

**FIRST ADDENDUM TO MEMORANDUM OF UNDERSTANDING**

**For**

**SMS Gateway Services**

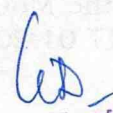
**Between**

**Punjab State e-Governance Society,  
Govt. of Punjab (GoP)**

**And**

**National Informatics Centre Services Incorporated  
(A Company registered under section 25 of the Companies Act, 1956)  
(Government of India Enterprises under NIC)  
Ministry of Electronic & Information Technology, Govt. of India  
Hall No. 2 & 3, 6<sup>th</sup> Floor, 15, NBCC Tower,  
Bhikaji Cama Place, New Delhi - 110066**

सन्नी जैन / Sunny Jain  
कंपनी सचिव / Company Secretary  
नेशनल इन्फॉर्मेटिक्स सेंटर सर्विसेज इन्कोर्पोरेटेड  
National Informatics Centre Services Incorporated  
प्रथम तल, एनबीसीसी टॉवर / 1st Floor, NBCC Tower  
15, भिकजी कामा प्लेस, नई दिल्ली-110066  
15, Bhikaji Cama Place, New Delhi-110066

  
C.E.O-cum-Member Secretary  
Punjab State e-Governance Society  
S.A.S. Nagar, Punjab

**FIRST ADDENDUM To Memorandum of Understanding dated January 01, 2019 executed between National Informatics Centre Services Incorporated and Punjab State e-Governance Society (under the aegis of Department of Governance Reforms, Government of Punjab) for SMS Gateway Services to GoP through NIC SMS gateway platform**

This First Addendum to the Memorandum of Understanding dated January 01, 2019 is made on this 11th September 2024

**Between**

**National Informatics Centre Services Incorporated** a Company registered under section 25 of the Companies Act, 1956, a Government of India enterprise under NIC, Ministry of Electronics and Information Technology, having its office at 6th Floor Hall No. 2 & 3, 15 NBCC Tower, Bhikaji Cama Place, New Delhi - 110066 represented by Managing Director through Company Secretary hereinafter referred to as "**NICSI**" which expression shall unless be repugnant to the context or meaning thereof, amount to include its Successors, Administrators and assigns on the **FIRST PART**;

**And**

**Punjab State e-Governance Society** (under the aegis of Department of Governance Reforms, Government of Punjab) represented by the member Secretary, Punjab State e-Governance Society - Cum- Director, Governance Reforms, Government of Punjab, SAS Nagar, Punjab hereafter referred as "**GoP**" (which expression shall unless excluded by or repugnant to the context be deemed to include his successor in office) of the **SECOND PART**.

Whereas **NICSI** and **GoP** are individually referred as "Party" and collectively referred as "Parties".

Whereas **NICSI** and **GoP** have executed a Memorandum of Understanding dated January 01, 2019 for the provision of SMS, OBD, Missed-Call including any new services introduced in the scope of the project through NIC SMS gateway platform hereinafter referred to as "**MoU**".

**WHEREAS** the duration of the MoU was valid till January 17, 2024. The Parties now desire to extend the duration of the MoU with the same terms and conditions for which purpose this addendum is being executed (hereinafter referred to as "**First Addendum**") subject to terms and conditions contained hereinafter.

**Now, therefore, in consideration of the mutual promises and the mutual covenants herein contained, the Parties agree as follows:**

**1. Scope of the First Addendum**

1.1 This First Addendum to the MoU concerns with the extension of the duration of the MoU for another period of 3 (Three) years from 18.01.2024 to 17.01.2027.

**2. Amendments**

2.1 The duration of the MoU be and is hereby extended for another period of 3 (Three) years from 18.01.2024 to 17.01.2027.

सुनी जैन / Sunny Jain  
कंपनी सचिव / Company Secretary  
नेशनल इन्फॉर्मेटिक्स सेंटर सर्विसेज इन्कोर्पोरेटेड  
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S.A.S. Nagar, Punjab

### 3. Miscellaneous

3.1. This First Addendum is in the nature of extension of duration of the MoU. All capitalized terms not otherwise defined in this First Addendum shall have the meanings as set forth in the MoU.

3.2. Except as expressly modified in this First Addendum, the MoU shall remain unmodified and in full force and effect.


3.3. In the event of any conflict between the terms of this First Addendum and the MoU, this First Addendum shall prevail with respect to the subject matter contained herein.


3.4. This First Addendum may be executed in two or more identical counterparts, each of which shall be deemed to be an original and all of which taken together shall be deemed to constitute this First Addendum when a duly authorized representative of each Party has signed a counterpart.

3.5. This First Addendum shall become an integral part of the MoU and shall together represent the complete understanding between NICSI and GoP with respect to the subject matter hereof.

### 4. SMS Rate Contract

S/N	Particulars	Unit Price (INR)**	Extras	
1	Push SMS (<90 crore SMS/month)	TRAI exempted Sender ID	0.0227	7%NICSI Operating Margin +
		TRAI unexempted Sender ID	0.0804	Other govt levies.
	Push SMS (>90 crore SMS/month)	TRAI exempted Sender ID	0.0227	7%NICSI Operating Margin +
		TRAI unexempted Sender ID	0.0704	Other govt levies.
2	Pull SMS to 10-digit VMN (here subscriber will be charged as per their tariff plan)	No Charge	No Charge	
	Pull SMS on short code (when calling part pays)	0.5	NA	

  
Sunny Jain  
Company Secretary  
National Informatics Centre Services Incorporated  
15, Bhikaji Cama Place, New Delhi-110066

  
C.E.O-cum-Member Secretary  
Punjab State e-Governance Society  
S.A.S. Nagar, Punjab

	Pull SMS on short code (when called part pays)	0.07	7%NICSI Operating Margin + Other govt levies.
3	Dedicated Long Code	10,000 (onetime)	7%NICSI Operating Margin + Other govt levies

\*\*These are current rates and can be revised as per the prevailing market rates and with the approval of competent authority. Necessary intimation would be given by the NIC/NICSI to Punjab State e-Governance Society in this regard.

### 5. Whatsapp Rate Contract

S/N	Description	Unit Rate in Rs.**	Final Rate (Incl. of OM & Taxes)*
1	WhatsApp: Utility conversations (Unit Rate per 100 Messages)	35.2	45.28
2	WhatsApp: Authentication (Unit Rate per 100 Messages)	35.2	45.28
3	WhatsApp: Marketing conversation: (Unit Rate per 100 Messages)	79	101.61
4	WhatsApp: Service conversations: (Unit Rate per 100 Messages)	34.5	44.38

\*\*These are current rates and can be revised as per the prevailing market rates and with the approval of competent authority. Necessary intimation would be given by the NIC/NICSI to Punjab State e-Governance Society in this regard.

\*Operating Margin of NICSI is 9% and Govt. applicable taxes 18% currently.

सन/जेन / Sunny Jain  
कंपनी सचिव / Company Secretary  
नेशनल इन्फॉर्मेटिक्स सेंटर सर्विसिज इन्कोर्पोरेटेड  
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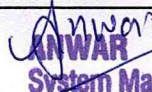
**6. OBD Rate Contract**

S/N	Description	Unit Rate in Rs.**	Final Rate (Incl. of OM & Taxes)*
1	Number of IVR/OBD seconds per month- Up to 300 Crore (Rates per 1000)	2.28	2.88
2	Number of IVR/OBD seconds per month- 301 to 500 Crore (Rates per 1000)	2.18	2.75
3	Number of IVR/OBD seconds per month- 501 to 800 Crore (Rates per 1000)	2.28	2.88
4	Premium Short Code	100	126.26
5	Non-Premium Short Code	100	126.26
6	Premium 10-digit Mobile Number	100	126.26
7	Non-Premium 10-digit Mobile Number	100	126.26

\*\*These are current rates and can be revised as per the prevailing market rates and with the approval of competent authority. Necessary intimation would be given by the NIC/NICSI to Punjab State e-Governance Society in this regard.

\*Operating Margin of NICSI is 7% and Govt. applicable taxes 18% currently.

IN WITNESS WHEREOF, the Parties hereto have executed this First Addendum in duplicate on the day and year, hereinafter indicated.

For National Informatics Centre Services Incorporated	For Punjab State e-Governance Society
	
<b>Signature:</b> सनी जैन / Sunny Jain	<b>Signature:</b>
<b>Name:</b> SUNNY JAIN Company Secretary	<b>Name:</b> Gurish Dayalan
<b>Designation:</b> COMPANY SECRETARY	<b>Designation:</b> Co-UM - Member Secretary
<b>Date:</b> 11/09/2024	<b>Date:</b> 1. Oct. 2024
<b>Place:</b> New Delhi	<b>Place:</b> Mohali
<b>Witnesses:</b>	<b>Witnesses:</b> C.E.O. Punjab State e-Governance Society
1.  कुमार ज्योति / KUMAR JYOTI नैशनल इन्फार्मेटिक्स सेंटर सर्विसेज इन्कोर्पोरेटेड National Informatics Centre Services Incorporated प्रथम तल, एनबीसीसी टॉवर / 1st Floor, NBCC Tower 15, भिकजी कामा प्लेस, नई दिल्ली-110066 15, Bhikaji Cama Place, New Delhi-110066	1.  ANWAR System Manager Department of Governance Reforms Punjab, Mohali
2.	2.