



Date: **16th Feb 2013**

PRIVATE & CONFIDENTIAL

To,

Pacheco Charleston

C/o Jacin D'souza, Anita
Building, Flat no 1, Ground Floor,
Opp Navghar Post Office, Vasai
West, Thane 401202

Dear **Pacheco Charleston**

Sub: Offer cum Appointment letter - CSP

With reference to your application and the subsequent interview you had with us, we are pleased to appoint you as **Trainee - Customer Service Professional** in our Organization, with effect from **18th Feb 2013** on the following terms and conditions:

1. In the initial period of training you will be put into **VNA Process Training** wherein you will be assessed about your capability and if it is found during the said training your performance is not satisfactory or not up to the mark then you will stand automatically disqualified for appointment in the organization and your services shall stand automatically terminated. During the entire duration of the training you will be entitled to salary as mentioned in **Annexure**.
2. After successful completion of the entire training period as aforesaid, you will be appointed as **Customer Service Professional** in our organization for a period of six months. During this period you will be entitled to salary as per **Annexure**. During the aforesaid period of six months, you will be assessed on attendance, performance against target set, attitude or any other parameters that may be communicated or may be applicable during the probation period. Subject to the satisfactory completion of probation you will be absorbed in the regular employment of the company as **Customer Service Professional**.
3. Your initial appointment will be at Mumbai but your services are liable to be transferred to any establishments which the Company opens from time to time; your services are also liable to be transferred from one department to another department; from one project to another and to the sister concerns/associated companies and subsidiary companies. Upon transfer, you will be governed by the terms and conditions of service applicable to the said establishment.
4. You will be subject to the Code of Conduct and other general rules of employment pertaining to holidays, leave rules and hours of work etc. prevailing in the Company or may be stipulated from time to time.
5. The code of conduct and other general rules of employment shall be communicated to you in the induction and would be deemed understood and accepted upon your signing the undertaking.

Annexure I

Components	Amount INR Per Month	Annualized Earnings Amount INR
Basic	3,600	43,200
HRA	1,800	21,600
Special Allowance	7,108	85,296
Project Pay*	3,000	36,000
EPF – Company Contribution	432	5,184
Performance Incentive**	3,500	42,000
Gross Compensation (A)	19,440	233,280
Gratuity ¹	173	2,076
Insurance ²	620	7,440
Retirals & Benefits (B)	793	9,516
Total Compensation = (A)+(B)	20,233	242,796
Loyalty Bonus† (C)		60000
Total Earning Potential†† (A + B + C)		302,796

Explanatory Notes:

† The earning potential under the Loyalty Bonus Scheme taken at a performance rating as per the following breakup: **INR 60,000**

Loyalty Bonus - applicable for the first six months, taken at a performance rating of 3 and above on a 5-point scale INR 27,000

Loyalty Bonus - applicable for the next six months, taken at a performance rating of 3 and 4 on a 5-point scale INR 33,000

The Loyalty Bonus shall be applicable as per the Loyalty Bonus Scheme and as amended from time to time.

†† The Total Earning Potential indicated above is based on an average performance score of 3 on a 5-point scale

* **Project Pay** is specific to the project assigned

¹**Gratuity** is applicable as per Payment of Gratuity Act – 4.8% of Basic Salary, which is included as part of your Annual Remuneration denotes the company's contribution to the Gratuity Fund based on actuarial calculations. You are not entitled to this amount as a cash component as this is intended to be a retrial benefit. Gratuity is payable to you as per the Payment of Gratuity Act, 1972, on cessation of your employment after at least 5 years of continuous service with the Company. The amount of gratuity payable shall not exceed Ten lakhs rupees (Rs. 1,000,000)

²**Insurance Premium** is towards Group Medical Insurance and Group Accident Insurance Covers as per the company policy.

Health Insurance – Employee and dependent family members (dependent parent's, spouse and up to 2 children) can be covered under group health insurance policy of the company. However, there is a 6-month waiting period on parental cover and 9-month maternity cover.

Accident Insurance – Employee shall have accident insurance cover. The benefits applicable shall be as per the Group Personal Accident policy guidelines.

