



**Introduction:**

- Indore Institute of Pharmacy provides Internet, Wi-Fi facility and LAN to the staff members and students to meet connectivity requirements.
- High-Speed Internet facility- The institute upgraded its internet leased line (1:1) bandwidth from 35 Mbps in 2016 to **300** Mbps bandwidth, currently on the campus. In October 2018 the bandwidth was increased to 75 Mbps. In 2019, the same was upgraded to 175 Mbps.
- By August 2021, the bandwidth was increased to 250 Mbps, In May 2024 the Institutes has upgrade the Leased line from 250 Mbps to 300 Mbps speed.







### 4.3.3 - Bandwidth of internet connection in the Institution

≥ 50MBPS

30 - 50MBPS

10 - 30MBPS

10 - 5MBPS

< 5MBPS

HEI Input: a. ≥ 50MBPS

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INDORE (M.P.)



**Indore Institute of Pharmacy**  
Approved by: AICTE (2004/2005) | Approved by: All India Council of Technical Education  
Regd. No.: IND/04/001/2007

# Tax Invoices



  
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Indore Institute of Pharmacy,  
INDORE (M.P.)





**Indore Institute of Pharmacy**

APPROVED BY: BOP (Bhopal) (Approved by: AICTE (New Delhi) & P. U. (M.P.))  
REGISTERED: (Under U.S. 22)

Tax Invoice from RPNET for the month of April 2024



**TAX INVOICE**

(ORIGINAL FOR RECIPIENT)

INVOICE NO.: 202425-01-171

INVOICE DATE: 1-MAY-2024

Bill To,

**SHAIL EDUCATION & WELFARE SOCIETY**

IIST COLLEGE

RAU

INDORE

GST STATE CODE : 23 MADHYA PRADESH Customer GSTIN : Not Available

Invoice summary	
Type of Service:	Internet
Internet Bandwidth	300 Mbps 1:1
Billing period	01-04-2024 to 30-04-2024
Recurring charges	₹ 24,576.27
Central GST @ 9 %	₹ 2,211.86
State GST @ 9 %	₹ 2,211.86
Total Current Charges	₹ 29,000.00
Previous Dues	₹ .00
Total Amount Due	₹ 29,000.00

GSTIN : 23AACCR8280J1Z6	HSN/SAC: 9984	CHQ. /NEFT IN FAVOR OF - RAJESH PATEL NET SERVICES PVT. LTD.
PAN NO.: AACCR8280J	A/C NO. 004083800005501 IFSC: YESB00000040 BANK: YESBANK	
CIN NO.: U64202MP2003PTC015954		

TERMS & CONDITION:

- PLEASE PAY YOUR BILL BEFORE 7TH OF THE MONTH TO AVOID DISCONNECTION.
- FOR TERMINATION & DEGRADATION OF SERVICE AT LEAST ONE-MONTH NOTICE SHOULD BE GIVEN IN PRIOR.
- VOIP IS STRICTLY PROHIBITED ON YOUR INTERNET CONNECTION.
- WE SHALL NOT BE LIABLE TO THE CUSTOMER FOR ANY LOSS, COSTS OR DAMAGE WHATSOEVER OR HOWSOEVER CAUSED, ARISING DIRECTLY OR INDIRECTLY IN CONNECTION WITH THE SERVICE/S.
- FOR ANY QUERIES PLEASE CONTACT AT +91 98930 73966, 0731-4026313

FOR RAJESH PATEL NET SERVICES PVT. LTD.


P

  
AUTHORISED SIGNATORY

**RAJESH PATEL NET SERVICES (P) LIMITED**

10/5 M.G. ROAD, BEHIND HDFC HOUSE INDORE - 452001  
PHONE: +91-731-4026313 E-MAIL: info@rpnspl.com



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**Indore Institute of  
Pharmacy**

Approved by All India Council of Technical Education, New Delhi  
Registration No. 1001/2000

# Tax Invoices



  
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**Indore Institute of Pharmacy**

Approved by: RGPV (M.P.) (Approved by: AICTE (All India) & PCTE (M.P.))  
Registered: 18-08-1982 (20)

Tax Invoice from RPNET for the month of May 2024



**TAX INVOICE**

(ORIGINAL FOR RECIPIENT)

INVOICE NO.: 202425-02-100

INVOICE DATE: 1-JUN-2024

Bill To,

**SHAIL EDUCATION & WELFARE SOCIETY**

IIIST COLLEGE

RAU

INDORE

GST STATE CODE : 23 MADHYA PRADESH Customer GSTIN : Not Available

Invoice summary	
Type of Service:	Internet
Internet Bandwidth	300 Mbps 1:1
Billing period	01-05-2024 to 31-05-2024
Recurring charges	₹ 24,576.27
Central GST @ 9 %	₹ 2,211.86
State GST @ 9 %	₹ 2,211.86
Total Current Charges	₹ 29,000.00
Previous Dues	₹ .00
Total Amount Due	₹ 29,000.00

GSTIN : 23AACCR8280J1Z6	HSN/SAC: 9984	CHQ. /NEFT IN FAVOR OF - RAJESH PATEL NET SERVICES PVT. LTD.
PAN NO.: AACCR8280J		A/C NO. 004063800005501 IFSC: YESB0000040 BANK: YESBANK
CIN NO.: U64202MP2003PTC015954		

**TERMS & CONDITION:**

- PLEASE PAY YOUR BILL BEFORE 7TH OF THE MONTH TO AVOID DISCONNECTION.
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- FOR ANY QUERIES PLEASE CONTACT AT +91 98930 73956, 0731-4026313

FOR RAJESH PATEL NET SERVICES PVT. LTD.

