- II. Submission of enclosed attestation forms duly filled in.
- III. Submission of declaration in the form enclosed and in the event of the candidate having more than one husband/wife living, the appointment will be subject to his/her being exempted from the operation of restriction on the recruitment in this behalf.
- IV. Taking of an Oath of Allegiance to the Constitution of India in the prescribed form.

Contd.(P/2)



No.F.1 (94-1)-DEE/ESTT/2020(L-2)/6821

Government of Tripura  
Directorate of Elementary Education  
Establishment Section

19 JAN 2021

Dated, Agartala, the \_\_\_\_\_ 2021

M E M O**Subject:- Offer of appointment to the post of Graduate Teacher(VI-VIII)**

On recommendation of the Teachers' Recruitment Board, Tripura vide No. F. 2(1-18) GEN/TRBT/REC/2020/10 dated 11.01.2021, **Smt. Priyanka Debnath, (UR)** is hereby offered a purely temporary post of **Graduate Teacher(VI-VIII)** under the Education (School) Department, Tripura on fixed pay basis on a fixed monthly pay of **Rs. 20,475/- (revised) (Rupees twenty thousand four hundred and seventy-five)** only.

**2) THE TERMS AND CONDITIONS OF APPOINTMENT ARE AS FOLLOWS :-**

- I. The appointment is purely on temporary basis for a period of 1(one) year and will not confer any right to continuation for further period /permanent appointment.
- II. The appointment may be terminated at any time by a month's notice given by either side, namely the appointee or the appointing authority, without assigning any reason. The appointing authority, however, reserves the right to terminate the services of the appointee forthwith or before the expiration of the stipulated period of notice by making payment of a sum equivalent to the pay and allowances for the period of notice or the unexpired portion thereof.
- III. The appointment carries the liability with the appointee to serve in any part of the State of Tripura. The appointee should not submit any representation for change of place of posting within a period of five years.
- IV. Other conditions of service will be governed by the relevant rules and orders in force from time to time.
- V. The appointment may be terminated at any time if any kind of discrepancy found in the mark sheets/certificates submitted by the candidate and if the degrees are not recognized by the U.G.C. & N.C.T.E. as applicable.
- VI. *Government Servant joining the service of the State Government on or after 1<sup>st</sup> July,2018 shall not be governed by the existing Central Civil Services (Pension) Rules, 1972 (as adopted in the State of Tripura) and orders issued there under from time to time. So far as their Pension and other retirement benefits are concerned, they will be governed by a new set of pension Scheme.*

**3) THE APPOINTMENT WILL BE FURTHER SUBJECT TO :-**

- I. Production of a certificate of medical fitness from Civil Surgeon / Superintendent of I.G.M or G.B Pant Hospital, Agartala/Govt. Medical Officer, Tripura / Govt. Female Medical Officer (for Female candidate) /Sub- Divisional Medical Officer, Tripura.

In case of Physically Challenged person such Medical Fitness Certificate should be obtained from the Chairman, Special Medical Board for Physically Challenged persons, Government of Tripura.

- II. Submission of enclosed attestation forms duly filled in.
- III. Submission of declaration in the form enclosed and in the event of the candidate having more than one husband/wife living, the appointment will be subject to his/her being exempted from the operation of restriction on the recruitment in this behalf.
- IV. Taking of an Oath of Allegiance to the Constitution of India in the prescribed form.

Contd.(P/2)




No.F.1 (94-1)-DEE/ESTT/2020(L-1) / 7723  
Government of Tripura  
Directorate of Elementary Education  
Establishment Section

12 FEB 2021

Dated, Agartala, the \_\_\_\_\_ 2021

M E M O

**Subject: - Offer of appointment to the post of Graduate Teacher (Elementary) (Trainee Teacher)**

On recommendation of the Teachers' Recruitment Board, Tripura vide No.F.2(1-18) GEN/TRBT /REC/2020/10 dated, 11/01/2021, **Smt. Payel Das, (SC)** is hereby offered a purely temporary post of **Graduate Teacher (VI-VIII) - Trainee** under the Education (School) Department, Tripura on fixed pay basis on a fixed monthly pay of **Rs. 20,475/- (revised) (Rupees Twenty thousand four hundred and seventy-five) only.**