For detailed information, please refer to company policies, which are subject of change from time to time.

26 November 2014

Charleston Gabriel Pacheco
Emp ID : 796635
Operations
Mumbai

Sub: Compensation Review

Dear Charleston ,

We had recently done a comprehensive review of employee compensation/ structure and role titles (where applicable). The review considered overall individual and company performance, the competitive landscape and recent regulatory changes applicable to Sitel India.

As a result of this review, your existing compensation and role title (if applicable) stands revised effective 11/1/2014, as below:

New role title : Customer Service Professional

Revised Compensation Structure

Components	Amount INR Per Month	Amount INR Per Annum
Basic	10,356	124,272
HRA	5,178	62,136
Customer Handling Allowance	5,178	62,136
Total Guaranteed Compensation (TGP)	20,712	248,544
Performance Incentive*	2,071	24,852
Provident Fund – Employer Contribution	1,243	14,916
Insurance Premium	620	7,440
Gratuity**	498	5,976
Total Compensation	25,144	301,728

* Performance Incentive, indicated above is the maximum earning potential. The incentive is payable as per the performance management process.

** Gratuity is applicable as per the Payment of Gratuity Act, 1972.

All other terms and conditions, mentioned in your appointment letter remain unchanged unless explicitly communicated otherwise.

You can reach out to your immediate supervisor for any further clarity you may need on this. We appreciate your efforts and look forward to your continued contribution to the growth of the organization.

Yours sincerely,
for SITEL India Ltd.



Chandra Prakash Polapalli
Senior Manager – Compensation & Benefits

SUTHERLAND

GLOBAL SERVICES®

Confidential

March 26, 2012

Sl.No:SGS/2012/22374

Mr. Charleston Pacheco
Anita Bldg, Flat No. 1,
opp Navghar Post Office
Vasai (W)
MUMBAI - 401202.

Dear Charleston,

Congratulations! We welcome you to the family of Sutherland.

1. With reference to our discussions, we are pleased to appoint you as "**Senior Consultant**". Please note that this position is pending a favorable background verification and reference check. You are requested to join us on or before **March 26, 2012** on the following terms and conditions:
2. Your place of posting will be at **Mumbai**. However during your employment with us you may be posted or transferred / attached to any other units / companies / offices or clients of The Sutherland Global Services Private Limited either in India or Abroad at the sole discretion of the Management.
3. Your emoluments by way of Annual Cost to the Company is Rs. **318500/- per annum (Rupees Three Lakh Eighteen Thousand Five Hundred only)**, the details of which are given in the annexure of the appointment letter.
4. You shall report to the **Business Director** of the company or any authorized person nominated by the company from time to time, who will in turn assign your role, duties and responsibilities in the company.
5. You may be required to work in shift system of the company as intimated to you from time to time.
6. You are governed by the "**Service Rules and Regulations**" of the company which are in force or may come in force from time to time. You will also execute a service and confidentiality agreement as applicable to employees of your category from time to time.
7. Either party can terminate this contract by giving a **Thirty Days** advance notice or pay salary in lieu of the same to the other party. However, should your termination be due to non performance, misconduct, fraud, negligence, theft, willful violation of the company rules, misappropriation, imprisonment or censure by a court of law or as it may deem fit in the instant case, the company will not pay any notice pay. In the event of your termination from service due to unauthorized absence from duty, company reserves the right to recover the notice pay from you.
8. During the period of your employment with us, you will not work directly or indirectly for any other person, firm, company or organization or engage yourself with any trade or business whether with or without remuneration in any capacity without the prior written permission of the company.