P

*A. Rajesh*  
AUTHORISED SIGNATORY

**RAJESH PATEL NET SERVICES (P) LIMITED**

10/5 M.G. ROAD, BEHIND HDFC HOUSE INDORE - 452001  
PHONE: +91-731-4026313 E-MAIL: Info@rpnspl.com



*A. Rajesh*  
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Indore Institute of Pharmacy,  
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**Indore Institute of Pharmacy**

Tax Invoice from RPNET for the month of June 2023



**TAX INVOICE**

(ORIGINAL FOR RECIPIENT)

INVOICE NO.: 202425-03-105

INVOICE DATE: 1-JUL-2024

Bill To,

**SHAIL EDUCATION & WELFARE SOCIETY**

HST COLLEGE

RAU

INDORE

GST STATE CODE : 23 MADHYA PRADESH Customer GSTIN : Not Available

Invoice summary	
Type of Service:	Internet
Internet Bandwidth	✓ 500 Mbps 1:1
Billing period	01-06-2024 to 30-06-2024
Recurring charges	₹ 24,575.27
Central GST @ 9 %	₹ 2,211.86
State GST @ 9 %	₹ 2,211.86
Total Current Charges	₹ 29,000.00
Previous Dues	₹ .00
Total Amount Due	₹ 29,000.00

GSTIN : 23AACCR8280J1Z6	HSN/SAC: 9984	CHQ./NEFT IN FAVOR OF - RAJESH PATEL NET SERVICES PVT. LTD.
PAN NO.: AACCR8280J	A/C NO. 004083800005501 IFSC: YES80000040 BANK: YESBANK	
CIN NO.: U64202MP2003PTC015954		

TERMS & CONDITION:

- PLEASE PAY YOUR BILL BEFORE 7TH OF THE MONTH TO AVOID DISCONNECTION.
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- FOR ANY QUERIES PLEASE CONTACT AT +91 98930 73966, 0731-4026313

FOR RAJESH PATEL NET SERVICES PVT. LTD.

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AUTHORISED SIGNATORY

**RAJESH PATEL NET SERVICES (P) LIMITED**

10/5 M.G. ROAD, BEHIND HDFC HOUSE INDORE - 452001

PHONE: +91-731-4026313 E-MAIL: Info@rpnsp.com



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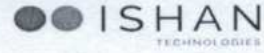


**Indore Institute of Pharmacy**

Tax Invoice from ISHAN NETSOL for the month of Apr 2024 to June 22024

**Ishan Netsol Private Limited**

Registered Office:  
B-11, Prithvin, Indore Cross Road, Ambli - Bopal Road, Ahmedabad Gujarat 380054  
Website : www.ishantechnologies.com Phone : +91 0251 664 7426 & 9909047426  
Email : finance@ishantechnologies.com  
CIN : U74900GJ2007PTC051929  
GST Registration No. 23AABCI7583C1ZR



Original for Recipient

**TAX INVOICE**

Customer Name & Billing Address :  M/s. Shall Educational And Welfare Society IIST Campus Gram DEHARI, Rau - Pithampur Road, Opposite, Indore, Ta: Indore, Dist: Indore - 453331. State : Madhya Pradesh , State Code : 23 GSTN :	IRN:	
	Invoice No: IE23/24-25/00251	
	Invoice Date: 01-Apr-2024	Due Date: 21-Apr-2024
	Customer Order No.: SEWS/PO/23-24/418/PR/NS/11.12.23	Date: 04-Jan-2024
Installation Address (Place of supply) :  M/s. Shall educational and Welfare Society IIST Campus, Rau - Pithampur Road, Opposite, Indore, Ta: Indore, Dist: Indore - 453331. State : Madhya Pradesh , State Code : 23 GSTN :	Billing: Quarterly	Terms of Payment: Advance
	Customer ID: 912698	Service ID: 127408
	Category of Service : Internet Telecommunication Services	Bandwidth (in Mbps): 300 ✓

**Summary of Current Charges**

Sr. No.	SAC	Particulars	Period	Amount (INR)
1	998422	Internet Connectivity Recurring Charge	20-Apr-2024 To 19-Jul-2024	132500.00
		Total current charges excluding taxes		132500.00