**2) THE TERMS AND CONDITIONS OF APPOINTMENT ARE AS FOLLOWS :-**

- I. The appointment is purely on temporary basis for a period of 2 (two) years and will not confer any right to continuation for further period /permanent appointment.
- II. The appointment may be terminated at any time by a month's notice given by either side, namely the appointee or the appointing authority, without assigning any reason. The appointing authority, however, reserves the right to terminate the services of the appointee forthwith or before the expiration of the stipulated period of notice by making payment of a sum equivalent to the pay and allowances for the period of notice or the unexpired portion thereof.
- III. The appointment carries the liability with the appointee to serve in any part of the State of Tripura. The appointee should not submit any representation for change of place of posting within a period of five years.
- IV. Other conditions of service will be governed by the relevant rules and orders in force from time to time.
- V. The appointment may be terminated at any time if any kind of discrepancy found in the mark sheets/certificates submitted by the candidate and if the degrees are not recognized by the U.G.C. & N.C.T.E. as applicable.
- VI. Government Servant joining the service of the State Government on or after 1<sup>st</sup> July, 2018 shall not be governed by the existing Central Civil Services (Pension) Rules, 1972 (as adopted in the State of Tripura) and orders issued there under from time to time. So far as their Pension and other retirement benefits are concerned, they will be governed by a new set of pension Scheme.
- VII. As the concerned candidate is with relaxed qualification as referred in MHRD (at present Ministry of Education, Government of India) notification dated 04/01/2019, hence the candidate shall have to acquire the minimum academic and professional qualification laid down in the NCTE's notification dated 23/08/2010 as amended from time to time within a period of 2 (Two) years and till acquisition of the minimum qualifications as per the NCTE notification, shall be treated as "Trainee Teacher".
- VIII. If the concerned candidate already pursuing the course in NCTE recognized Board / Institution, then has to submit the certificate of qualification with the Department soon after the such acquisition .
- IX. If the concerned candidate is yet to be get admitted then has to undergo the D.El.Ed course in the Teachers Training Institutes of Tripura managed by the State Government as per the guideline to be issued by the Department.
- X. The Trainee teachers will bear the expenses for acquisition of requisite qualification.
- XI. Failure to attain the requisite qualification within the prescribed period as referred in MHRD (at present Ministry of Education, Government of India) notification dated 04/01/2019 will lead to denial of prescribed annual increments, limited to maximum 5 (five) increments or till acquiring the minimum norms, whichever is earlier.

**3) THE APPOINTMENT WILL BE FURTHER SUBJECT TO:-**

- I. Production of a certificate of medical fitness from Civil Surgeon / Superintendent of I.G.M or G.B Pant Hospital, Agartala/Govt. Medical Officer, Tripura / Govt. Female Medical Officer (for Female candidate)/Sub- Divisional Medical Officer, Tripura.

Contd.(P/2)



GOVERNMENT OF TRIPURA  
GENERAL ADMINISTRATION (PERSONNEL & TRAINING) DEPARTMENT

No.F.37(5)-GA(P&T)/2002(L-II)

Dated, Agartala the 14<sup>th</sup> February, 2022

**ORDER**

Under Rule 13(1) of the Tripura Government Stenographers' Service Rules, 1977, read with Rule 16(1) of the said Rules, the following candidates, on the basis of results of competitive examination conducted by the Tripura Public Service Commission, are appointed temporarily as Stenographer (Personal Assistant-II) of the Tripura Government Stenographers' Service in the scale of pay at the Level 9 of Tripura State Pay Matrix 2018 (Rs.5,700 - 24,000/-[PB:2] + Grade Pay Rs. 2,800/-) [pre-revised] plus other allowances as admissible from time to time, on probation for a period of 2 (two) years with effect from 21-02-2022 in the respective places of posting as noted against each :-

Sl. No.	Name of the Stenographers	Place of posting in the office of
1	Shri Rahul Chakraborty (UR)	DM & Collector, Sepahijala District, Tripura.
2	Smt. Snigdha Das (SC)	Sub-Divisional Magistrate, Khowai, Khowai District, Tripura
3	Smt. Vedatrayee Dash Choudhury (UR)	DM & Collector, Udaipur, Gomati District, Tripura
4	Shri Saroj Kumar (UR)	Sub-Divisional Magistrate, Gandacherra, Dhalai District
5	Smt. Paramita Ghosh (UR)	District Forest Officer, Udaipur, Gomati District
6	Smt. Tanuja Chakraborty (UR)	DM & Collector, Gomati District, Tripura.
7	Smt. Rashmi Das (SC)	Sub-Divisional Magistrate, Kamalpur, Dhalai District, Tripura.
8	Shri Dwaipayana Das (SC)	DM & Collector, Dharmanagar, North Tripura.
9	Smt. Bithika Saha (UR)	DM & Collector, Khowai District, Tripura.
10	Smt. Prativa Debbarma (ST)	SP, Khowai District, Tripura.
11	Shri Susenjit Chakraborty (UR)	Sub-Divisional Magistrate, Dharmanagar, North Tripura
12	Smt. Purnita Deb (UR)	Sub-Divisional Magistrate, Belonia, South Tripura
13	Smt. Puja Debnath (UR)	Sub-Divisional Magistrate, Sonamura, Sepahijala District, Tripura.
14	Shri Tapash Paul (UR)	Sub-Divisional Magistrate, Amarpur, Gomati District, Tripura