HR Signature: _____

Candidate Signature: _____

SUTHERLAND

GLOBAL SERVICES®

March 26, 2012

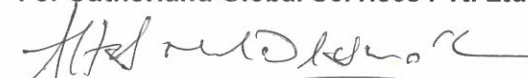
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9. You will maintain utmost secrecy of the affairs or works of the company and should not divulge any information of the company by any mode of communication to any other person or organization etc., during your employment with us or thereafter.
10. Your appointment is subject to that your being found medically fit by a doctor nominated by the company and thereafter you will have to maintain a state of overall sound health in order to continue in the services of the company.
11. All inventions, improvements and discoveries made solely by you or jointly while on duty need to be disclosed to the company and the company has the sole right, title and interest over such inventions, improvements, and discoveries and has the intellectual property rights over them.
12. You shall keep the company informed in writing, of any change in your address, failing which any notice/letter sent by the company to your address mentioned above shall be sufficient for the purpose of this contract.
13. Please bring the following original documents for verification with their photocopies, which would be retained for our records.
 - a. Photographs (Six passport size)
 - b. All educational certificates including mark sheets in full
 - c. Relieving Letter & Service Certificate (if employed previously)
 - d. Proof of Last drawn salary
 - e. Passport / Proof of Address
 - f. Form -16 along with earnings certificate for IT purpose
 - g. Blood Group with Medical Fitness Certificate
 - h. Two Reference Letters from person known to you
14. Please sign and return the duplicate copy of this letter within 3 days of receiving the same as a confirmation of acceptance of the same, failing which this offer shall stand cancelled, unless a written extension is given.

We at Sutherland have the privilege to have you with us and personally welcome and wish you a very successful career with us, and reaffirm our complete confidence in your ability to find professional and personal satisfaction here. All who met you agree you will be a fine asset to the company.

Best wishes for a long, happy and rewarding career with us.

Sincerely,
For Sutherland Global Services Pvt. Ltd.,



Altaf Madraswalla
Director - HR

I have read the contents of this letter and accept the offer of employment with the terms and conditions mentioned above and the enclosed annexures. I hereby also confirm having received my original copy of this Offer Letter.

Candidate Signature: 

March 26, 2012
 SI.No:SGS/2012/22374

**Annexure
 Compensation Structure**

Name:	Charleston Pacheco
Designation:	Senior Consultant
Date of Joining:	March 26, 2012

Components	Rs. Per month	Rs. Per annum
FIXED PAY (A)		
Basic Salary	7475	89705
House Rent Allowance	3738	44853
Bonus	1495	17941
Medical Reimbursement	1250	15000
Special Allowance	7400	88800
SKILL BASED PAY (B)		
Skill Based Pay	750	9000
Gross Salary (A + B)	22108	265299
PERFORMANCE INCENTIVE (C)		
Performance Incentive	2750	33000
STATUTORY BENEFITS AND INSURANCE (D)		
Employer's Contribution to PF	897	10765
Gratuity	623	7475
Insurance Premium	163	1961
CTC (A + B + C + D)	26542	318500
Net Salary (Gross - PF)	21211	254534
Potential Earning (Net Salary + Performance Incentive)	23961	287534

Performance Incentive	You will be eligible for Performance Incentive which will be payable from the month subsequent to the month of your joining. This will be based on the parameters which will be defined by your program. On meeting the required standards on each parameter during the month, you will be entitled to receive Rs. 2750/- per month.
Medical Reimbursement	Reimbursements are exempt from Tax to the extent of Bills / Proofs produced and as admissible under Law from time to time.
Gratuity	Gratuity amount shall accrue annually and the eligibility will be only on completion of 36 months of service with Sutherland and payable at the time of Final Settlement of Accounts
Insurance Premium	Sum Insured under Accident Insurance – Rs. 2,00,000 and Mediclaim – Rs. 50,000 for self only.
ESI	If your Gross Pay is less than Rs.15000/- per month, an amount equivalent to 1.75% of your gross salary will be deducted towards ESI every month - For details you may contact your Program HR Executive

HR Signature: _____

Candidate Signature: _____

SOUZA SHELLER INDUSTRIES

Expert manufacturers of :- MODERN RICE MILLING PLANTS & SPARE PARTS

Collage Road, Vadkun, Dahanu Road - 401 602, Dist. Thane (M. S.)

Ref. No. :

Date :18th March 2012

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Charleston Gabriel Pacheco was working in our Industry from November 5th 2008 to March 17th 2012. He was drawing approx salary of Rs. 17,000.00 (Rupees: Seventeen thousand only) per month (Including HRA, Conveyance etc).

