

VANAMALI SERVICES SOFTWARE SOLUTIONS Pvt Ltdwww.vanamali.invanamalis2s@gmail.com**RemOn - Reminders Only****Subscribers***Terms of Reference***BASICS**

- 1) One single unit of enrolment will entail a subscriber to get a **permanent registration**.
- 2) The subscription period will be **for 12 months**. It will be valid till the **end date** of the **same English month** of the following **calendar year**, from the date of subscription activation. For e.g., if a subscriber has registered say on 1st Aug 2014 or 14th Aug 2014 or 25th Aug 2014, in all these cases the date of expiry would be 31st Aug 2015.
- 3) A subscription can be in the name of only **one individual / one institution**. It cannot be in the joint names of two or more individuals / institutions.
- 4) Transfer of one unit of subscription in the name of original subscriber to another, even at the choice / request of the subscriber concerned, will not be entertained.
- 5) The subscriber will be allotted a login id, with a user name and password. The user name is the reference number for that subscriber. Subscribers at will, only in the online mode, can change the password.

SUBSCRIPTION / APPLICATION

- 6) A subscriber must furnish the required information in the application form in hard copy - by filling up *all the fields / columns*. Certain fields may not be stipulated as mandatory. Still, the subscribers are advised not to omit any field as much as possible. If the subscriber is not aware of the details to be furnished in any column / field, then they may mention – in such column / field - as 'not known' instead of leaving it blank.

ABOUT REMINDERS

- 7) There is no restriction regarding the choice of persons and their relationship to the subscriber / receiver, for whose sake they need the srAdha thithi reminder / birthday reminder / personal reminders etc. It can be the father, mother, sister, brother, son, daughter, friend etc...of the subscriber.
- 8) For a srAdha thithi reminder, the subscriber must furnish the name of the receiver and the native month / paksham / thithi or native month / star (as prevailing in certain parts of Kerala) of the departed soul, in whose memory the srAdha thithi Reminder is sought to be sent.
- 9) In case the subscriber is not aware of the native month / paksham / thithi of the deceased, the subscriber can take up the matter with 'Vanamali'.

- 10) For a birthday reminder, the subscriber must furnish the name of the receiver and the native month / birth star, or the native month & native date, as required by them, of the person for whom the birthday reminder is sought to be sent.
- 11) In case the subscriber is not aware of the native month / birth star or the native month & native date, they can take up the matter with 'Vanamali'.
- 13) Once a reminder is activated / registered, the subscriber **can opt to change** the month / paksham / thithi for a srAdha thithi reminder or month / star for a birthday reminder other than the one already indicated earlier or can also **substitute** other types of reminders, provided, the **first** reminder has not been sent already.
- 14) 'SrAdha thithi date' / 'Star birthday date' to be informed, from time to time, on behalf of a subscriber to a receiver will be *as per English calendar* format corresponding to the **month / paksham / thithi or month / star**, chosen by the subscriber.
- 15) The date of commencement and completion of an English calendar year is from 1st January to 31st December. The date of commencement and completion of a Tamil / Telugu / Kannada native calendar year will be from middle of April / March of a current English calendar year to the middle of April / March of the following English calendar year. In the case of MalayALam native calendar year, it will be from the middle of august of a current English calendar year to the middle of August of following English calendar year. However, it must be noted that the **date of enrolment / activation** by 'Vanamali' will be only as per English calendar.
- 16) After activation, a subscription is valid for 12 English calendar months. It may happen that the reminder being sought, as per native procedure, in terms of a specific almanac chosen may fall due in the **following native year but before** the expiry of the subscription period as per english calendar. The almanac chosen by the subscriber will normally be available for the following native year also - say by March / April for Tamil / Telugu / Kannada native year calendars and by July / August for MalayALa native year calendars. Hence the balance reminders, as per the almanac chosen at the time of subscription, will be informed to the subscriber, at the appropriate time, only if that particular almanac chosen by the subscriber is going to be available in the following native year also. In case the chosen almanac is not going to be available in the following native year, then 'Vanamali' will seek the option for an alternative almanac from the subscriber and act accordingly.

