

Service Agreement with Terms and Conditions

S. No	Unassisted (Online)	Partially Assisted (Offline and Online)	Fully Assisted (Offline)
1	The individual Head of Household (HOH) is provided with a User ID and Password that enable the person to create and manage online via internet, the Personal Health Record (PHR) for self and the other members of the household.	The individual Head of Household (HOH) is given all possible help to create the initial record, known as the Basic Health Record (BHR) and is provided with a User ID and Password that enable the user to update the PHR, for self and the other members of the household.	The individual Head of Household (HOH) is assisted not only in creating the initial record, known as the Basic Health Record or BHR but also in updating it periodically. User ID and Password provided will be essentially used to access the BHR/PHR online – by the members of the household or others authorized by them.
2	The Enrolee is exclusively responsible for the creation of the initial record and for making any updates to it from time to time.	The Enrolee is obligated to cooperate with Tejas Global Ltd. by providing all the necessary inputs and ensure that members of the household undergo the agreed diagnostic tests. After Tejas Global Ltd. collects and enters all the required data into the software and produces the BHR – the Enrolee is responsible for updating/managing the PHR(s).	The Enrolee is obligated to cooperate with Tejas Global Ltd. by providing all the necessary inputs and ensure that members of the household undergo the agreed diagnostic tests. The Enrolee shall have view only access to the Tejas Global Ltd. and cannot make any changes in the records without the knowledge or permission of Tejas Global Ltd.
3	But for any unforeseen technical or other difficulties, Tejas Global Ltd. is obligated to provide and maintain 24*7 access, via the internet, to the Enrolee and shall promptly attend to any reported problems.	Tejas Global Ltd. is obligated to collect all the needed information/ documents, made available by the Enrolee, concerning the health-status of the HOH and other members of the household coordinate the completion of the specified diagnostic tests and obtain the results from the Labs – and then, enter all the data so collected into the software.	Wherever provisions are made for updating the PHRs, it is the responsibility of the Enrolee to provide timely responses to requests for information/documents etc. from Tejas Global Ltd. so that the BHR/ PHR is updated.
4		But for any unforeseen technical or other difficulties, Tejas Global Ltd. is obligated to provide and maintain 24*7 access, via the internet, to the Enrolee and shall promptly attend to any reported problems.	Tejas Global Ltd. is obligated to collect all the needed information/documents, made available by the Enrolee, concerning the health- status of the HOH and members of the household. It shall facilitate the conduct of the specified diagnostic tests and obtain the results from the Labs. All data collected is then entered into the software. It is also responsible for contacting the HOH/ Members to update the health record, where updates are required to be made periodically. For document transmittal via any agreed mode (phone, fax, e mail, courier or postal service) to Tejas Global Ltd. – is Enrolee's responsibility.
5			But for any unforeseen technical or other difficulties, Tejas Global Ltd. is obligated to provide and maintain 24*7 access, via the internet, to the enrolee and shall promptly attend to any reported problems.

Schedule of Fees and Service Charges for Deliverables and Diagnostic Test Plans

Service Plan:-				
No	Deliverable	Unassisted	Partially Assisted	Fully Assisted
1	Account Setup, User ID and Password	Onetime Payment: Rs .300/-		
2(a)	BHR Creation		Onetime Payment for the HOH: Rs.500/-	
2(b)			Onetime Payment per Member: Rs.400/-	
3	Updates to PHR		N.A	Rs.150/- per Update
4	ID Cards		N.A	Rs.50/- per Card
5	BHR/ PHR – Hard Copy		N.A	Rs.100/- per Copy
6	BHR/ PHR – Soft Copy		N.A	Rs.20/- per Copy

* Tests under Medical – Basic Plan: CBC, CBP, Blood Group, Blood Sugar (Fasting), Lipid Profile, LFT, Kidney Profile and Basic Thyroid Profile –TSH

** Tests under Medical – Special Plan: Basic Plan + (T3, T4; 2D-Echo of Heart; Chest X-Ray, PA View; HbA1C; ECG, Post Prandial Blood Sugar)

Service Plan:-				
No	Deliverable	Unassisted	Partially Assisted	Fully Assisted
1	Account Setup, User ID and Password	Onetime Payment: Rs .300/-		
2(a)	BHR Creation		Onetime Payment for the HOH: Rs.500/-	
2(b)			Onetime Payment per Member: Rs.400/-	
3	Updates to PHR		N.A	Rs.150/- per Update
4	ID Cards		N.A	Rs.50/- per Card
5	BHR/ PHR – Hard Copy		N.A	Rs.100/- per Copy
6	BHR/ PHR – Soft Copy		N.A	Rs.20/- per Copy

General Terms & Conditions:-

- Tejas Global Ltd.**, developed/deployed - a software product based service to create and manage, both, On and Off-line, the Personal Health Records (PHR) of HoH and other members of their households - subscribing independently on their own or as beneficiaries of sponsorship by employers, communities, family welfare groups or any other public/private institutions.
- Tejas Global Ltd.**, being the **First Part** and the **Signatory to the Enrolment Letter** appearing on the reverse side of this page or independently as another page, being the **Second Part**.
- Tejas Global Ltd.** operates from -
3-5-886/4/A, 3rd Floor,
Above Volkswagan Showroom,
SL Square, Himayathnagar,
Hyderabad – 500 029, Telangana, India
E-Mail: info@tejasglobal.in
Phone: +91 – 40 – 6460 6461
Work Hours: 9:30 AM to 6:30 PM (MON-FRI)
- No data/record of a member shall be shared with anyone outside **Tejas Global Ltd.** without the written consent of the HoH and/ or the Member.
- Tejas Global Ltd.** shall spare no effort in ensuring that the **privacy, security & confidentiality** of a member's record/data are fully protected.
- Tejas Global Ltd.** affirms that the records/data maintained by them are not for sale or share - with any third party.
- Liability of **Tejas Global Ltd.** shall be limited to the maximum of payments received by them, during a calendar year, for the use of **Tejas Global Ltd.** and/ or the services rendered.
- In the event of a dispute, both the parties shall nominate a common arbitrator and the arbitrator's decision shall be binding on both the parties. If the parties fail to nominate an arbitrator, the parties may take recourse to legal action in a Court of Law.
- Laws applicable to this agreement shall be those of the Union of India and the State of Andhra Pradesh, within the jurisdiction of Courts situated in the twin cities of: Hyderabad/ Secunderabad.
- Service under this agreement is offered as per the selected service plan, test plan whose specifications are cited above.

Signature & Name of Tejas Global Ltd.'s Authorised Representative

Date:

Signature & Name of Enrolee

Date: