

SERVICE ORDER

DR.B.C.ROY COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES
DR.MEGHNAD SAHA SARANI, BIDHAN NAGAR, DURGAPUR-713206, WEST BENGAL

Phone: (0343) 253 2679, Fax: (0343) 253 2679, eMail: bcrpc_dgp@yahoo.co.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/BCRCP/00041/23-24

DATE: 01/12/2023

Contact Detail

Contact Person :

Telephone No. :

Our Fax Number: (0343) 253 2679

E-mail : bcrpc_dgp@yahoo.co.in

SUB : RENEWAL OF INTERNET CONNECTION 15.12.2023 FOR ONE YEAR

SL	Main Text	Active Unit	UOM	Gross Amount
1	SERVICE CHARGES	1	NOS	334,285.00

The item covers the following services:

SL	Item Name	Unit	UOM	Price	Amount	Completion Dt
1.1	INTERNET CONNECTION 100 Mbps 1:1 ratio i.e a) Internet Service b) Link Maintenance c) Service Maintenance d) Internet Ports Charges for Sanhati Switch	1.00	1	334,285.00	334,285.00	14/12/2024
Total					334,285.00	
Add - SGST-BILLWISE					@ 9.00 %	30,085.65
Add - CGST-BILLWISE					@ 9.00 %	30,085.65
Grand Total						394,456.30

In Words-Rupees: Three Lakh Ninety Four Thousand Four Hundred Fifty Six & Paise. Thirty Only

TERMS & CONDITIONS

PERIOD of one year starting from 15th December 2023.

Up Time : 99.9%

All other Terms & Conditions will be as per the order and standard SLA for ISP services

SLA to be signed immediately on acceptance of the order.

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

All Other Terms & Conditions as per your proposal dated 9th December'2022.

BIDYUT KUMAR SAHA

Prepared By

J.SINGH

Approved By



TAX INVOICE

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.
SIS/12324/0034
 Delivery Note

Dated
7-Dec-2023
 Mode/Terms of Payment

Supplier's Ref.

Other Reference(s)

Buyer's Order No.

Dated

Despatch Document No.

Delivery Note Date

Despatched through

Destination

Terms of Delivery

Consignee
Dr. B.C.Roy College of Pharmacy and Allied Health S
 Dr. Meghnath Saha Sarani, Bidhannagar, Durgapur,
 West Bengal, PIN:713212
 PAN/IT No :
 State Name : West Bengal, Code : 19

Buyer (if other than consignee)
Dr. B.C.Roy College of Pharmacy and Allied Health S
 Dr. Meghnath Saha Sarani, Bidhannagar, Durgapur,
 West Bengal, PIN:713212
 PAN/IT No :
 State Name : West Bengal, Code : 19
 Place of Supply : West Bengal

SI No.	Particulars	HSN/SAC	Quantity	Rate	per	Amount
1	Internet Service Charge Period From 15/12/2023 To 14/12/2024 100 Mbps	998422				3,34,285.00
2						30,085.65
3						30,085.65
4	Less : Rounded Off					(-)0.30
	Total					₹ 3,94,456.00

E. & O.E

Amount Chargeable (in words)

Indian Rupees Three Lakh Ninety Four Thousand Four Hundred Fifty Six Only

HSN/SAC	Taxable Value	Central Tax		State Tax		Total Tax Amount
		Rate	Amount	Rate	Amount	
998422	3,34,285.00	9%	30,085.65	9%	30,085.65	60,171.30
	Total		3,34,285.00		30,085.65	60,171.30

Tax Amount (in words) : **Indian Rupees Sixty Thousand One Hundred Seventy One and Thirty paise Only**

Company's PAN : **AAICS7843J**

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.

Declaration
 Invoice issued by Sanhati Infocom Services Private Limited
 for the services, which is associated with Meghbela Cable &
 Broadband Services Private Limited

Authorised Signatory

SUBJECT TO DURGAPUR JURISDICTION

This is a Computer Generated Invoice



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 COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES (hereinafter referred to as CUSTOMER) having its office at Dr. Meghnad Saha Sarani, Bidhannagar, 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	100 Mbps Internet Service (1:1) ratio	Dr. B.C. ROY COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES, Dr. Meghnad Saha Sarani, Bidhannagar, Durgapur, PIN:713206
2.	Annual charges	3,34,285.00 [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 COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES

Signature



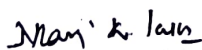
Name:
Title:

Prof. (Dr.) Samir Kumar Samanta
M. Pharm., Ph.D (J.U.)
Principal
Dr. B. C. Roy College of Pharmacy & AHS
Durgapur, West Bengal-713206

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



Name: Manoj Kumar Sarkar
Title: Director

Date: 15th December, 2023
Place: Durgapur



Sanhati Infocom

Services Private Limited

Freedom of Surfing

Regd. Office : 2, Devi Choudhurani Path,
SAIL Co-operative Housing Complex
City Centre, Durgapur, PIN:713216

Tele. : 09609680800

E-mail : sanhatisp@gmail.com

Dated 25th November, 2023

To
The Principal
Dr. B.C. Roy College of Pharmacy & Allied Health Sciences,
Dr. Meghnad Saha Sarani, Bidhannagar,
Durgapur, PIN: 713206

Subject: Renewal of Internet Service at your end

Respected Sir,

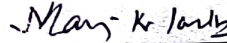
As per your Service Order No. SVC/BCRCP/00035/22-23, dated 14-12-2022, the renewal of Internet Service contact will end on 14-12-2023.

With reference to the discussions on your requirement, we are requesting to renew the service contact for further 1 year or more on and from 15-12-2023.

We hope the same is in line with your requirement and we keenly look forward to your valued order.

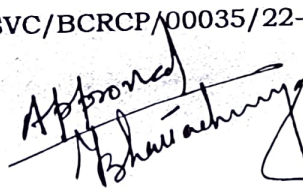
Expecting you the better service and also our service level guarantee.

Thanking you,
Sincerely Yours,


(Manoj Kumar Sarkar)
Sanhati Infocom Services Private Ltd



Encl:
Service Order No. SVC/BCRCP/00035/22-23, dated 14-12-2022


Approved
Bhuiyan