



# Indian-Non Judicial Stamp Haryana Government



Date : 17/09/2020

Certificate No. G0Q2020I1277



Stamp Duty Paid : ₹ 150

(Rs. Only)

GRN No. 67582245



Penalty : ₹ 0

(Rs. Zero Only)

## Deponent

Name : Igt Solutions Pvt Ltd

H.No/Floor : 14/2/2f

Sector/Ward : Na

Landmark : Infotech centre

City/Village : Gurugram

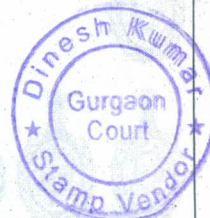
District : Gurugram

State : Haryana

Phone : 99\*\*\*\*\*83



Purpose : ALL to be submitted at Concerned office



The authenticity of this document can be verified by scanning this QrCode Through smart phone or on the website <https://egrashry.nic.in>

## PLACEMENT AGREEMENT

This placement agreement ("**Agreement**") is entered into at New Delhi on this 19 September 2020 ("**Effective Date**"), between;

**IGT Solutions Private Limited**, a company incorporated under the Companies Act 1956, and having its registered office at Unit No. 1, Ground Floor, A Wing, Business @ Mantri Survey No. 197/2+4 to 7B, Lohegaon Nagar Road, Pune, Maharashtra – 411014, India (hereinafter referred to as "**IGT**"), which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its designated nominees, affiliates, subsidiaries, successors and assigns, represented by its authorized representative.

And

**Mata Sundri College for Women**, a Minority Educational Institution formed under The National Commission for Minority Educational Institutions Act, 2004 affiliated to the University of Delhi and having its address at Mata Sundri Lane, New Delhi, 110002 hereinafter referred to as the ("**College**"), which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its designated nominees, successors and permitted assigns.

As the context may require, IGT and the College shall be hereinafter referred to severally as a "**Party**" and collectively as the "**Parties**".

Whereas IGT and its affiliates are inter alia engaged in the business of providing Business Process Outsourcing ("**BPO**") and information technology enabled services ("**ITES**") to its customers worldwide with the subject matter expertise in the travel, transportation and hospitality domain;

Whereas the College is engaged in the providing skill development programs (including Basic and Advanced Courses) in Travel & Tourism amongst other subject areas;



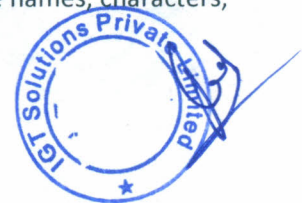


Whereas the Parties are desirous of engaging in a Campus Placement Program ("CPP") on the terms and conditions further detailed herein below.

**NOW THIS AGREEMENT, WITNESSETH AS UNDER:**

**1. SCOPE OF CAMPUS PLACEMENT PROGRAM ("CPP")**

- 1.1 The College shall identify candidates on the basis of the requirements and specifications provided by IGT (as specified in **Annexure A**) and carry out the requisite screening of the identified candidate(s) ("Candidate/ **Candidates**").
- 1.2 In relation to each Candidate that the College refers to IGT, the College undertakes to:
  - 1.2.1 identify Candidates which meet IGT's requirements and to obtain and provide to IGT the following information in relation to the Candidates within time agreed with IGT:
    - a) a comprehensive curriculum vitae;
    - b) evidence of the Candidate's legal right to work in India;
    - c) confirmation for checking of the validity of all references and information provided by Candidates covering working history, education, etc.
    - d) Other documents/information required by IGT.
  - 1.2.2 use all reasonable efforts to ensure that the Candidates are available for, and commence work on the date required and notified by IGT;
  - 1.2.4 use all reasonable efforts to ensure that the Candidates introduced are appropriately skilled and trained to perform the tasks which IGT requires them to perform and which have been notified by IGT to the College;
- 1.3 The list of the short-listed candidates shall be then forwarded to IGT for further action.
- 1.4 IGT reserves the right to select the required candidates from the list of short listed Candidates and/or, at the discretion of IGT, request the College to provide the fresh list of Candidates.
- 1.5 The Parties agree that IGT shall have the right of offer and preference to be invited to the College's premises for the CPP.
- 1.6 IGT will endeavor to provide seminars and guest lectures in the College premises imparting knowledge relevant to its operations in the Travel & Tourism domain.
- 1.7 IGT will also endeavor to hold site visits to its service delivery center as an insight to the students of the College studying various academic courses with respect to the Travel & Tourism domain. While at IGT service delivery center or IGT premises, the students and the faculty of the College shall ensure compliance with the code of conduct and security concerns/ policies as the case may be that will be provided by IGT from time to time.
- 1.8 The Parties agree that the College shall display posters/ placards and distribute brochures to its students issued by IGT. However, the College shall not acquire a right to use, and may not use without IGT's prior written consent in each instance, the names, characters,



artwork, designs, trade names, trademarks or service marks of IGT in any advertising, publicity, public announcement, marketing, press release, promotion, and/or any list.

## **2. MUTUAL REPRESENTATIONS AND WARRANTIES AND DISCLAIMER**

2.1 Each Party represents and warrants that, as of the Effective Date of this Agreement:

- (a) It is a corporation duly incorporated (or is any other form of legally recognized entity), validly existing and is in good standing under the Laws of the jurisdiction in which it is incorporated.
- (b) It has all necessary corporate power and authority to own, lease and operate its assets and to carry on its business as presently conducted and as it will be conducted pursuant to this Agreement.
- (c) It has all necessary corporate power and authority to enter into this Agreement and to perform its obligations hereunder, and the execution and delivery of this Agreement and the consummation of the transactions contemplated hereby and thereby have been duly authorized by all necessary corporate actions.

2.2 **DISCLAIMER OF WARRANTIES.** EXCEPT AS EXPRESSLY SET FORTH HEREIN, BOTH PARTIES HEREBY DISCLAIM ALL WARRANTIES TO EACH OTHER AND ALL THIRD-PARTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE CUSTOMIZED SERVICE, (AND ALL COMPONENTS THEREOF), INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE.

## **3. TERM**

The Agreement shall be valid from the Effective Date and shall continue to be in existence until terminated by either Party by an advance written notice of thirty (30) days to the other Party.

The obligations under clause 2, 5, 6, 7, 9 and 10 shall survive the term of this Agreement.

## **5. CONFIDENTIALITY**

Both Parties (including its employees, agents and resources) engaged with the CPP must always maintain the highest degree of secrecy and keep as confidential the records, documents and such other information relating to the this Agreement or any of IGT's clients which may be known to them, or confided to them, by any means, or which they become aware of during the normal course of working in the course of their association with IGT under this Agreement.

## **6. GOVERNING LAW**





This Agreement shall be construed and interpreted in accordance with the laws of India.

**7. JURISDICTION**

The Parties agree to submit themselves to the exclusive jurisdiction of courts at Gurgaon.

**8. VARIATION**

No variation or modification or amendment to the terms of this Agreement or the Annexes shall have effect unless the same is carried out by way of written document which refers to this Agreement and is signed by duly authorized representative of both the Parties.

**9. NOTICE**

Any notice as required under this Agreement shall be sent at the following address of the parties so as to be enforceable:

For IGT:

Attn: VP Finance

Address: 2<sup>nd</sup> Floor, Infotech Center, 14/2, Old Delhi-Gurgaon Road, Gurgaon - 122016, Haryana, India

Facsimile No.: +91 124 4587198

Email: jayanta.pradhan@igtsolutions.com

With a copy to: Attn: Assistant General Counsel

Email: p.radha@igtsolutions.com

For the College:

Mata Sundri College for Women, Mata Sundri Lane, New Delhi, 110002

**10. INDEPENDENT ENTITY**

Notwithstanding anything to the contrary herein, it is expressly understood and agreed that the College is an independent entity retained for the purpose of referring prospective Candidates to IGT with respect to the CPP, and neither the College nor any of the College agents are authorized in any manner whatsoever to act as an agent for IGT or to act on behalf of IGT, or to undertake any act which will be binding upon IGT, including, without limitation, the negotiation or execution of any employment agreement or the making of any agreement with any Candidate.



IN WITNESS WHEREOF, the Parties have caused this Agreement to be signed, in duplicate, with each being treated as original, in their respective names as of date first mentioned above.

For IGT Solutions Private Limited



Signature

Name: Jayanta Pradhan

Title: Authorized Signatory



For Mata Sundri College for Women



Signature

Name:

Title:

Prof (Dr) Harpreet Kaur  
Principal  
Mata Sundri College For Women  
(University of Delhi)  
New Delhi-110002

#### ANNEXURE A

#### SPECIFICATIONS OF THE CANDIDATES

##### JOB DESCRIPTION

**Designation** : **Process Associate**  
**Reporting to** : **Manager / Team Leader – Operations**

- Process Associate for Customer Care / Sales / Back Office role. The position is for process engaged into customer care and rebooking / cancelling / ticketing / Content Management and handling passengers' queries for a Leading Airline / Online Travel Agencies for customer care via inbound or outbound calls.

##### JOB RESPONSIBILITY:

- Deliver high standard of customer service for Leading airlines / OTA / Hotels Rebooking & Notification Activity.
- Receive, Interpret and Book / Rebook and handle Passenger using specified procedures by strict rebooking metrics
- Passengers of the new itinerary via an outbound call
- Rebooking/notification passengers on time and with optimum accuracy.
- Keep knowledge base updated through usage of KMS.

#### KNOWLEDGE, SKILLS, OTHER ABILITIES

- **Communication:** Good written and oral communication skills
- **Specialized skills required (Travel):** Travel diploma /certificate/ degree and/or work experience of any Global Distribution System (Amadeus, Galileo, etc.)
- **Specialized Skills Required (Non Travel):** Good Communication Skills with Customer Service skills, any experience in BPO will be an added advantage
- **Education qualification:** Graduate in any discipline/Under graduates
- Good analytical skills and interpersonal skills
- Proficient in MS Office, Powerpoint , Excel, Outlook etc
- Should be open for rotational/night shifts

