

31st August 2021

Ms. Priyanka Patil

Mumbai

Subject: Appointment for post of “Customer Support Executive”

Dear Priyanka,

We are pleased to offer you, the position of “**Customer Support Executive**” with HealthDekho HealthCare Pvt. Ltd. (further referred to as the ‘Company’) on the following terms and conditions:

1. Commencement of employment

Your employment will be effective, as of 1st September 2021.

2. Job title

Your job title will be “**Customer Support Executive**”, and you will report to Ms. Misba Mansuri, Customer Support - Team Lead at HealthDekho HealthCare Pvt. Ltd.

3. Salary

Your compensation breakup and other benefits will be as set out in Schedule, hereto.

4. Place of posting

You will be posted at Mumbai, Maharashtra, however depending upon the future needs of the Company you may be required to work at any place of business which the Company has, or may later acquire.

5. Hours of Work

The normal working days are Monday through Saturday (6 days a week). You will be required to work for such hours as necessary for the proper discharge of your duties to the Company. The normal working hours are from 11 am to 8 pm and you are

expected to work not less than 45 hours each week, and if necessary for additional hours depending on your responsibilities.

6. Leave/Holidays

- You are entitled to 6 days of casual leaves and 12 days of paid sick leaves in a financial year.
- The Company shall notify a list of declared public holidays in the beginning of each calendar year. There would be a maximum of 12 public holidays in each calendar year.
- Complete details of the leave & attendance policy are attached in Schedule II, hereto.

7. Company property

You will always maintain in good condition Company property, which may be entrusted to you for official use during the course of your employment and shall return all such property to the Company prior to relinquishment of your charge, failing which the cost of the same will be recovered from you by the Company.

8. Borrowing/accepting gifts

You will not borrow or accept any money, gift, reward or compensation for your personal gains from or otherwise place yourself under pecuniary obligation to any person/client with whom you may be having official dealings.

9. Termination

- Your appointment can be terminated by the Company, without any reason, by giving you not less than 1 months' prior notice in writing or salary in lieu thereof. For the purpose of this clause, salary shall mean basic salary.
- You may terminate your employment with the Company, without any cause, by giving no less than 30 days prior written notice.
- The Company reserves the right to terminate your employment summarily without any notice period or termination payment, if it has reasonable ground to believe you are guilty of misconduct or negligence, or have committed any fundamental breach of contract or caused any loss to the Company.
- On the termination of your employment for whatever reason, you will return to the Company all property; documents and paper, both original and copies thereof, including any samples, literature, contracts, records, lists, drawings, blueprints, letters, notes, data and the like; and Confidential Information, in your possession or under your control relating to your employment or to clients' business affairs.

10. Confidential Information

- During your employment with the Company you will devote your whole time, attention and skill to the best of your ability for its business. You shall not, directly or indirectly, engage or associate yourself with, be connected with, concerned, employed or engaged in any other business or activities or any other post or work part time or pursue any course of study whatsoever, without the prior permission of the Company.
- You must always maintain the highest degree of confidentiality and keep as confidential the records, documents and other Confidential Information relating to the business of the Company which may be known to you or confided in you by any means and you will use such records, documents and information only in a duly authorized manner in the interest of the Company.

- For the purposes of this clause 'Confidential Information' means information about the Company's business and that of its customers which is not available to the general public and which may be learnt by you in the course of your employment. This includes, but is not limited to, information relating to the organization, its customer lists, employment policies, personnel, and information about the Company's products, processes including ideas, concepts, projections, technology, manuals, drawing, designs, specifications, and all papers, resumes, records and other documents containing such Confidential Information.
- At no time, will you remove any Confidential Information from the office without permission.
- Your duty to safeguard and not disclose Confidential Information will survive the expiration or termination of this Agreement and/or your employment with the Company.
- Breach of the conditions of this clause will render you liable to summary dismissal under clause above in addition to any other remedy the Company may have against you in law.

11. Notices

Notices may be given by you to the Company at its registered office address. Notices may be given by the Company to you at the address intimated by you in the official records.

12. Applicability of Company Policy

The Company shall be entitled to make policy declarations from time to time pertaining to matters like leave entitlement, maternity leave, employees' benefits, working hours, transfer policies, etc., and may alter the same from time to time at its sole discretion. All such policy decisions of the Company shall be binding on you and shall override this Agreement to that extent.

13. Governing Law/Jurisdiction

Your employment with the Company is subject to Indian laws. All disputes shall be subject to the jurisdiction of the High Court, Mumbai only.

14. Acceptance of our offer

Please confirm your acceptance of this Contract of Employment by signing and returning the duplicate copy.

We welcome you, and look forward to receiving your acceptance and to working with you.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "Sandeep Parkhande", written over a horizontal line.

Sandeep Parkhande

Head - Human Resource

31st August 2021

Schedule I - Compensation Details

Particulars	Per Month (Rs.)	Per Annum (Rs.)
Basic Salary	8000	96000
House Rent Allowance	4000	48000
Conveyance Allowance	1600	19200
Medical Allowance	1733	20796
Special Allowance	2867	34404
Total	18200	218400

Deductions	
Professional Tax	200
Net Take Home	18000

Note: You will receive salary, and all other benefits forming part of your remuneration package subject to, and after, deduction of tax at source in accordance with applicable law.

Schedule II – Leave & Attendance Policy

1. **12 public holidays** per year.
 - a. The list of public holidays for 2021 will be shared shortly via email.

2. **18 paid leaves** per year
 - a. This is the upper combined limit for 6 casual + 12 sick leaves for each employee.
 - b. In case of reporting sick, please inform your reporting manager either the day before or first thing in the morning.
 - c. In case of planned leaves (such as vacations/weddings etc.) please inform your manager at least 4 weeks in advance.
 - d. All leave requests should be emailed to sandeep@healthdekho.com and approved by your reporting manager.

3. The above planned leaves will be credited on a monthly **prorated** basis. Each month 1.5 leaves are credited to your leave balance.
 - a. Employees can apply for leaves only if they have the required leave balance available.
 - b. In case you exceed your leave balance, the proportionate amount will be deducted from the given month's salary.
 - c. In case of confusion it is always advisable to consult with your reporting manager with regards to how your leave balance will be affected when you apply for a leave.