He has resigned from the services of the Industry on his own accord. At the time of resignation he was working in the capacity of Supervisor and Materials Incharge.

During the period of his employment with us, we found him very conscientious, sincere and honest in the discharge of his functional responsibilities.

We wish him every success in his future endeavors.

For: SOUZA SHELLER INDUSTRIES,

J. D'souza
Proprietor

SOUZA SHELLER INDUSTRIES

Expert manufacturers of :- MODERN RICE MILLING PLANTS & SPARE PARTS

Collage Road, Vadkun, Dahanu Road - 401 602, Dist. Thane (M. S.)

Ref. No. :

Date :18th March 2012

Relieving Letter

Dear Charleston G. Pacheco,

This is to acknowledge the receipt of your resignation letter. While accepting the same, we thank you very much for the close association you had with us during the tenure for your services.

You have been relieved from your services with effect from March 17th 2012 after the close or working hours.

We wish you all the best in your future endeavors.

Yours sincerely,

For: SOUZA SHELLER INDUSTRIES,

J. D. Souza
Proprietor



R - T e c
Systems
(I) Pvt. Ltd.

A-53, T.T.C., INDUSTRIAL AREA, M.I.D.C.,
MAHAPE, NAVI MUMBAI - 400 705, INDIA
TEL.: 91 - 22 - 3298 2666, 3298 3764
web : www.rtecsys.com

3-Oct-2007
Charleston Pacheco
403, Kokan Vaibhav,
Kokan Nagar,
Opp Kokan Hosp,
Andheri (E),
Mumbai-400060

Dear Charleston Pacheco:

Sub: Letter of Appointment -CSR Level 2

With reference to the recent interviews you have had with us recently, we are pleased to make you an Offer of Appointment in our organization as **-CSR Level 2**

Your appointment will commence not later than **3-Oct-2007** subject to an initial assessment of your suitability for the process / campaign you are selected for.

Your gross remuneration would be **130708.90-** per annum (CTC), the details of which are annexed to this appointment letter.

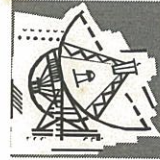
THIS APPOINTMENT IS GOVERNED BY THE FOLLOWING TERMS AND CONDITIONS:

1. R-Tec Systems' international outbound call center operates on a 24x7 basis. This means that exigencies of work would require you to work in any shifts including the night shift. The shift timings are variable and you should be able to adjust to changes in shift timing at short notice. By accepting and signing this Letter Of Employment you automatically affirm your willingness to abide by the requirements of this position.
2. You will be appointed on probation for 6 months. It is understood that you would continue to deliver the performance standards expected by the Company in terms of achievement of targets and quality parameters and the continuity of appointment is subject to your ability to consistently deliver the same.
3. Please note that you will continue to be on probation unless you are specifically advised about your confirmation in writing.
4. The company shall have the right to terminate your employment immediately without notice or payment in lieu of notice if; You neglect, refuse, abscond for more than 3 days without written information, fail or for any reason become unable to perform any of your duties under this agreement or comply with the Company policies and code conduct; or You are guilty of any misconduct whether or not in the performance of your duties (including but not limited to being an undercharged insolvent, being convicted by any criminal court being involved in fraudulent acts, etc.) or commit any act which in the opinion of the Company is likely to bring the Company any disrepute whether or not such act is directly related to the affairs of the Company; or You commit any breach of any of your duties or obligations under this agreement or the policies of the Company.
5. Your employment with the company is subject to termination on one-month prior notice by either side.
6. Employees who are absconding for more than 3 days will be treated as voluntary resignation from their part. In that case their compensation will be calculated by deducting one month notice period amount.



R-Tec Systems (I) Pvt. Ltd.