*M/S*

## WORK ASSIGNMENT LETTER

Dear Ms Kaberi Bhattacharjee

Date: 01 Apr 2022

Ref: SBI Cards & Payment Services Private Limited

Employee ID: 202216039

OfferID: GUW01042022286089

We are pleased to appoint you as Branch Relationship Executive--E with our Client SBI Cards & Payment Services Private Limited located at our client project site at Agartala, on a fixed Term Basis. You have to complete Joining Formalities within 10 days from your joining. In addition to this:

1. As the Project work awarded to us by our Clients is only for a certain period, your assignment with us initially will be from **04 Apr 2022 to 03 Jul 2022** as per terms mentioned in the Letter of Engagement dated **04 Apr 2022**. If however, the Project work is extended, your association with us may be extended for such further period as may be decided by us. Hence, this contract of employment by no means be treated or construed to be of permanent in nature granting thereby to you a status of permanent employee of the Company. Your employment is governed by the contractual agreement between Innovsource Services Private Limited and SBI Cards & Payment Services Private Limited for which your services have been engaged.
2. If however the project work awarded to us is completed before time or if is terminated for any reasons whatsoever earlier, then your services shall be terminated on such earlier date as the situation demands as per terms mentioned in your Letter of Engagement.
3. Your CTC details would be:

GROSS SALARY		STATUTORY BENEFITS	
Basic	Rs. 6495/-	PF Employer	Rs. 779/-
HRA	Rs. 3930/-	PF Admin	Rs. 32/-
Other Allowances	Rs. 0/-	ESIC Employer	Rs. 339/-
		EDLI Employer	Rs. 32/-
		Bonus	Rs. 583/-
		FixedGroupAccidentInsurance	Rs. 50/-
<b>GROSS SALARY</b>	<b>Rs. 10425/-</b>	<b>STATUTORY TOTAL</b>	<b>Rs. 1815/-</b>
PF Employee	Rs. 779/-		
ESIC Employee	Rs. 79/-		
Professional Tax	Rs. 150/-		
<b>NET SALARY</b>	<b>Rs. 9417/-</b>	<b>COST TO COMPANY</b> (Gross + Statutory Benefits)	<b>Rs. 12240/-</b>

**Bonus, if applicable, will be paid on monthly basis.**

The net salary is subject to Income Tax

Your salary is payable only through electronic payment mode such as EFT/NEFT/RTGS/ECS or account payable cheque for which you have to provide relevant information at the time of joining. One month grace period shall be provided to you on reasonable ground.

4. In addition to the Monthly Salary, you will not be entitled to any other perquisites/ allowances unless given to you in writing. Your coverage under ESIC scheme, Provident Fund scheme, and Bonus Act where applicable will be as per the government regulations. Salary would be receivable on or before 10th of the subsequent month, subject to receipt of corresponding payments from our Client where you will be deployed. Any discrepancy in the salary received needs to be reported to our nearest branch within 7 days of receipt of salary after which, it will be

considered as correct and further claims will not be entertained. Gratuity will be payable as per Payment of Gratuity Act, 1972. TDS will be deducted at Higher rate as per Income Tax Act, in case PAN number along with proof is not provided to nearest Innov Branch within 7 days of joining. Any unclaimed salary within 3 years from when it is due, will be paid to Labour Welfare Fund as per Labour Welfare Fund Act. You will be entitled to leave as per the practice followed by the client.

