



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/00220/24-25

DATE : 05/12/2024

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	975,000.00

The item covers the following services:

SL	Item Name	Unit	UOM	Price	Amount	Completion Dt
1.1	INTERNET SERVICE Internet 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	975,000.00	975,000.00	14/12/2025
Total					975,000.00	

Grand Total 975,000.00

In Words-Rupees: Nine Lakh Seventy Five Thousand Only

TESRMS & CONDITIONS

Period of one year starting from 15.12.2024

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 not guaranteed.

SLA to be signed immediately on acceptance of the Order.

GST 18% Extra.

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BISHNU DAS

Prepared By

J.SINGH

Approved By

Receipt By

TAX INVOICE

(ORIGINAL FOR RECIPIENT)

Sanhati Infocom Services Pvt. Ltd. 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/1/2425/0042	12-Dec-2024
	Delivery Note	Mode/Terms of Payment
	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	

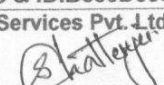
SI No.	Particulars	HSN/SAC	Quantity	Rate	per	Amount
1	Internet Service Charge Period From 15/12/2024 To 14/12/2025 500 Mbps	998422				9,75,000.00
2		CGST				87,750.00
3		SGST				87,750.00
Total						₹ 11,50,500.00

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

Indian Rupees Eleven Lakh Fifty Thousand Five Hundred Only

HSN/SAC	Taxable Value	Central Tax		State Tax		Total Tax Amount
		Rate	Amount	Rate	Amount	
998422	9,75,000.00	9%	87,750.00	9%	87,750.00	1,75,500.00
Total			9,75,000.00		87,750.00	1,75,500.00

Tax Amount (in words) : **Indian Rupees One Lakh Seventy Five Thousand Five Hundred 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



checked & verified

Tanuj

SANHATI INFOCOM SERVICES PRIVATE LIMITED
DURGAPUR

Service Level Agreement for Internet Service

THIS AGREEMENT is made at Durgapur on dated 12th December, 2024 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 15.12.2024 to 14.12.2025**). 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	9,75,000.00 [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: 12th December, 2024

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: 12th December, 2024

Place: Durgapur