**Summary of taxes**

		SGST @ 9% ( Madhya Pradesh )	11925.00
		CGST @ 9% ( Madhya Pradesh )	11925.00
		Total Taxes	23850.00
		Rounding Off	0.00

Total Current Charges including taxes

₹ 156350.00

Amount in words (INR) : Rupees One Lakh Fifty Six Thousands Three Hundred And Fifty Only

Signature Not Verified  
Nidhi V Vyasa  
Digitally Signed By  
Nidhi V Vyasa  
DN: cn=Nidhi V Vyasa,  
o=ISHAN NETSOL PRIVATE LIMITED,  
ou=INDORE



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**Indore Institute of Pharmacy**  
ADDRESS: INDORE  
REGISTRATION NO: 23A

PAN No. : AABCI7583C

GST Registration No. : 23AABCI7583C1ZR

Address : Industry House, Plot No.15, Old Palasia, A.B.Road, Indore, Ta: Indore, Dist: Indore - 452001, Madhya Pradesh. State Code: 23

\* Whether the tax is payable on reverse charge basis : NO

#### Payment Details

- Cheque / DD should be drawn in favour of "Ishan Netsol Private Limited"
- Payments can be made via electronic transfer / wire transfer as per the following terms:  
Beneficiary Name : Ishan Netsol Private Limited  
Bank Name and Address : Axis Bank Limited, Ahmedabad(GJ), Trishul-Opposite.Samartheshwar Temple, Low Garden.Ellis Bridge,Ahmedabad-380006  
Bank Account No. : 920020008665732  
Account Type : Current Account  
Branch Code : 003  
IFS Code : UTIB0000003
- TDS Certificate is to be issued in favour of "Ishan Netsol Private Limited"
- Total amount due should be paid on or before the due date as specified in the invoice. In the event of non payment of total amount due with in the due date, a penalty of 2.5% per month or INR 250/- whichever is higher shall be levied in the next Invoice.

#### Terms and Conditions

- Provision of service is subject to terms and conditions printed on the Customer Application Form (CAF) as amended time to time and commercial code of the company.
- Bill will be sent for the respective billing period at the billing address mentioned in CAF only. Any change in billing address should be communicated immediately to Bill Desk of ISHAN by dialling 02816647426 & 9909047426 or sending an email to [finance@ishanintech.biz](mailto:finance@ishanintech.biz) and submit the proof of your new address.
- Part payment shall not be acceptable
- All contents of this bill will be deemed correct if you don't inform us of any discrepancy within the 7 days from the date of issuance of Invoice.
- Any dispute / query in relation to GST input credit of the invoice shall be raised in writing on or before end of the subsequent month of the invoice. Ishan shall not be responsible for non-availability of GST credit if the dispute / query is not raised with in given timeline. Customer is liable to make the full payment of invoice irrespective of any dispute / query raised. Ishan shall give credit to the customer, if any, on resolution of dispute / query raised by the customer within given timelines.
- Company has the right to suspend the services/connection in case of non-payment of bill within the due date. The company will not be liable for consequential loss of third party claims resulting from termination of service due to non-payment. The company reserves the right to call for additional settlement charges from customer upon termination of service.
- Bounced cheque charges shall be levied @ INR 300 per instance.
- Appellate authority : [appellategujarat@ishantechnologies.com](mailto:appellategujarat@ishantechnologies.com)
- Charges shall be payable irrespective of termination / cancelation / degradation during the invoice period.
- Any Govt. clearance required for installation / Commissioning of any services shall be client's responsibility.
- Payment made against the invoice shall not be refunded back.
- Any dispute arising due to invoice, CAF, service, other terms and condition or incidental thereof by any of the parties, the same shall be referred to the Sole arbitrator to be appointed by Ishan Netsol Private Limited ("Ishan") only, and customer has no objection to the appointment of such Sole Arbitrator by the Ishan. The Arbitration Proceedings shall be governed by Arbitration and Conciliation Act, 1996 and the Place and venue of Arbitration shall be fixed by the Arbitrator.
- Subject to Rajkot jurisdiction.

This is computer generated invoice.



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**Indore Institute of  
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Approved by All India Council of Technical Education, New Delhi  
Registration No. 19/0001/2002-03

# Sample Agreement Copy from Ishannetsol



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**Indore Institute of Pharmacy**

Approved by Central Board of Secondary Education (CBSE) & Ministry of Health  
Registration Number: MH/02/1307

Sample Agreement copy from Ishannetsol for the reference.

