



SERVICE ORDER

DR.B.C.ROY ENGINEERING COLLEGE, DURGAPUR
JEMUA ROAD, FULJHORE, DURGAPUR-713206, WEST BENGAL
Phone: (0343) 250 1353, Fax: (0343) 250 4059, eMail: info@bcrec.ac.in

Vendor Detail :

Sanhati Infocom Services Private Limited

2, Devi Choudhurani Path,
SAIL Co-operative Housing Complex, City Centre,
Durgapur-713219

Phone: 9933361066

Fax:

Gstin : 19AAICS7843J1ZP

Pan No.: AAICS7843J

SERVICE ORDER NO.: SVC/BCREC/00205/23-24

DATE : 29/01/2024

Contact Detail

Contact Person :

Telephone No. :

Our Fax Number:

E-mail :

SUB: RENEWAL OF INTERNET SERVICE

| SL | Main Text | Active Unit | UOM | Gross Amount |
|----|-----------------|-------------|-----|--------------|
| 1 | SERVICE CHARGES | 1 | NOS | 3,050,000.00 |

The item covers the following services:

| SL | Item Name | Unit | UOM | Price | Amount | Completion Dt |
|-----|--|------|------|--------------|--------------|---------------|
| 1.1 | INTERNET CONNECTION Inter bandwidth 1GBPS. 1:1 ratio i.e a) Internet Service b) FLink Maintenance c) Service Maintenance d) Internet Ports Charges for Sanhati Switch. | 1.00 | Line | 3,050,000.00 | 3,050,000.00 | 31/03/2025 |

Total 3,050,000.00

Grand Total 3,050,000.00

In Words-Rupees: Thirty Lakh Fifty Thousand Only

TESRMS & CONDITIONS

Period of one year starting from 01/04/2024.

UP Time: 99.9%


Terms and Conditions will be as per the Order and standard SLA for ISP services.

Penalty charges will be applied commensurate with yearly charges if 99.9% uptime and guaranteed.

SLA to be signed immediately on acceptance of the Order.

All other Terms and Conditions as per your proposal dated 29th January'2024.

GST 18% Extra.


Tarun Bhattacharya
General Secretary
Dr. B. C. Roy Engineering College
Durgapur



SERVICE ORDER

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Durgapur-713219

Phone: 9933361066
Fax:
Gstin : 19AAICS7843J1ZP
Pan No.: AAICS7843J

SERVICE ORDER NO.: SVC/BCREC/00128/23-24

DATE : 29/11/2023

Contact Detail

Contact Person :
Telephone No. :
Our Fax Number:
E-mail :

SUB: RENEWAL OF INTERNET SERVICE.

| SL | Main Text | Active Unit | UOM | Gross Amount |
|----|-----------------|-------------|-----|--------------|
| | SERVICE CHARGES | 1 | NOS | 1,671,430.00 |

The item covers the following services:

| SL | Item Name | Unit | UOM | Price | Amount | Completion Dt |
|-----|---|------|------|--------------|--------------|---------------|
| 1.1 | INTERNET SERVICE Inter bandwidth 500 Mbps 1:1 ratio i.e a) Internet Service b) Link Maintenance c) Service Maintenance d) Internet Ports Charges for Sanhati Switch. | 1.00 | Line | 1,671,430.00 | 1,671,430.00 | 14/12/2024 |

Total 1,671,430.00

Grand Total 1,671,430.00

Words-Rupees: Sixteen Lakh Seventy One Thousand Four Hundred Thirty Only

TERMS & CONDITIONS

Period of one year starting from 15.12.2023

UP Time : 99.9%

Terms and Conditions will be as per the Order and standard SLA for ISP services.

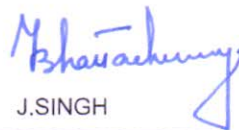
Penalty charges will be applied commensurate with yearly charges if 99.9% uptime not guaranteed.

SLA to be signed immediately on acceptance of the Order.