A 53, TTC Industrial Area MIDC, Mahape
Navi Mumbai 400705



SALARY ANNEXURE

Name **Charleston Pacheco**
Date of Joining **3-Oct-2007**
Date of Birth **11-Jul-1986**

Designation	CSR Level 2	
Category		
BREAK-UP	Monthly	Annual
Basic	7250	87000
HRA	1250	15000
Conveyance	0	0
Attendance Allowance*	1500	18000
City Allowance		0
Medical Allowance		0
Other Benefits		0
Performance Incentives **		
GROSS TOTAL	10000	120000

DEDUCTIONS	
Food	250
Professional Tax	200
Other Deductions	
Total Deductions	450
MONTHLY TOTAL	9550

ANNUAL BENEFITS	
PL-encashment	5958.90
Appraisal Increments ##	4750

GROSS CTC	10892.40	130708.90
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* Attendance would be based on clause 16 in the appointment letter. Full Attendance allowance would be given if no leaves are taken, 1 leave would result in payout of Rs.750. /-, 2 leaves would result in payout of Rs.500/-, more than 2 leaves will be considered as leave without Pay and will result in loss of attendance as well as 1 day's loss of pay for each day absent

** Performance Incentives is based on the campaign in which you are working and is over and above the Gross Salary.

Appraisal increments are conducted on a regular basis and are dependent on the employee's performance.

Ref: IIPL/Ops/Web/49

8th December 2004

Mr. Charleston Pacheco
Francis Macado Chawl
Church Pakadi, Sahar Rd
Andheri (East)
Mumbai - 400099

Dear Charleston,

Retainership

With reference to your application, we are pleased to inform you that you have been selected to be engaged on retainership basis for the post of **Customer Service Professional**. The key terms and conditions are outlined below:

- (a) Your period of engagement will be from **11thDecember'04** till **11th April 05**
- (b) Your retainership fee will be **Rs.7,000/-** per month.
- (c) Your engagement will be only for the above mentioned period and will be deemed lapsed at the end of the above mentioned period.
- (d) On your engagement you will be required to undergo product training. The training period will be for a period of 15 days. Please note that your retainership fee equivalent to the training period will be withheld by us for the engagement period. The same will be refunded to you on completing the period as mentioned in clause (a), failing which this amount will be forfeited.
- (e) During retainership contract period, your engagement can be terminated from either side, either by giving 15 days notice or paying basic salary in lieu thereof.
- (f) Please bring the following documents in original at the time of joining:
 - i. Service certificate and relieving letter from your previous employer.
 - ii. Salary certificate / latest pay slip from your previous employer.
 - iii. Income Tax certificate from your previous employer.
 - iv. Proof of date of birth and Proof of Residence
 - v. All relevant educational qualification certificates.
 - vi. Blood group information.
 - vii. One stamp size and two passports size photographs.

Please return the duplicate copy of this letter duly signed as a token of your acceptance of the contract engagement.

Yours sincerely,

For INFOWAVZ INTERNATIONAL PVT.LTD,


Diana Christian
Director -Training



15th May 2005

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Charleston Pacheco** was working in our organization from **December 11, 2004 to April 15, 2005.**

He has resigned from the services of the organization on his own accord. At the time of resignation he was working in the capacity of **Customer Service Professional.**

During the period of his employment with us, we found him very conscientious, sincere and honest in the discharge of his functional responsibilities.

We wish him every success in his future endeavors.

For **STREAM INTERNATIONAL SERVICES PVT. LTD.,**

A handwritten signature in blue ink, consisting of a large, stylized initial 'P' followed by several horizontal strokes.

Authorised Signatory



Date: 15th May 2005

Charleston Pacheco
Employee Code- 32963

Sub: Relieving Letter

Dear **Charleston**,

This is to acknowledge the receipt of your resignation letter. While accepting the same, we thank you very much for the close association you had with us during the tenure of your services.

You have been relieved from your services with effect from **April 15, 2005** after the close of working hours.

We wish you all the best in your future endeavor.

Yours sincerely,

For **STREAM INTERNATIONAL SERVICES PVT. LTD.,**

A handwritten signature in blue ink, consisting of a stylized 'S' followed by a series of loops and a long horizontal stroke.