5. Your coverage under ESIC scheme is subject to adherence of rules & regulation of it. It is mandatory for you to submit Aadhar Card (UID) including your family within one month from the date of issuance of ESIC number, if you fail to submit the Aadhar Card (UID) within stipulated period in that case you will not be eligible to take benefits of ESIC coverage and in that Circumstances Company shall not be held responsible.
6. You are eligible under Provident Fund scheme subject to adherence of rules & regulation of it. It is also mandatory for you to submit Aadhar Card (UID), PAN Card & Bank A/c. No. with IFSC Code (collectively referred as 'KYC') within one month from your date of joining, if you fail to submit the KYC within stipulated period in that case as per PF norms you will not able to withdraw or transfer or to take any benefits of PF and in that circumstances company shall not be held responsible or liable.
7. Since our Client undertakes contract projects, you may be required to work at different project sites and are likely to be deputed in any establishment within the city or outside the city including outside the State for the purpose of discharging your duties as and when the situation demands, at the said working hours.
8. You will act within the framework of organizational structure and policies and directions as may be laid down by the management from time to time. During the tenure of your employment with us, you will not undertake any other employment or business activities, work or public office of payment or otherwise except with the written permission of the Management. If you are found involved in any act which in the opinion of the Company is detrimental to the interest of their business interest, Management shall be at liberty to dispense with your services immediately and without any notice or compensation. Your Verification will be done by an external agency and you need to provide us all details and documents as required for the same. In case of negative verification status, we shall be at liberty to dispense with your services immediately and without any notice or compensation. At all time during the tenure of this Contract of employment you will be bound by any Rules & Regulations enforced by the management from time to time in relation to the conduct, discipline, leave, holidays or any other matters relating to service conditions. Identity Card issued to you is to be returned back to us on termination of contract, without which your amount against Full & Final Settlement will not be released.
9. Either Party can terminate this contract anytime during the existence of a work assignment by providing a notice of (7) seven days to the other party. This is as per the terms laid out in the letter of Engagement. In case you fail to give the above notice, the salary in lieu of notice will be recovered from you. You shall at no point of time stake any claim or right to claim employment, damage, loss or compensation of any sort whatsoever against our company or our clients.
10. This letter is being sent to you in duplicate, Please return two copies of the same, duly signed as the token of acceptance this Contract of employment with the above terms and conditions.

Yours faithfully,

Acceptance

**For Innovsource Services Private Limited**

I have received the Work Assignment Letter and agree to the terms and conditions contained thereto



**Ms Kaberi Bhattacharjee**

Authorised Signatory Authorised Signatory

(Signature & Date)

## Letter of Engagement with our Clients/Business Partners

Dear Ms Kaberi Bhattacharjee

Date 01 Apr 2022

Offer ID: G UW01042022286089

1. Innovsource Services Private Limited (also known as "Innov") is involved in the business of providing services to manage key business processes of our Clients/ Business Partners. Based on your interaction with us, we wish to confirm your registration with us for the purpose of selection to perform any service ("Work Assignment") that may be required by our Clients/ Business Partners ("Customer").
2. It is understood that mere registration with Innov does not guarantee you any Work Assignment and is subject to selection by Innov and/or its Customers. Innov may offer to engage you to perform specific Work Assignments from time to time for any of its Customers at a specified location and you may choose to accept such offer at your discretion.
3. The terms of this letter ("Engagement Letter") shall govern your relationship with Innov now and in the future. Each Work Assignment will be governed by the terms of this letter and the specific Work Assignment Letter. In the event of any inconsistency, the terms of the relevant Work Assignment Letter shall govern.
4. Execution of any Work Assignment Letter by you shall be a full and complete acceptance by you to perform the services. Upon acceptance, you shall;
  - I. fully perform the services, in a professional manner, at the Customer's location till the completion of the term of the Work Assignment;
  - II. during the term of the Work Assignment, render services exclusively to the Customer and such performance shall not be inconsistent with any obligation you may have
  - III. not engage in any conduct detrimental to the interests of the Customer or Innov;
  - IV. not receive any payments of any nature directly from the Customer unless agreed to by Innov;
  - V. not, either directly or indirectly, offer yourself for employment with the Customer, its agencies or its affiliates during the period of the Work Assignment without the prior permission of Innov;
  - VI. comply with the safety, health, environment and other rules and regulations of the Customer provided that you have been made aware of the same;
  - VII. report and be present at the Customer's designated location during the working hours mentioned in the applicable Work Assignment Letter;
  - VIII. extend all co-operation to the Customer's employees, consultants, representatives, etc., and do all such things as may be necessary and comply with all terms of the applicable Work Assignment Letter so as to effectively undertake the Work Assignment.
5. At the end of each Record Period, as mentioned in the Work Assignment Letter, or at the completion of the Work Assignment, whichever is applicable, you will deliver to the Customer, a Time Sheet (or any other format/ register as required by the Customer) containing the number of hours worked in any given day at the Customer's location and such other details as may be prescribed by Innov and produce the same to Innov upon request.
6. As consideration for the services performed during any Work Assignment, Innov will pay you remuneration, as per the Work Assignment Letter. Innov will be entitled to make deductions as per applicable law or in respect of any amounts due to Innov or the Customer from you. You will be reimbursed any approved expenses subject to your submitting original bills/ declarations as required by Innov and/or the Customer.
7. Any intellectual property that results from work performed by the Individual under any Work Assignment Letter



shall be the property of the Customer and the Individual agrees to assign/ transfer to the Customer, the worldwide, perpetual and entire right, title, and interest in all intellectual properties including all rights to obtain, register, perfect, and enforce patents, copyrights, and other intellectual property protection under any laws and conventions.