GST 18% Extra.


BISHNU DAS

Prepared By


J.SINGH

Approved By

Receipt By

TAX INVOICE

(ORIGINAL FOR RECIPIENT)

| | | |
|---|------------------------|---|
| Sanhati Infocom Services Pvt. Ltd. 2, Devi Choudhurani Path, SAIL Co-Operative Housing Complex City Centre, Durgapur West Bengal, PIN:713216 GSTIN/UIN: 19AAICS7843J1ZP State Name : West Bengal, Code : 19 | Invoice No. | Dated |
| | SIS/1/2324/0033 | 7-Dec-2023 |
| | Delivery Note | Mode/Terms of Payment 10-Nov-2007 |
| | Supplier's Ref. | Other Reference(s) |
| Consignee Dr. B.C.Roy Engineering College Jemua Road, Fuljhore, Durgapur, West Bengal, PIN:713206 PAN/IT No : AAABD0204F State Name : West Bengal, Code : 19 | Buyer's Order No. | Dated |
| | Despatch Document No. | Delivery Note Date |
| | Despatched through | Destination |
| Buyer (if other than consignee) Dr. B.C.Roy Engineering College Jemua Road, Fuljhore, Durgapur, West Bengal, PIN:713206 PAN/IT No : AAABD0204F State Name : West Bengal, Code : 19 Place of Supply : West Bengal | Terms of Delivery | |

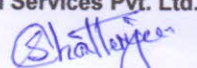
| Sl No. | Particulars | HSN/SAC | Quantity | Rate | per | Amount |
|--------------|--|-------------|----------|------|-----|-----------------------|
| 1 | Internet Service Charge Period From 15/12/2023 To 14/12/2024 500 Mbps | 998422 | | | | 16,71,430.00 |
| 2 | | | | | | 1,50,428.70 |
| 3 | | CGST | | | | 1,50,428.70 |
| 4 | Less: Rounded Off | SGST | | | | (-).40 |
| Total | | | | | | ₹ 19,72,287.00 |

Amount Chargeable (in words) E. & O.E

Indian Rupees Nineteen Lakh Seventy Two Thousand Two Hundred Eighty Seven Only

| HSN/SAC | Taxable Value | Central Tax | | State Tax | | Total Tax Amount |
|--------------|---------------------|-------------|--------------------|-----------|--------------------|--------------------|
| | | Rate | Amount | Rate | Amount | |
| 998422 | 16,71,430.00 | 9% | 1,50,428.70 | 9% | 1,50,428.70 | 3,00,857.40 |
| Total | 16,71,430.00 | | 1,50,428.70 | | 1,50,428.70 | 3,00,857.40 |

Tax Amount (in words) : **Indian Rupees Three Lakh Eight Hundred Fifty Seven and Forty paise Only**

| | |
|---|---|
| Company's PAN : AAICS7843J Declaration Invoice issued by Sanhati Infocom Services Private Limited for the services, which is associated with Meghbela Cable & Broadband Services Private Limited | Company's Bank Details Bank Name : Indian Bank A/c No. : 20270985374 Branch & IFS Code : Durgapur City Centre & IDIB000D690 |
| | for Sanhati Infocom Services Pvt. Ltd.  Authorised Signatory |

SUBJECT TO DURGAPUR JURISDICTION

This is a Computer Generated Invoice



Payment Recommended

Tax

SANHATI INFOCOM SERVICES PRIVATE LIMITED

DURGAPUR

Service Level Agreement for Internet Service

THIS AGREEMENT is made at Durgapur on dated 15th December, 2023 BETWEEN **SANHATI INFOCOM SERVICES PRIVATE LIMITED**, a company incorporated under the Companies Act 1956, having its corporate office at 1, North Avenue, Bengal Ambuja, City Centre, Durgapur, PIN:713216, of the one part.

AND

Dr. B.C. ROY ENGINEERING COLLEGE (hereinafter referred to as CUSTOMER) having its office at Jemua Road, Fuljhore, Durgapur, PIN:713206, of the other part.

NOW THE AGREEMENT WITNESSETH as follows:

1. **Contract Period**

The validity of this contract shall be for One Year (**from 15.12.2023 to 14.12.2024**). The contract period can be extended by mutual agreement of both sides. SANHATI INFOCOM SERVICES PRIVATE LIMITED deserves the right to revise the terms of SLA at the time of extension.

| Sl.No. | DESCRIPTION B/W & RATE | | Location |
|--------|------------------------|---------------------------------------|---|
| 1. | Bandwidth | 500 Mbps Internet Service (1:1) ratio | Dr. B.C. ROY ENGINEERING COLLEGE, Jemua Road, Fuljhore, Durgapur, PIN:713206 |
| 2. | Annual charges | 16,71,430.00 [exclusive of GST@18%]. | |

This agreement is applicable to Internet Bandwidth provided to the CUSTOMER by SANHATI INFOCOM SERVICES PRIVATE LIMITED as per details:

2. **General Conditions**

2.1 **Network Availability-Fault Management**

It is technically impractical to provide a fault free service and SANHATI INFOCOM SERVICES PRIVATE LIMITED does not undertake to do so. Assuring the uptime service up to 99 % & down time shall be calculated annual wise.

2.2 **Packet Delivery**

Packet Delivery Ratio is defined as the average ratio of packets, which are successfully delivered over the Service Provider's network in a given period within the Committed Information Rate (hereinafter referred to as CIR).

2.3 **Mean Time To Repair (MTTR)**

Mean time to repair is defined as the average time to restore service during a Network Outage.

2.4 **Scheduled Maintenance Scope:**

Scheduled Maintenance shall mean any maintenance at the Sanhati PoP to which CUSTOMER's circuit is connected in respect of which CUSTOMER shall be notified 8 hours in advance. Notice of schedule maintenance will be provided to CUSTOMER's designated point of contact by a method elected by SANHATI INFOCOM SERVICES PRIVATE LIMITED (through telephone or email).

2.5 **Exclusions**

The following faults or outage hours shall be excluded:

- Periods where services have been restored by other alternate means.
- Periods where CUSTOMER staff is inaccessible to confirm the service condition after fault clearances.
- Periods where any link is switched off by CUSTOMER for its own reasons. It is the onus of CUSTOMER to ensure that the onsite equipment for links are powered on and/or the network monitoring tools, if any that are used by the CUSTOMER filters out the time period of link being voluntarily switched off, from the downtime calculations.
- Scheduled maintenance of Sanhati Network.
- A downtime is considered if the link is down for more than 15 minutes after the CUSTOMER has been issued a complaint.
- Failure or malfunction of any CUSTOMER equipment's for which the CUSTOMER is operationally responsible.
- Reasons of Force majeure.
- Interruption during any period when the CUSTOMER elects not to release the service for testing or repair and continues to use the Service on an impaired basis.
- CUSTOMER usage of bandwidth in excess of committed bandwidth
- Virus attack from CUSTOMER's network on SANHATI INFOCOM SERVICES PRIVATE LIMITED, forcing SANHATI INFOCOM SERVICES PRIVATE LIMITED to disconnect the CUSTOMER's network from SANHATI INFOCOM SERVICES PRIVATE LIMITED's network to prevent network breakdown.

BY SIGNATURE BELOW, WE AGREE TO ABIDE BY THE TERMS OF THIS S.L.A.

Dr. B.C. ROY ENGINEERING COLLEGE

Signature

Name:

Title:

Date: 15th December, 2023

Place: Durgapur

BY SIGNATURE BELOW, WE AGREE TO ABIDE BY THE TERMS OF THIS S.L.A.

SANHATI INFOCOM SERVICES PRIVATE LIMITED

Signature

Manoj Kumar Sarkar

Name: Manoj Kumar Sarkar

Title: Director

Date: 15th December, 2023

Place: Durgapur