ALMANAC

- 17) The information to be provided by 'Vanamali', to a receiver will be based on the native almanac (PanchAngam) of the native procedure (sampradhAyam), that the subscriber specifically had chosen from the options available in the website. 'Vanamali' will add to the list of almanacs, from time to time, after ascertaining the authenticity of such almanacs. A subscriber has to ascertain such additions to almanacs, from the website only. 'Vanamali' will not inform a subscriber of such additions to almanacs, by e-mails or sms.
- 18) A subscriber is requested to opt for only one almanac as the basis to send the reminder to a receiver for a particular srAdha thithi or birthday reminder. However a subscriber can opt for, say 'PAmbu (VAKya) panchAngams (almanac)' to know the details relating to one srAdha thithi and 'Srirangam VAKya PanchAngam (almanac)' to know details relating to another srAdha thithi or for that matter any other type of reminder.
- 19) A subscriber is earnestly requested not to opt **at a time**, for both 'PAmbu (VAKya) PanchAngam (almanac)' and 'Srirangam VAKya PanchAngam (almanac)' for a reminder for a particular srAdha thithi or birthday reminder - for the **same person**.
- 20) The reason for this stipulation is that, in stray cases, same srAdha thithi / birthday reminders are likely to have different due dates according to different almanacs (panchAngams). This is due to the assumptions and perceptions of the authors of the respective almanacs (panchAngams).

'Vanamali' will not sit in a state of evaluation or judgment, as the same is not within the scope or purpose. Ultimately a subscriber has to go by the details **as available in the almanac** chosen.

- 21) 'Vanamali' will not entertain enquiries, if any, from a subscriber when the same srAdha thithi / birthday / other types of reminders bear different dates by different almanacs.
- 22) A subscriber must inform immediately to 'Vanamali' about discrepancy, if any, in the due dates communicated under each type of reminder, in relation to that particular almanac opted, for perusal and review and for reconfirmation or correction, on merits.
- 23) Once a reminder is activated / registered, a subscriber **can opt to change the almanac**, provided:
 - a. The **first** reminder has not been sent already.
 - b. The due date/s is / are **yet to fall due** as per the new almanac.

COMMUNICATION

- 24) The opted reminders will be provided through E-mails & SMS [subject to TRAI regulations]. **Reminders will not be sent by normal post / mails.**
- 25) SMS facility is applicable for mobile numbers registered **in India ONLY**. Receivers who want to avoid receiving the reminder in their mobile numbers – as SMS – whenever they travel outside their country, then they **MUST** opt for receiving reminders only by e-mails, and inform the subscriber in advance. If not done, then the subscriber /has to bear the related cost for receiving sms reminders from 'Vanamali' when they are in the 'international roaming' mode.
- 26) There will be provision for only one e-mail Id and one mobile number - for each recipient of a reminder.
- 27) If and when there is a change in the e-mail Id or the mobile number, a subscriber can edit and save it in the allotted account page by using the log in id. A subscriber must inform 'Vanamali' about the change with a request to record, in case the subscriber is unable to do it.
- 28) 'Vanamali' will not be responsible for e-mails or SMS that remain undelivered for any reason whatsoever.

PACKAGE DETAILS

- 1) We will create **a URL**, for the subscriber, as a sub-domain under our parent domain/s.
- 2) It will have an exclusive **home page for the subscriber** with log-in provision, **PLUS**
- 3) One page for recording events – Birth day Reminders (Star based) + SrAdha Thithi Reminders + Personal Reminders [of subscriber's choice / purpose] - (totally 3 pages), **PLUS**
- 4) One page for **Search Facility** – that will include:
 - Edit option - for postponement or advancing the date of events (**before** a reminder is sent for a due date already entered).
 - Delete option (**before** a reminder is sent for a due date already entered).
 - The details of subscriber's commitment for performance for any given day / frequency dates (from date / to date), **PLUS**
- 5) One page showing subscriber's account summary with options for recording payment / remittance to Vanamali : All total **6 pages dedicated for a subscriber**-----

- 6) The tool will send – two reminders by way of E-mail and SMS or only SMS. The first one – **5 days** before and the final one **2 days** before the respective due dates.

