

December 5

Mr.  
Siddhartha Path, Bhairahawa  
Nepal

### Subject: Letter of Appointment

Dear Mr

This letter is to inform you we hereby appoint you on probation as **Technical Support Representative** with our organisation starting October 20, stationed in Broadlink Central Office. You will be on probation period for three (3) months, which will end on January 20. The following terms and conditions will be applicable:

#### 1. Reporting

You shall report to Mr. Suraj Gaire, your supervisor.

#### 2. Responsibilities

Your core responsibilities as Technical Support Representative are but not limited to:

- Delivering service, support and training to the end users on how to use Broadlink products and services and interact with customers in response to enquiries, concerns and requests about products and services.
- Handling, resolving customer complains including managing and solving Trouble Tickets
- Configuration and installation of Wi-Fi equipments at the clients' premises
- Maintaining proper and accurate documentation of the installations in the BWRM system
- Gathering customer's information and determine the issue by evaluating and analysing symptoms to provide accurate support and resolution (phone, on-site and field) to problems arising from technical issues
- Diagnosing and resolving technical hardware and software issues involving internet connectivity and network in the areas for branch
- Helping your supervisor on regularly checking, upgrading and maintaining of the BTS looked after by the branch if required
- Monitoring, managing and implementing of Broadlink access points
- Actively take part in raising defect reports and maintenance of any defective BTS looked after by the branch
- Visiting the field for BTS/C1 – AP backhaul troubleshoot
- Following standard procedures and maintaining proper documentation of field and site visits including preparing technical reports whenever required.

"Verification of True Copy of Original"	
Signature:	<i>Jiwan Pantli</i>
Name:	Jiwan Pantli
Date:	23 Oct 2018
Certificate Number of the Notary Public:	691
Date of Expiry of Certificate:	Nov.30, 2022 AD
Seal of the Notary Public	



Broadlink Network & Communication Pvt. Ltd.

- Make customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships
- Do routine technical and/or sales duties in absence of other colleagues in the branch
- Assisting your supervisor in preparing the periodic, monthly technical reports and documentations required by different departments
- Playing an active role and maintain close working relationship with the deployment team, HQ technical support, system, network and monitoring team
- Playing active role in sales and Marketing to fulfill the target given to the branch towards the positive growth of the branch and its success
- Maintaining stable performance under pressure or opposition (such as pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the company
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing tasks; self-imposing standards of excellence rather than having standards imposed
- Maintaining customers focus on all times and answering to customer's enquiries and providing feedback in accordance with the standard of Broadlink and exceed customer expectations whenever possible
- Maintaining confidentiality over personal information relating to Broadlink and its clients and employees
- To do any other duties assigned by your supervisor(s).

### 3. Grade, Salary and Other Benefits

You are placed on Grade 2 level A with 4.5 increments. Your salary and benefit package description is as follows:

Item	In Rupees
Salary + Dearness allowance	
Transportation	
Telephone Expenses	
Lunch (khaja)	

*\*Please be advised that tax will be deducted on your TOTAL salary, i.e. including benefits.*

### 4. Working Hours

You are required to work as per the necessity of the company and responsibilities. You will need to work as per branch shifts that can change from time to time.

### 5. Leave Benefits

You will be entitled for leave benefits as stated in the Broadlink Employee Handbook.

### 6. Insurance

You are covered under Group Accidental Insurance and under Broadlink Medical Cover\* after confirmation upon registration.

### 7. Other terms and conditions of employment

All other terms and conditions of employment not mentioned in this Letter of Appointment shall be in accordance with Employee Handbook and existing practices of the Company. The

"Verification of True Copy of Original"

Signature: Jiwan Panthi

Name: Jiwan Panthi

Date: 23 Oct- 2018

Certificate Number of the Notary Public: 691

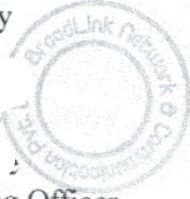
Date of Expiry of Certificate: Nov.30, 2022 AD

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handbook is available for you to read.  
The Management reserves the rights to revise the terms and conditions.

Yours sincerely



Chief Operating Officer

I, \_\_\_\_\_ holder of Nepalese Citizenship number  
.....dated..... Issued at ..... hereby accept this  
Appointment based on the above mentioned terms and conditions.

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

"Verification of True & Original"  
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Name: Jiwan Pantui  
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Date: 1 October 2018 [www.broadlink.co](http://www.broadlink.co)

To: Whom it May Concern

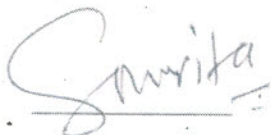
**Subject: Experience Certification**

This letter is to certify that Mr. \_\_\_\_\_ was employed at Broadlink Network & Communication as a full time employee from 1 October 2018 until June 2018

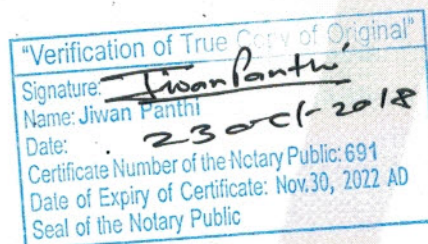
He held the following positions during his tenure in the company

Date		Designation
October 2018	January 2018	
February 2018	June 2018	Technical Support

Mr. Chaudhary has good communication skills and a good demeanor. If you have any further questions regarding his employment, please do not hesitate to contact me.



Smrita Neupane  
Chief Operating Officer



पान नं. ३०००२९१४७



# प्रिन्टिङ्ग एण्ड प्याकेजिङ्ग प्रा.लि. Star Printing & Packaging P.Ltd.

गल्लामण्डी-६, सिद्धार्थनगर, भैरहवा  
फोन: ५२०६३८ (अ.), ५२२२८२ (फै.), ५२०६३८ (फ्या.)  
E-mail: star\_p@ntc.net.np

चलान नं.

मिति:.....



Date: 20. 09/05

## To Whom It May Concern

This is to certify that Mr. \_\_\_\_\_ was associated with Star Printing & Packaging Pvt. Ltd. at the post of Technical Assistant from 2011/05/ to 2015/08 .

He started in our company at the position of trainee, but with his good performance and skills, he quickly appointed as a Technical Assistant as an employee. During this period, his service is to perform all duties responsibilities required to maintain the network, recommend purchase and maintain all equipment hardware.

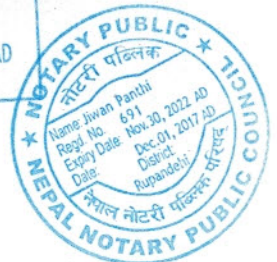
We wish him all the best in his future endeavors.

For Star Printing & Packaging Pvt. Ltd.



Mr. \_\_\_\_\_  
Managing Director

"Verification of True Copy of Original"  
Signature: Jiwan Pantu  
Name: Jiwan Pantu  
Date: 23 Oct 2018  
Certificate Number of the Notary Public: 691  
Date of Expiry of Certificate: Nov.30, 2022 AD  
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# प्रिन्टिङ्ग एण्ड प्याकेजिङ्ग प्रा.लि. Star Printing & Packaging P.Ltd.

गल्लामण्डी-६, सिद्धार्थनगर, भैरहवा  
फोन: ५२०६३८ (अ.), ५२२८८२ (फे.), ५२०६३८ (फ्या.)  
E-mail: star\_p@ntc.net.np

चलान नं.

मिति:.....

Date: 21/09/05

Dear Mr

We are pleased to inform you that you have been appointed for the position of Technical Assistant at Star Printing & Packaging P. Ltd, Bhairahawa, starting from 2011/06/01. We comment the good work you are doing and expect the same in future.

## 1. Duties & Responsibilities

- Your responsibilities as a technical assistant is to provide CCTV network, maintain database and networking.
- You will be eligible for 22 days leave pro-rated per calendar year. However, leave will be allowed subject to exigencies of work.
- You will be provided comprehensive Accident/ Medical Health Insurance for you and your spouse.
- This appointment can be terminated by giving three-month notice on either side or payment in lieu of shortfall in this notice period.
- You shall observe all rules and regulations of the company.

## 2. Grades & Salary

- You will be paid a consolidated amount of Rs.2,16,000/- per annum. Paid in cash.

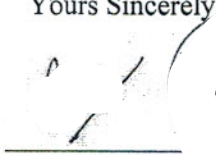

## 3. Working Hours

- You are required to perform as per rules & regulation of the company. You need to work as company shifts that can change time to time.

## 4. Other Terms & Conditions

- The Company lays emphasis on all statutory compliances and you should ensure compliance with various statues in your area of operations.

Yours Sincerely

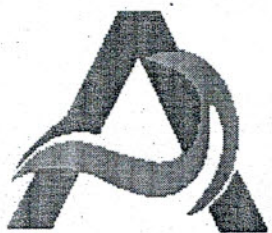
  


Mr

Managing Director

"Verification of True Copy of Original"  
Signature: Jivan Panthi  
Name: Jivan Panthi  
Date: 23 Oct 2018  
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Axata Electro Hub

Vat No

# Electro Hub

Address: Ganapati Tower, Narayansthan-8, Bhairahawa, Rupandehi

Contact: +977-7

E-mail: axataelectrohub@gmail.com

Ref :-

2077 10-23

Date:-



Subject :- Experience Certificate

This letter is to certify that Mr. \_\_\_\_\_ son of Simrit Lal Chaudhary was employed at Axata Electro hub as full-time employee form July 2017 to September 2018 as a **Technical Support Representative**.

We wish him for his bright future. if you have any further question regarding his employment, please contact us on +977-71-523



*Mai*

Mai

Managing Director

"Verification of True"

Signature: Jiwan Panthi

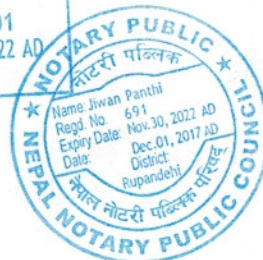
Name: Jiwan Panthi

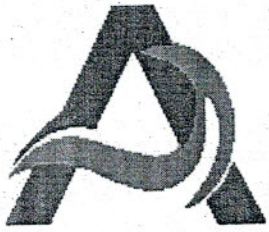
Date: 23 Oct 2018

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Axata Electro Hub

Vat No.

# Electro Hub

Address: Ganapati Tower, Narayansthan-8, Bhairahawa, Rupandehi

Contact: +977-7-52

E-mail: axataelectrohub@gmail.com

Date:- 20<sup>th</sup> 10-23

Ref:-

Subject: Appointment Letter

Dear \_\_\_\_\_,

We are pleased to inform you that, we would like to confirm your appointment with [Axata Electro hub] as a [Technical Support Representative.]. Your employment is be subject to the terms and conditions listed below:

#### Starting

Your starting date is [20<sup>th</sup> 10-23].

Date:

#### Work

Your work timings are from 8AM to 5PM, Sunday to Friday.

Timings

#### Salary

Your monthly salary is [\_\_\_\_\_].00] on cash basis.

Benefits

#### Other

[List other benefits if applicable]

Leave

#### Annual

You are entitled to 25 days of paid leave per year.

Further information governing your employment can be found in the signed contract as well as the Employee Policy document.

If you have further questions, please contact me directly +97771

Congratulations on your appointment and welcome to [Axata Electro Hub ]. We look forward to years of fruitful cooperation and success. We wish you the best of luck in your new post.

Sincerely,

Manoj Pasi  
Managing director  
Axata Electro Hub



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