## Customer APPLICATION FORM

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

CAT NO: \_\_\_\_\_

Customer Identification Number:

**For Individual**

Name of Individual: First Name:   
 Middle Name:   
 Last Name:

Date of Birth: -- Nationality:  Indian  Others  
DD MM YY Please specify: \_\_\_\_\_

**For Non-Individual**

Name of Organisation: **SHATIL EDUCATIONAL AND WELFARE SOCIETY**

Customer Category: (Please Tick (✓) whichever applicable)

Married Account  SME / SMD / Commercial Shop  SOHD  Residential  
 LLP (Please attach a copy of LLP license)  PCO  
 OBP / BPO (Please attach a copy of OBP license given by BOP)

PAN Number: **AABA33763N**

Customer Contact Details:

Department	Name	Phone No.	Address
General	PUNEETS DUGGAL	4010570	systemadmin@ishanindore.org IndoreInstitute.com
Technical	NILESH NAIK	4010515	
Finance			

Service Installation Address: **INDORE INSTITUTE OF SCIENCE AND TECHNOLOGY OPP TEM GRAM DEHRI ROAD PETHAMPUR ROAD INDORE**

City: **INDORE** Pin: **453331** State: **M.P.**

Billing Address:  Same as EC Form (if applicable)  
 \* If not please provide address below (please attached copy of electricity bill)

City: \_\_\_\_\_



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Customer APPLICATION FORM

- Number of Connections:  1  2  3  4  5  6  7  8  9  10
- Internet Plan CODE:  1  2  3  4  5  6  7  8  9  10
- Internet Plan Speed:  500V  1000V  2000V  3000V  4000V  5000V  6000V  7000V  8000V  9000V
- Type of access:  Dedicated LL  Broadband
- Broadband Speed
- Plan Type: ISHAN  1  2  3  4  5  6  7  8  9  10
- For ISHAN+PLAN ONLY:  9-00 a.m. to 9-00 p.m.  9-00 p.m. to 9-00 a.m.
- Lastmile Details:  Provided by customer  Installation by INPL dedicated to customer & owned by customer  Installed by INPL on shared basis & owned by INPL
- Details of CPE: Make:  1  2  3  4  5  6  7  8  9  10 Mode:  1  2  3  4  5  6  7  8  9  10
- Any returnable equipments at end of Service:  Yes  No
- Static IP required:  Yes  No

Technical Details	
Nilabh Halk	9826016090

Sl. No.	Cheque/Class/DD	Cheque / DD No.	Amount	Date	Bank Name	Branch	City

OFFICE USE ONLY

Customer Contract/PO No: \_\_\_\_\_ Date: \_\_\_\_\_

Proposal / Quotation No: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Account Manager / Sales Executive: \_\_\_\_\_ City: \_\_\_\_\_

Name of Reseller / Channel: \_\_\_\_\_

Signature of Account Manager/Sales Executive/Channel/Reseller: \_\_\_\_\_

**CUSTOMER DECLARATION**

I hereby declare that I have read and understood the above terms, conditions and service level agreement and agree to be bound by the terms, conditions and service level agreement and I have accepted the same.

I hereby declare that the information given herein is true, correct and complete to the best of my knowledge and belief, and I understand that any false or incorrect information provided herein may result in the termination of the service and I shall be liable for any damages caused to the Company.

I hereby agree to provide any additional information/clarification that may be required by the Company from time to time.

I hereby agree to provide the address of my business premises and an email address to which the Company may contact.

I hereby agree that this agreement shall be valid and enforceable as per the law of India and I shall be liable for any damages caused to the Company.

I hereby agree to be bound by the terms and conditions of the agreement and I shall be liable for any damages caused to the Company.

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

Name of Subscriber: \_\_\_\_\_



Indore Institute of Pharmacy  
INDORE (I.I.P.)



**Agreement for Fixed Line Services**

Customer Name: <b>SHATL EDUCATIONAL AND WELFARE SOCIETY</b>	
Customer Address and Contact Information	
Address	<b>IIST CAMPUS, OPP. IIM INDORE, RAV-PITHAMPUR ROAD</b>
Building	
Street	
Locality	
City	<b>INDORE</b>
District	
State	<b>M.P.</b>
Pin Code	<b>453331</b>
Product Applicable	a. Internet Leased Line (ILL)

These terms & conditions ("T&Cs") are appended as an Exhibit to Product CAF.

1. **STATUS OF T&Cs**  
 This T&Cs shall be supplementary to the CAF signed by the Users and/or the Customer and provisions of this Agreement shall be supplementary to, and shall not override, the terms and conditions contained in the CAF.
2. **SPECIAL CONDITIONS**  
 The Product Terms & Conditions (PTC) shall be the specific conditions attached to the CAF to which this is an Exhibit.
3. **RIGHTS AND OBLIGATIONS OF THE PARTIES:**
  - 3.1 Ishan hereby agrees and confirms that it shall provide the Services to the Customer.
  - 3.2 The Customer agrees and confirms that the Customer shall:
    - (i) Pay the bills for the Services offered by Ishan on or before the due dates for all the connections held by the Customer from time to time.
    - (ii) Not do or omit to do any act, which may adversely affect Ishan or otherwise prejudices any rights of Ishan under this Agreement and or under the CAF.
  - 3.3 The Customer agrees to abide by all the requirements of applicable laws, rules, regulations and other administrative/judicial/quasi-judicial orders/directions of the concerned authorities (Central/State/local) as may be necessary to perform the Customer's respective rights and obligations hereunder and shall co-operate with Ishan for proper compliance with all such statutory requirements.
  - 3.4 Ishan may require the Customer to fill out a separate form/application for availing any specific Services or any additional services / products as may be offered by Ishan to its Customers.
  - 3.5 **Suspension of Services**  
 From time to time Ishan shall be entitled to suspend the services if the services require time out for maintenance, modification, up-gradation or testing of the Network. In the interest of security and integrity of the Network, Ishan shall also be entitled to suspend the Services, if required at any time without giving any notice to the Customer/Subscriber. Ishan shall strive to keep all such suspensions to a minimum.
4. **Terms for use of Services:**
  - 4.1 Customer shall use the Services in accordance with this Agreement, all applicable laws, regulations, circulars, directives and all relevant codes of practice.
  - 4.2 Customer shall not:

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- (a) Use any Services for any abusive, improper, immoral, offensive, illegal or fraudulent purposes.  
(b) Do anything that causes the Network to be impaired or damaged.  
(c) Re-sell any Services.

- 4.3. **Payment of minimum Service charge**  
During the contract period/term as mentioned on the CAP i.e. from date of installation of link or commencement of services, whichever is earlier, Customer shall be required to pay the minimum agreed charge as per the plan provided to Customer. In the event the subscriber minimum agreed charge or the amount is overdue beyond 3 consecutive months, Ishan shall have the right to terminate the Agreement and take physical control/delivery of the CPE/UBR/MUX equipment provided.
5. **Payment Terms:**
- 5.1 **What Customer shall pay:** If a charge is not set out in the tariff schedule, Ishan's standard tariff charges shall apply. Unless otherwise set out within this Agreement, charges shall not be inclusive of Service Tax and other local taxes / levies. Service tax shall be charged additionally at the rates applicable.
- 5.2 **How Customer shall pay:** Ishan shall accept payment by cheque, direct debit or bank transfer or otherwise agreed with Customer.
- 5.3 **When Customer shall pay:** Customer shall ensure that Ishan receives payment in cleared funds by the due date, which shall be 7 calendar days from the date of the invoice or as otherwise agreed in the Special Conditions.
- 5.4 **Action Against Non-payment or Late Payment by Customer:**  
In the event that Customer does not pay any undisputed Charges by the due date, Ishan shall be entitled to charge interest on the Charges at the rate of 2 basis point of the prevailing State Bank of India ("SBI") prime lending rate subject to any applicable law restrictions and subject to first complying with the escalation procedure as set out in clause 5.8 below, shall be entitled to take any of the following actions in isolation or any combination until such time as payment, including any interest due, has been received by Ishan in full in cleared funds:
- 5.4.1 Withdraw the special tariff in relation to the relevant Services and charge Customer Ishan's Standard Tariff for that Service.
- 5.4.2 Suspend Customer's use of the Services in relation to which charges are outstanding.
- 5.5 **Invoice disputes:** In the event that Customer disputes that an invoice or any part of it is payable by Customer, Customer shall notify Ishan of such dispute within fifteen (15) days of receipt of the invoice, including details of why the invoiced amount is incorrect and, if possible, how much Customer considers is due. All other Charges not related to the dispute shall be paid in accordance with this Agreement.
- 5.6 **Application of payments made:** in the event that Ishan receives a payment from Customer that is less than the total sum owed by Customer to Ishan at that time, Ishan shall apply that payment to the oldest undisputed invoices first. Ishan shall contact Customer to request payment of the remaining charges due, in accordance with clause 5.8.
- 5.7 **No right of set off:** The Parties shall not be entitled to off-set any sums that the other Party owes to the other under any other agreement between the Parties against any sums that Customer owes to Ishan under this Agreement.
- 5.8 **Escalation procedure in the event of non-payment:** If Ishan has not received payment for undisputed charges invoiced to Customer by Ishan by the due date as set out in clause 5.4 above, then Ishan shall notify Customer by letter, email or telephone that payment is overdue and request that payment be made within seven (7) calendar days of receipt of such notification of non-payment. If Customer does not pay the outstanding Charges within such seven (7) calendar day period, then Ishan shall contact Customer a second time by letter, email or telephone informing Customer of non-payment and requesting payment within seven (7) calendar days of receipt of such second notification. If payment has still not been received by Ishan in cleared funds after the expiry of such seven (7) day notice period, then Ishan shall contact the relevant Customer contact, by telephone, to advise of non-payment and to advise that unless payment is made by electronic transfer or direct debit transfer to Ishan within one (1) Business Day of the date of such telephone call that Ishan shall invoke all or any of Ishan's rights under Clauses 5.4.1 / 5.4.2 of the TC.





- 5.9. Ishan shall agree with Customer on the method of advance payment and the payment process for each User connection. Ishan shall be entitled to temporarily suspend connection in the event the Customer dues remain un-paid beyond thirty (30) days from the date of credit limit exceeding the pre-agreed credit limit and/or amount due date.
- 5.10. Any Customer Premises Equipment ("CPE") provided by Ishan, if not purchased by Customer, shall be the property of Ishan and Customer shall not encumber or cause to have a lien on such equipment. Ishan shall be entitled to, and Customer shall be required to, assist Ishan in any inspection or maintenance of the CPE and/or have its insurers inspect the CPE.
6. **Fixed Line Services**  
Internet Leased Line services (ILL) shall be provided by Ishan in accordance with its license and Customer must not carry out any activity within the Network provided by Ishan which violates a provision of law or DOT License Conditions.
7. **IP Address allocation**  
Ishan shall, at its discretion, allocate IP Address to Internet Leased Line (ILL) customer or end user which Customer or end user shall only use to access the network and use the services. Ishan shall be entitled to reallocate or change IP Address as a result of changes in applicable law or instructions from the Regulatory Authorities. In such event, Ishan shall exercise all reasonable efforts to minimize any disruption to Customer or End User.
8. **Delivery of Services:**
- 8.1 **Engaging Process:** Customer shall engage Ishan for Services by submitting a Customer Application Form (CAF) through Ishan's representative. Customer shall accurately fill all fields set out in the said Form and shall offer genuine information.
- 8.2 **Accepted Orders are binding:** Accepted Orders are binding on the Parties from acceptance of Customer Application Form by Ishan ("Order Acceptance") and therefore Ishan shall supply and Customer shall accept all Services set out in an Accepted Order.
- 8.3 **Unauthorized Orders:** In the event that Customer receives a notice of acceptance or rejection of a request for further information about a CAF that Customer believes was submitted without Customer's authorization, Customer shall notify Ishan immediately. Customer shall not be required to accept equipment delivered under such unauthorized CAF provided that Customer has notified Ishan within 24 hours of receipt of the notice of acceptance or request for further information that the Order is unauthorized.
9. **Term and Termination:**
- 9.1 **Term:** This Agreement shall be valid for the period as mentioned on CAF or commencing from the date of order provisioning ("Effective Date") unless terminated by either Party. On completion of the period, the contract shall be automatically renewed on the same terms and conditions unless otherwise agreed to by both the parties at least 1 month prior to the expiry of term.
- 9.2 **Terminating due to notice:** Either Party shall have the right to terminate the Agreement by serving with ONE (1) month's written notice of termination. In case Customer decides to exit before the contract period, it has to pay all OTC & ARC charges for the balance number of months in advance before exiting.
- 9.3 **Terminating due to insolvency:** The Parties shall each have the right to terminate the Agreement with immediate effect (by serving written notice of termination to the other Party) if the other Party becomes insolvent.
- 9.4 **Terminating due to breach:** In the event that either Party considers the other Party to be in material breach of its obligations under the Agreement, and that breach is capable of being remedied, the

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Indore Institute of Pharmacy,  
INDORE (M.P.)



affected Party shall write to the other Party within thirty (30) calendar days of the date of such letter, remedying the breach within thirty (30) calendar days of the date of such letter. If the breach is not remedied or in the event that if remediable, such breach has not been remedied within thirty (30) calendar days of the date of notice, then the affected Party shall have the right to terminate the Agreement immediately on written notice to the Party in breach.

9.5 Terminating due to late payment: In the event that Customer fails to pay any Charges due within thirty (30) calendar days of the payment due date, Ishan shall be entitled to terminate the Agreement.

## 10. Confidentiality:

- 10.1 Confidentiality of this Agreement: The Agreement and any information that Ishan has provided to Customer or that Customer has provided to Ishan with regard to the Services, that is not publicly available, is confidential between Customer and Ishan. The Parties may only disclose information to its respective employees on a need-to-know basis for the purposes of complying with their respective obligations under this Agreement, and to no other third party, unless otherwise agreed in writing by the Parties, save that Ishan shall have the additional rights of disclosure as set out in clause 10.3 below.
- 10.2 Records of Customer Information: Ishan shall be entitled to keep records of Customer information, which Ishan shall use to perform Ishan's obligations under this Agreement, and for related purposes.
- 10.3 Disclosure of Customer Information to third parties: Ishan shall be entitled to disclose relevant Customer information for any other information that Ishan is required to disclose as a consequence of legislation, by order of any court of competent jurisdiction, by the Regulatory Authorities or any other statutory or regulatory authority or law enforcement agencies or to the following third parties:
- 10.3.1 legal or regulatory authorities, government or security agencies;
  - 10.3.2 any other third parties to whom, in Ishan's reasonable opinion, it is necessary to disclose such information to enable Ishan to fulfil its obligations under this Agreement.

