

**INFORMATION FOR VLEs UNDER M/s SREI SAHAJ**

SI. No.	Grievance of VLE / Identified Problem	Decision Agreed by M/s SREI
1.	<p>I) Slow Internet Connectivity through V-SAT (64Kbps).</p> <p>II) High Cost of Connectivity through V-SAT.</p> <p>III) Limited downloads (600 MB / per month )</p>	<p>I) M/s SREI will consider to upgrade connectivity speed to 256kbps on VSAT.</p> <p>II)SREI SAHAJ E-Village will have another scheme for the VLEs without the VSAT. Existing VLEs who already have VSATs can return the VSAT till 15-2-2010. The cost of VSAT will be deducted from VLEs Invoice. However such VLEs will have to arrange for alternate connectivity before surrendering their V-SAT. The VLEs who surrenders the V-SATS will be charged Rs.2000/- (Rupees two thousand ) only as shifting charge of V-SAT. No depreciation is being charged.</p>
2.	<p>I) Outdated Equipments</p> <p>II) High Cost of Equipments</p>	<p>I) M/s SREI will replace the Laptops with less than 1GB RAM , when the VLE takes the loan or within 15 days from the date of signing the agreement. The replaced new laptop must have windows certification with hologram.</p> <p>II)SREI will waive off the cost of unbranded Web Cams and headphones from the VLE's loan amount by 15<sup>th</sup> February 2010.</p> <p>III) SREI will provide good quality printer (Model: HP-K209a) to each VLE based on the feedback being received from some the CSCs where it was implemented.</p> <p>IV) SREI to provide the VLEs with copies of Invoice of materials supplied to them to maintain transparency. The Invoice should clearly mention the Make/ model/ Supplier/ Base price/ taxes/duties/</p>

		Warranty etc by 15 <sup>th</sup> February 2010.
3.	Pirated Software / Software Cost of VLE	<p>I)M/s SREI can charge the full rate if only VLEs are provided with full version of Windows XP and MS Office Suite along with original media to the VLEs.</p> <p>II) If the VLEs are provided with starter kit, then the VLEs should be charged for the value of the starter kit as a part of the capital costs to the VLE.</p> <p>M/s SREI have decided to continue with Volume license and will charge only Rs.900.00 (Rupees Nine hundred )only for each starter kit.</p> <p>An amount of Rs.4400/- (Operating System) for two laptops will be deducted from the loan amount of the VLEs.</p> <p>M/s SREI to provide with Microsoft OS Agreement support to the VLEs for 4 years.</p>
4.	Working Capital included in Loan Amount	M/s SREI will exclude the working capital amount of Rs.10,000/- which is presently included in the loan amount and no interest will be levied on this amount.