The following will be provided / taken care of by 'Vanamali'

- 1) Home page designing – subject to one image.
- 2) Hosting up to a limit of 100MB in MS SQL data base in our dedicated server.
- 3) AMC on annual basis.

Remarks

- a) Customised SMS – (subject to TRAI regulations). Character restriction per SMS – 140.
- b) Template driven E-mails & SMS – up to a maximum of 2 E-mails & 2 SMS per line item.
- c) All E-mails with a provision to send CC to subscriber's notified mail id.
- d) The right of freezing a domain name will vest with 'Vanamali' after consulting with the concerned.

IMPORTANT

- Subscriber shall enter each reminder and register at least ONE day before the due date of the reminder category chosen.
- Subscriber **shall not** enter a reminder for which the **due date** is **ON or BEFORE the date of entry**.
- SMS will be sent only to the receiver.
- E mail will be sent to the receiver. Request, if any, by the subscriber to endorse such reminders to their mail id will be considered on merits, upon specific request.

The pricing

- Annual membership fee: Rs.1000/- for the year – 2014/2015 (Up to April 2015)
- Operational charges: Rs.5/- per entry / line item made for which **ONLY 2 E-Mails / 2 SMS** are sent.

The above rates are liable for revision / remission at the discretion of 'Vanamali'

Payment Terms

Membership Fees

- First time membership fees payable before activation.
- For the subsequent years – 15 days **before** the due date for renewal.

Operational charges – Rs.5/- per transaction / reminder sent.

- An upfront payment of as to be communicated by 'Vanamali'.
- 'Vanamali' will send an invoice in the first week of every month.
- The amount shall be paid to 'Vanamali' within 5 working days.
- A counter will be provided on the summary of accounts page of the subscriber, for this.

Modus Operandi

- Subscriber will do the data entry, in the online mode, at subscriber's own cost, or
- Subscriber will send 'Vanamali' a statement every day by e-mail in XL sheet in a format to be provided by 'Vanamali', for which subscriber has to pay 'Vanamali' **Rs.1/- more per line item** to meet data entry cost, or

- Subscriber will prepare a statement in hard copy and deliver it to 'Vanamali's notified address at subscriber's cost, for which subscriber will pay 'Vanamali' **Rs.2/- more per line item** to meet data entry cost, or
- Subscriber will prepare a statement in hard copy and 'Vanamali' will collect it at a mutually convenient time & place, for which subscriber will pay 'Vanamali' **Rs.4/- more per line item** to meet out of pocket expenses & data entry.

PAYMENT MODE

- Payment is to be made by way of cheque / demand draft / pay order in favour of 'Vanamali Services Software Solutions (P) Ltd'.
- Cheque / demand draft payable at **Chennai only** will be accepted. Cheque / demand draft payable outside Chennai will not be accepted.
- Payments can also be made by way of Net transfer / through Core banking system / NEFT. Details of various banks to which the funds can be transferred, are given separately.
- A subscriber's account will be activated only after realisation of the cheque / demand draft / pay order / credit in bank account (net transfer / core banking remittance).
- The subscriber has to bear the cost of the various payment modes mentioned above, if any, like commission payable for demand draft / net transfer or through core banking remittance, etc.
- Subscribers are requested to send the cheques / pay orders / demand drafts in the name of 'Vanamali Services Software Solutions (P) Ltd', directly to the following postal address:

VANAMALI SERVICES SOFTWARE SOLUTIONS Pvt Ltd.
E2, "Kothari Vatika", 10, East Mada Street,
Thiruvannamiyur, Chennai 600 041 - India.

OTHERS

- Notwithstanding the compliance by a subscriber with the contents of this 'Terms of Reference for Subscribers', 'Vanamali' reserves the right to accept or reject a subscription, with or without assigning reasons, if any, in case of refusal to register / accept
- 'Vanamali' reserves the right to add or delete the type and name of service from time to time.
- In this Terms of Reference for subscribers the word 'Vanamali' wherever used, refers to the management of 'Vanamali Services Software Solutions (P) Ltd' Chennai.