## 11. Liability:

- 11.1 Exclusions of Liability: Save for Customer's liability to pay usage charges, neither Party accepts liability to the other for the following:
- 11.1.1 loss of profit, business, revenue, opportunity, goodwill or anticipated savings;
  - 11.1.2 Any indirect, incidental, special or consequential loss; and these are expressly excluded.
- 11.2 Limitation of Liability: The Parties exclude liability to each other in the event that a Party cannot perform its obligations under this Agreement due to events which are outside of that Party's control, and which could not have been avoided by that Party exercising all reasonable efforts. Neither Party shall be liable to the other Party if they are prevented from performing its obligations under this Agreement due to acts of war or terrorism or as a result of the implementation of Emergency Planning Measures.
- 11.3 The aggregate liability of any Party ("First Party") to another Party ("Other Party") in respect of all claims for liabilities arising under the Agreement shall not exceed the aggregate value of the issued Orders in a period of 12 months provided that such limitation shall not apply to claims arising pursuant to Clause 12.2 (a), (b), (c), (d).

## 12. INDEMNITY:

Each Party (the *Indemnifying Party*) undertakes to indemnify, defend and hold harmless the other Party and its directors, officers, employees, representatives and agents (each, an *Indemnified Party*) to the fullest extent permitted under applicable Law from and against any and all charges, expenses, fines, penalties, demands etc. (collectively, *Losses*) resulting from, arising out of or in connection with a [Material Breach] by the Indemnifying Party or any misrepresentation or misstatement by the Indemnifying Party in this Agreement.

### 12.1 Clause shall not apply in respect of:

- (a) any liability for death or personal injury resulting from the negligence of an Indemnifying Party;





affected Party shall write to the other Party giving ...  
remedies the breach within thirty (30) calendar days of the date of such letter. If the  
breach is not remediable or in the event that if remediable, such breach has not been remedied within  
thirty (30) calendar days of the date of notice, then the affected Party shall have the right to terminate  
the Agreement immediately on written notice to the Party in breach.  
9.5 Terminating due to late payment: In the event that Customer fails to pay any Charges due within thirty  
(30) calendar days of the payment due date, Ishan shall be entitled to terminate the Agreement.

#### 10. Confidentiality:

- 10.1 Confidentiality of this Agreement: The Agreement and any information that Ishan has provided to Customer or that Customer has provided to Ishan with regard to the Services, that is not publicly available, is confidential between Customer and Ishan. The Parties may only disclose information to its respective employees on a need-to-know basis for the purposes of complying with their respective obligations under this Agreement, and to no other third party, unless otherwise agreed in writing by the Parties, save that Ishan shall have the additional rights of disclosure as set out in clause 10.3 below.
- 10.2 Records of Customer Information: Ishan shall be entitled to keep records of Customer information, which Ishan shall use to perform Ishan's obligations under this Agreement, and for related purposes.
- 10.3 Disclosure of Customer Information to third parties: Ishan shall be entitled to disclose relevant Customer information (or any other information that Ishan is required to disclose as a consequence of Legislation, by order of any court of competent jurisdiction, by the Regulatory Authorities or any other statutory or regulatory authority or law enforcement agencies or to the following third parties:
- 10.3.1 legal or regulatory authorities, government or security agencies;
- 10.3.2 any other third parties to whom, in Ishan's reasonable opinion, it is necessary to disclose such information to enable Ishan to fulfil its obligations under this Agreement.

#### 11. Liability:

- 11.1 Exclusions of liability: Save for Customer's liability to pay usage charges, neither Party accepts liability to the other for the following:
- 11.1.1 loss of profit, business, revenue, opportunity, goodwill or anticipated savings;
- 11.1.2 Any indirect, incidental, special or consequential loss, and these are expressly excluded.
- 11.2 Limitation of Liability: The Parties exclude liability to each other in the event that a Party cannot perform its obligations under this Agreement due to events which are outside of that Party's control, and which could not have been avoided by that Party exercising all reasonable efforts. Neither Party shall be liable to the other Party if they are prevented from performing its obligations under this Agreement due to acts of war or terrorism or as a result of the implementation of Emergency Planning Measures.
- 11.3 The aggregate liability of any Party ("First Party") to another Party ("Other Party") in respect of all claims for liabilities arising under the Agreement shall not exceed the aggregate value of the issued Orders in a period of 12 months provided that such limitation shall not apply to claims arising pursuant to Clause 12.2 (a), (b), (c), (d).

#### 12. INDEMNITY:

Each Party (the *Indemnifying Party*) undertakes to indemnify, defend and hold harmless the other Party and its directors, officers, employees, representatives and agents (each, an *Indemnified Party*) to the fullest extent permitted under applicable Law from and against any and all charges, expenses, fines, penalties, demands etc. (collectively, *Losses*) resulting from, arising out of or in connection with a [Material Breach] by the Indemnifying Party or any misrepresentation or misstatement by the Indemnifying Party in this Agreement.

#### 2.1 Clause shall not apply in respect of:

- (a) any liability for death or personal injury resulting from the negligence of an Indemnifying Party;







- (b) any liability for fraudulent misrepresentation, willful default or gross negligence by an indemnifying Party;
- (c) any breach of the intellectual Property rights of an indemnified Party or a breach of the confidentiality obligations under this Agreement; and
- (d) Any other liability that cannot be lawfully excluded.