8. All proprietary information/ material of the Customer that is made known to you during the term of the Work Assignment shall be received in confidence and you shall not disclose or, except in performing the services, use any such proprietary information/ material. You agree that all information, correspondence, documents, materials or items provided to you by the Customer or Innov are provided to you in trust and on lapse/ termination of the Work Assignment, you shall promptly return all such material to the Customer or Innov, as the case may be.
9. You agree that this Letter of Engagement creates no obligation on the part of either party unless you are selected for a particular Work Assignment and you execute the relevant Work Assignment. By executing this Letter of Engagement, neither do we offer you employment with Innov nor do you become an employee of Innov. The terms of this Letter of Engagement shall however govern any Work Assignments that you undertake to perform.
10. Should you be selected to perform the Work Assignment, the nature of your relationship with Innov will be that of Employment/ Contract of Service for a period mentioned in the Work Assignment Letter. Upon lapse or termination of the Work Assignment, your employment with Innov shall stand terminated forthwith.
11. Either Party can terminate this contract anytime during the existence of a work assignment by providing a notice of (7) seven days to the other party. This is as per the terms laid out in the letter of Engagement. In case you fail to give the above notice, the salary in lieu of notice will be recovered from you. You shall at no point of time stake any claim or right to claim employment, damage, loss or compensation of any sort whatsoever against our company or our clients.
12. It is mandatory to you to submit Aadhar Card (UID), PAN Card, Bank Account Details and IFSC code (collectively referred to as 'KYC documents') within 7 days of joining or till first pay month for the purposes of statutory & compliance. If you fail to submit the same within the stipulated period, the amount of Rs.500/- per month will be deducted from your salary for non – compliance of KYC for first 3 months, thereafter Rs.750/- per month will be deducted from your salary. On the receipt of KYC documents, the company shall refund you the amount deducted in your subsequent salary. Please note that, as per PF norms you shall not be able to transfer or withdraw Provident Fund (PF) contribution, till the updating of KYC documents.
13. Your continuance in employment is subject to your remaining physically and mentally fit. Further, as and when required, the Management may require you to submit yourself to medical examination by a physician of the choice of the management.
14. In case there is no Work Assignment subsisting, either party may terminate this Letter of Engagement forthwith by sending notice in writing. If a Work Assignment is subsisting, this Letter of Engagement can be terminated only co-terminus with the relevant Work Assignment as per the notice period required for termination of the Work Assignment as above.
15. Termination of this Letter of Engagement shall not affect the obligations of the parties that have been incurred prior to termination and Innov will promptly settle all your dues after making applicable deductions. Further, obligations relating to confidentiality and intellectual property shall continue after termination/ expiry of this Letter of Engagement or the Work Assignment.
16. You agree to defend, indemnify and hold Innov or the Customer harmless from any and all claims, damages, liability, attorneys' fees and expenses on account of your failure to satisfy any of your obligations under this Letter of Engagement or under the Work Assignment Letter or for misconduct, violation of any law or creation of any legal liability by you.
17. To create and maintain safe work environment, free from sexual harassment & discrimination for all employees the company has policy for prevention of sexual harassment (posh), you can reach us through email: [posh@innov.in](mailto:posh@innov.in) for necessary assistance.



18. In addition to the terms contained herein, you will be provided a personal computer/laptop /tablet/ operating system, software application, other software tool & data at client site by no means you will install any other software tool etc. by own or through someone or insist any of the service engineer to do so for personal or any other usage. That you will not use your personal computer assets in any of the office premises. Internet is paid resource and therefore shall be provided only for business work. You will not use your own modem/wireless data/any other media to access internet in the office, Data on your computer is entirely your responsibility, you will not share your login or any other password with anyone and if you fails to act upon the same you will be liable for any losses/penalty/action if proven.
19. Any dispute between the Individual and Innov shall be referred to a sole arbitrator to be selected from a list of arbitrators nominated by Innov. The arbitration shall be conducted in English language, in accordance with the Arbitration and Conciliation Act, 1996, at Mumbai, India. This engagement letter shall be governed in all respects by the laws of India.
20. In addition to the terms contained herein, your relationship with Innov may be subject to such other additional terms and conditions as may be communicated to you from time to time in writing by Innov.
21. You can reach us through (1) Call on Toll Free No.1800-22-4456 (2) email to ar@innov.in or (3) WhatsApp on 9930346641

We request you to please sign a duplicate copy of this letter and return the same to us, indicating your acceptance of the terms mentioned herein. By signing this letter you confirm that you have read, fully understood and accepted the terms of this letter.

Warm regards,

Yours faithfully,

**For Innovsource Services Private Limited**



Authorised Signatory Authorised Signatory

Acceptance

I have received the Work Assignment Letter and agree to the terms and conditions contained thereto

**Ms Kaberi Bhattacharjee**

(Signature & Date)

To

The Innovsource Services Private Limited

A-2 Kailas Industrial Complex, Park Site,  
Vikhroli West, Mumbai  
Maharashtra 400079

**Re: Code of Conduct**

Dear Sir

I am working in your company as a Branch Relationship Executive--E since 04 Apr 2022. My job profile, inter-alia, includes offering, explaining, sourcing, and assisting documentation of products and linked services to prospects of SBICPSL.

In the discharge of my duties, I am obligated to follow the Code of Conduct attached to this document.

I confirm that I have read and understood and agree to abide by the Code of Conduct. I further confirm that the HR Person of your company mentioned below has explained the contents in full to me.

In case of any violation, non-adherence to the said Code, you shall be entitled to take such action against me, as you may deem appropriate.

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Agency Name: Innovsource Services Private Limited

Date: \_\_\_\_\_



**THIS SCHEDULE IV** is made part of the Agreement dated 04 Apr 2022 between **SBI CARDS AND PAYMENT SERVICES PVT. LTD.** (SBICPSL) and **Innovsource Services Private Limited**

I.....resident of....., am aware that my employer, **Innovsource Services Private Limited** has entered into an Agreement with **SBI CARDS AND PAYMENT SERVICES PVT. LTD.** (SBICPSL) on 04 Apr 2022. I fully understand that this arrangement imposes certain obligations on its personnel. I hereby confirm that I have reviewed, read and understood the terms and conditions laid down in the code of conduct and I agree to strictly adhere to the same. I agree voluntarily to provide this undertaking to ensure my understanding and compliance with these obligations.

1. I understand that I may have access to certain data and documents that may contain confidential information ("**Confidential Information**") of SBICPSL, Confidential Information includes, but is not limited to any information relating to organizational structure, customer information / data, personnel data, marketing philosophy and objectives, project plans, business initiatives, systems, designs, processes, product features, financial results, and materials related to same, technology, customer lists, product development, advertising or sales programs of SBICPSL and any other information which would give SBICPSL an opportunity to obtain an advantage over their competitors or which SBICPSL is ethically obliged to protect from unauthorized sources. None of such Confidential Information shall be deemed to be in the public domain.

**To enable SBICPSL to protect its confidential information, I agree to safeguard all confidential Information and not to reveal, transfer or otherwise disclose Confidential Information to any third party. I will not discuss the confidential information at any public place.**

**Upon termination of my employment with the employer or otherwise upon my disengagement from the performance of services for SBICPSL, I agree to destroy or return promptly all Confidential Information to SBICPSL including all copies thereof in whatever form, including electronic form.**

2. I shall perform my services to the best of my abilities in a bona fide manner and shall exercise due diligence and utmost care, in respect thereof. I will be bound by all the rules, regulations, policies of SBICPSL as promulgated from time in relation to my conduct of the services.
3. I Shall strictly adhere to the term and condition of the code of conduct.
4. I understand, acknowledge and agree that if I threaten to or breach or fail to observe any of the obligations set forth in this Undertaking then:
  - a. SBICPSL will be subject to irreparable harm and I therefore agree that SBICPSL shall be entitled to injunctive relief, damages and/or any other remedies permitted under law, to ensure and enforce my compliance with these obligations provided, however, that no specification herein of any particular legal or equitable remedy shall be constructed as a waiver, prohibition or limitation of any other legal or equitable remedies.
  - b. My services can be terminated and/or such disciplinary action and/or such legal action taken against me as they may deem fit.

Name Of the associate: \_\_\_\_\_

Date: \_\_\_\_\_

**SBI CARD'S CODE OF CONDUCT FOR DIRECT SELLING & MARKETING AGENTS**

1. This code will apply to all agents and their representatives involved in sales, marketing and distribution of any financial / payment product of SBI Card.
2. The Agents, Sales Executives/Business Relationship Executive and Tele Marketing Executive working for the Agencies must agree, in writing, to abide by this code prior to undertaking any direct sale or marketing operation on behalf of SBICPSL.
3. All agents and their representatives involved in sales, marketing and distribution of any financial / payment product of SBI Card must sign the attendance register for all days for which they have attended/come to office/work.
4. All agents and their representatives should always carry a valid ID Card issued by their respective Agencies. Such Employees should always be dressed in appropriate formal attire. Jeans / T-shirt and open sandals are not allowed.
5. All agents and their representatives should refrain from using inappropriate and abusive language. Intimidation or harassment of any kind, either verbal or physical is strictly prohibited.
6. All agents shall submit only valid & genuine bills / vouchers (in original, where required) for any claim for reimbursement.
7. Unless specifically permitted, mobile phones are not allowed inside the office premises. The mobile phones should be on silent mode & locked in duly assigned drawers/inside the bag during working hours (except-breaks).
8. No agent should use mobile phones for making any sales related calls unless specifically authorised.
9. 100% National Do Not Call Registry check must be done on all data called upon by agents.
10. The lead generation sales call should be made from +140 numbers only.
11. The calling data sheets must be given back to authorized persons every day, post completion of the Tele-calling process on those sheets.
12. 100% Back Check Call must be done for all applications processed as per approved script.
13. No Agent or Data Operator or sales team member to hold any application or customer documents for more than 7 days post collection of the same. No applications should be withheld during month end and all the applications should be submitted for onwards processing within designated time.
14. No documents from the customers are to be taken by any agent without customer consent and duly signed and verified. Agents must keep all the customer and company related information strictly confidential. No agent or Data Operator or sales team member record, store document or any customer or company data with him and shall not make copies of or otherwise transfer / email such information to any third party or his / her own personal ID. Any breach of confidentially of the Customer or company information, may lead to strict action against the concerned agent and the Agency.
15. No agent shall hold or maintain applications of other banks, unauthorized data, bank stamps, letterheads etc.
16. No Agent or Data Operator or sales team member should fudge or tamper any application form, documents, photographs etc. provided by the customers.
17. No Agent or Data Operator or sales team should fudge or tamper any bill.
18. There should be no mismatch in the information in the application form as compared with documents provided by the customer.
19. All Agent or Data Operator or sales team member should provide information and documents submitted by customer only.
20. No Agent or Data Operator or sales team member to misuse/unauthorized use of partner's data, infrastructure or system at any time.
21. There should be No misreporting of numbers/dispatch figures/incentive or any other relevant information.
22. There should be no condoning of deliberate acts of mis-selling or mis-communication by any Agent or Data Operator or sales team member during any month. Any such act should be immediately reported to the concerned authorities.
23. Only those prospects should be contacted who have has expressed their desire to acquire a SBICPSL product through different modes like website, reference, call center, branch etc.
24. Agents must help prospect understand SBICPCL products, services, documents requirements and terms and conditions in a simple manner.
25. Customer must normally be contacted between 7 a.m. – 7 p.m. Avoid calls at a time or at a particular place if requested by the customer.



26. During the call to the Customer agents to identify themselves as only agents of SBICPSL while interacting with the customers and state reason of their call.
27. Do not discuss the product and offer other than the prospective customer or person authorized by the customer on his behalf.
28. Do not mislead the prospective customer on any service /product offered, business or **organization's** name, or falsely represent yourself. **Don't** make any false /unauthorized commitment of behalf of SBICPSL for any facility/service.
29. No Agent or Data Operator or sales team member should accept or offer any gift(s)/ bribe in cash or kind or any other means to or from prospect to gain favor.
30. Always respect Customer privacy;
31. Do not enter the prospect's residence/office against his/her wishes.
32. Provide your telephone number, supervisor's name or the concerned SBICPSL officer's contact details, if asked for by the customer.
33. Any communication sent to the prospect shall be only in the mode and format approved by SBI Card.

Signature of Sales Executive: \_\_\_\_\_

Name of the Sales Executive: \_\_\_\_\_

Date: \_\_\_\_\_

**Action against misconduct**

<b>Fraud</b>	<b>Severity</b>	<b>Misbehaviour</b>	<b>Severity</b>
Fabricated documents (pertaining to any function/process).	High	Any instance of misbehavior (with customer/colleagues/stakeholders).	
Signature Forgery.	High	Creating non conducive work environment.	High
Misrepresentation of Facts.	High	<b>Action</b>	
Taking Cash/ Cheque from Customer.	High	Termination and blacklist in employee database. FIR with local Police authorities (Depending on Fraud type).	
Multiple Employment.	High		
Application Fraud.	High		
Unauthorized Access and use of banking infrastructure and system.	High		
Document/information collection without customer consent.	High		
Identity theft and misuse of customer information.	High		
<b>Mis selling and Miscommunication</b>	<b>Severity</b>		
Free Miscommunication.	High	<b>Action</b>	
Misrepresentation of Features/Benefits.	High	<b>Incident Investigation by ASM. If proven, penalty as follows:</b>	
Promise a Credit limit/Definitive Application approval.	High	<b>1st Instance</b> - Feedback to Trainer and Training Intervention	
Withholding and will fully delaying application processing.	High	<b>2nd Instance</b> - Warning Letter by MSP and One to One with MSP Supervisor	
		<b>3rd Instance</b> - Incentive Annulment	
		<b>4th Instance</b> - Termination of services	
		<b>Action</b>	
		<b>Incident Investigation by ASM. If proven, penalty as follows:</b>	
		Termination of services	

Signature of associate: \_\_\_\_\_

Name Of the associate: \_\_\_\_\_

Date: \_\_\_\_\_



## PERFORMANCE APPRAISAL POLICY

### **Objectives:**

Performance Appraisal is designed to ensure

Career Planning

Compensation & Reward

Review of Role & Responsibility

### **Parameters to Evaluate:**

- 1) Target vs Achievement
- 2) Product Knowledge
- 3) Monthly Attendance
- 4) Integrity & Discipline
- 5) Complaints

**Eligibility:** All associates who successfully complete 3 months will be eligible for the Appraisal.

**(Name of employee)**

**(Emp ID)**

Innovsource Services Private Limited will issue the letter accordingly and hand over to the associates.

**I have read the Policy mentioned above and same accepted and acknowledge by me.**

01 Apr 2022

To,

Ms Kaberi Bhattacharjee

Ward No 7, Anandanagar, Malaynagar, Renters colony, Bishalgar, Near Laxmi Mandir, Bishalgarh 799004

**Sub:** Offer for Training and Certification

**Dear Ms Kaberi Bhattacharjee,**

Thank you for meeting us to pursue an employment opportunity with us.

Basis the review of your resume and the interview, we are pleased to arrange for training for a period of three days at our office at Agartala. You may note that successful completion of the training is a mandatory step before offering any position to you on any of our projects / assignments. Payment is not payable for the period of training if not completed successfully and certified. On successful completion of training and certification, the management shall utilize your services on fixed term contract.

This offer is valid for a period of 7 days

Further, please note that this offer is based on the representations made by you in the interviews and on your resume. The Company shall be conducting background check verification and in the event any of the information provided by you is found to be incorrect, false, the Company shall have the right to terminate your employment with immediate effect without any notice or compensation. In case all the required documents are not provided within 3 days from the receipts of the said letter then this offer will stand withdraw.

The formal appointment letter will be issued at the time of joining upon successful completion of the training, subject to receipt of the background check report. **Your Verification will be done by an external agency and you need to provide us all details and documents as required for the same including the following.** (Mandatory documents are Proof of Identity, date of birth and proof of address.)

- (a) Aadhaar & PAN Card.
- (b) Relieving letter from your past employer.
- (c) Proof of your last drawn salary.
- (d) Original and photocopies of your educational certificates and experience certificates.
- (e) Passport size photographs.

At all time during the training and subsequently during your employment, if confirmed, you will be bound by any Rules & Regulations enforced by the management from time to time in relation to the conduct, discipline, leave, holidays or any other matters relating to service conditions.

**Other Terms & Conditions:**

**Termination:**

The Company can revoke this offer in the event you are found to be in violation of the company policies and are found to be indulging in unlawful conduct or abusive behavior.

**Confidential Information:**

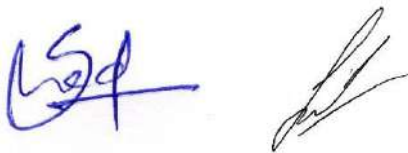
You understand that during the training, you may have access to certain data and documents that may contain confidential information ("Confidential Information") of our company or its clients, Confidential Information includes, but is not limited to any information relating to organizational structure, customer information / data, personnel data of the company or its clients. You undertake to ensure the confidentiality of such information at all times during the term with Innovsource Services Private Limited . Any unauthorized disclosure of such information shall be strictly dealt with as per the company policy.

Yours faithfully,

Acceptance

**For Innovsource Services Private Limited**

I have received the Work Assignment Letter and agree to the terms and conditions contained thereto



**Ms Kaberi Bhattacharjee**

Authorised Signatory Authorised Signatory

(Signature & Date)