Authorised Signatory

Private and Confidential

(Discussing or exchanging these contents with any third person/s
is serious breach of the conduct leading to strict action)

(Kindly inform the company if you accidentally come across such
information not related to you)

Date: 15th September 2005

To,
Charleston Pacheco
Francis Machado Chawl, No 6
Sahar village, Andheri (E)
Mumbai 400 099

Congratulations!!

We are pleased to inform you that you have been selected by Silgate Solutions Pvt. Ltd. for the post of "**Customer Care Associate**" subject to successful completion of Call Center Training Program.

The Call Center Training for the duration of 21 days will include the following.

- | | |
|--------------------------|---|
| 1. Customer Care | 4. Tele Sales and Tele Marketing |
| 2. Communication Skills | 5. Product and Process Training |
| 3. Accent Neutralization | 6. On the job training (OJT) for 7 days |

We will intimate the training schedule in due course and you are requested to report for the same with the following documents.

- | | |
|----------------------------------|--|
| 1. Four Photographs | 4. Birth or School Leaving Certificate |
| 2. Ration Card or Passport | 5. Last Qualification Proof |
| 3. Residential Proof Any One [*] | 6. Blood Group Certificate / Card |

[*] Bill - Phone / Electric, Voter Card, Rent Receipt, Society Receipt etc

[In case any of the above is not ready; you may submit the same within 7 days without fail.]

On satisfactory completion of the Training Modules you will be placed on **Live Project** with salary plus other benefits as per the rules and regulation of the Company as per the enclosed letter.

Kindly sign and return the copy of this letter as a token of your acceptance to this offer. We look forward for working together to build a successful relationship.

For and on behalf of
Silgate Solutions Pvt Ltd.



Rupali Dere
HR



Bhavika Shah
HR Finance

I accept &
Confirm the above



Compensation Details

Period	Particulars	From 8 th Nov, 06 Till 20 th Feb, 06	21 st Feb, 06 Till 20 th May, 06	21 st May, 06 Till 20 th Nov, 06
1	Basic	7800	9700	11600
2	HRA	400	500	600
3	Night All	1000	1000	1000
4	Attendance All	1000	1000	1000
	Total	10200	12200	14200

5 Performance Pay On Actual Performance of the employee.

Note:

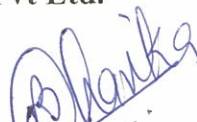
- Attendance Allowance is given to an employee who is present for all the days in a month
- Night Allowance is not given to employee who is absent 3 days & above in a month.
- Sp. CA of Rs. 1000/- pm, is given to employee who does not opt to take company transport facility.
- Food & Other Refreshment cost of Rs.1000/- pm is to be borne by the employee.
- An Employee may also earn Non Monetary Incentives as & when declared by the Company.
- The above package is subject to Profession Tax & TDS as per relevant law
- Training Bonus of Rs 3000/- (i.e. Rs. 1000/- per week) will be paid with 3rd Month (Feb 06) Salary upon successful completion of your Training Module. The amount will be proportionately appropriated to co-inside with the commencement of actual working day on the floor.
- Loyalty Bonus is paid on successfully completing of your Bond of 6 months in following manner:

7 th Month Salary	Rs. 3000/-	June 06
8 th Month Salary	Rs. 3000/-	July 06
9 th Month Salary	Rs. 3000/-	Aug 06
10 th Month Salary	Rs. 4200/-	Sep 06
11 th Month Salary	Rs. 4200/-	Oct 06
12 th Month Salary	Rs. 4200/-	Nov 06
- Quarterly Attendance Award is paid for best attendance in a Quarter.
- Gratuity will be paid as per Gratuity rules & regulations.
- All employee will be covered by Accidental Policy of Rs. 3,00,000/-.
- An Employee leaving the organization after the Bond period needs to give one month prior notice to the Company.
- All disbursement/payment will be subject to attendance/discipline.
- The company reserve the right to change its policy from time to time as it deem fit

For and on behalf of
Silgate Solutions Pvt Ltd.

I accept & confirm the above


Rupali Dere
HR


Bhavika Shah
HR Finance