13. IMPLEMENTATION OF APPLICABLE LAW COMPLIANCE

Customer agrees that Ishan has to adhere to the licensing terms and conditions laid down by the Department of Telecommunication ("DOT"), Ministry of Communication and Information Technology ("MOCIT"), Government of India ("GOI") and other Applicable law and Government compliance with regard to the Services and shall co-operate with Ishan with regard to its compliance requirements and provide any information as is requested by Ishan and Ishan shall have the right to enforce its rights and claim damages and penalties as may be imposed by security agencies on Ishan for which Customer is solely responsible.

14. General Provisions:

14.1 Notices: All notices to be served by Customer under this Agreement shall be in writing and sent to the Ishan Netsol Pvt. Ltd., Nakshatra IV, 2<sup>nd</sup> Floor, Dr. Radhakrishnan Road, Nr. Kathiyawar Gymkhana, Rajkot - 360001, Gujarat, India or any other address Ishan directs Customer to use from time to time. Ishan shall send all notices to Customer at Customer's registered office unless Customer's Authorized Person(s) notifies Ishan of a change to such address.

14.2 Survival of terms: Termination of the Agreement for any reason shall be without prejudice to any other rights or remedies a Party may be entitled to at law or under the Agreement and shall not affect any accrued rights or liabilities of either Party nor the coming into force or the continuance in force of any provision of the Agreement which is expressly or by implication intended to come into or continue in force on or after such termination.

15. All the conditions put under the Client- PO is acceptable to SENS and Bontom

Signature of the Parties	Signatures	<i>[Signature]</i> 03/01/24 and Bontom
Name of Customer	Name:	MR. PUNEET. S. DUGGAL Ishan Netsol Pvt Ltd
	Designation:	
	Place:	INDORE
	Date:	03/01/2024
Ishan Netsol Private Limited	Signatures	<i>[Signature]</i>
	Name:	PANKAJ GERIYA
	Designation:	
	Place:	INDORE
	Date:	03/01/2024

Appendix-I

T&Cs Definitions

In this Agreement, unless the context requires otherwise, the following terms shall have the meaning as assigned to them herein below:



Principal  
Indore Institute of Pharmacy,  
INDORE (M.P.)





**Indore Institute of  
Pharmacy**

ESTABLISHED IN 1982 (RENEWED) | APPROVED BY | ALL INDIA PHARMACY BOARD & PRACTICE BOARD  
REGISTERED UNDER 1956/1957 ACT

# **Wifi access point in the Campus and Institute**





Indore Institute of Pharmacy

Wi-Fi Details

Wi-Fi no.	Configuration	Date of Purchase	Date of Modified	Location	Department
WAP-001	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIP	IIP
WAP-002	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIP	IIP
WAP-003	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIP	IIP
WAP-004	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIP	IIP
WAP-005	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIP	IIP
WAP-006	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIP	IIP
WAP-007	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIMR	IIMR
WAP-008	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIMR	IIMR
WAP-009	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIMR	IIMR
WAP-010	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		IIMR	IIMR
WAP-011	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Boys Hostel	Boys Hostel
WAP-012	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Boys Hostel	Boys Hostel
WAP-013	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Girls Hostel	Girls Hostel
WAP-014	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Girls Hostel	Girls Hostel
WAP-015	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Girls Hostel	Girls Hostel
WAP-016	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Girls Hostel	Girls Hostel
WAP-017	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Staf Building	Staf Building
WAP-018	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12		Staf Building	Staf Building
WAP-061	D-Link DAP 3666 Access Points	19-Feb-22		Boys Hostel	
WAP-062	D-Link DAP 3666 Access Points	19-Feb-22		Boys Hostel	
WAP-063	D-Link DAP 3666 Access Points	19-Feb-22		Boys Hostel	
WAP-064	D-Link DAP 3666 Access Points	19-Feb-22		Girls Hostel	
WAP-065	D-Link DAP 3666 Access Points	19-Feb-22		Girls Hostel	
WAP-066	D-Link DAP 3666 Access Points	19-Feb-22		Girls Hostel	
WAP-101	D-Link DAP 3666 Access Points	01-Nov-22		IIP	IIP
WAP-102	D-Link DAP 3666 Access Points	01-Nov-22		IIP	IIP
WAP-103	D-Link DAP 2680 Access Points	01-Nov-22		IIP	IIP
WAP-104	D-Link DAP 2680 Access Points	01-Nov-22		IIP	IIP
WAP-105	D-Link DAP 2680 Access Points	01-Nov-22		IIP	IIP
WAP-106	D-Link DAP 2680 Access Points	01-Nov-22		IIP	IIP
WAP-107	D-Link DAP 2680 Access Points	01-Nov-22		IIP	IIP
WAP-108	D-Link DAP 2680 Access Points	01-Nov-22		IIP	IIP



*Indore Institute of Pharmacy, INDORE (M.P.)*



Principal  
Indore Institute of Pharmacy,  
INDORE (M.P.)