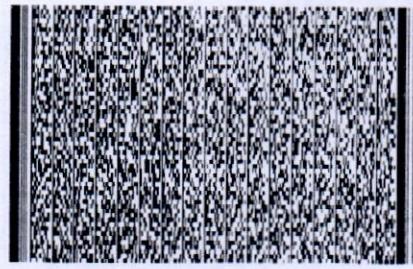




2577

Registration and Stamp Department
Madhya Pradesh



Certificate of Stamp Duty

E-Stamp Details

E-Stamp Code	01011825032021010388		
Total E-Stamp Amount	1000		
Govt. Stamp Duty (Rs.)	1000	Municipality Duty (Rs.)	0
Janpad Duty (Rs.)	0	Upkar Amount (Rs.)	0
Exempted Amount(Rs.)	0		
E-Stamp Type	NON-JUDICIAL		
Issue Date & Time	25/03/2021 12:49:46		
Service Provider or Issuer Details	mohd shoib/SP011840005201900019		
SP/SRO/DRO/HO Details	NAPIER TOWN JABALPUR MOB. 787919998 JABALPUR JABALPUR		

Deed Details

Deed Type	Security Bond Not Mortgage Deed
Deed Instrument	Security Bond not being a Mortgage deed, where such security bond is executed by way of security for the due execution of an office, or executed by a surety to secure the due performance of a contract, or in pursuance of an order of the Court or public officer, not being otherwise provided for by the Court fees Act, 1870 (No. 7 of 1870).- The same duty as a bond (No.14) for the same amount.
Purpose	SERVICE PROVIDER AGREEMENT

First Party Details

Organization Name	PREMIER VIGILANCE SECURITY & PVT. LTD.
Address	1657 NAV ADARSH COLONY,YADAV COLONY JABALPUR JABALPUR Madhya
	Pradesh INDIA
Number of Persons	1

Second Party Details

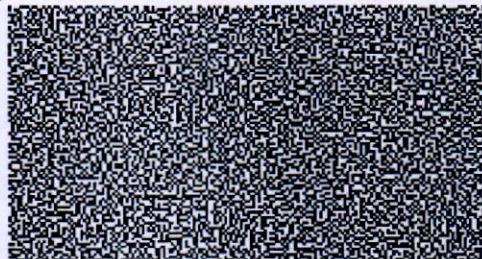
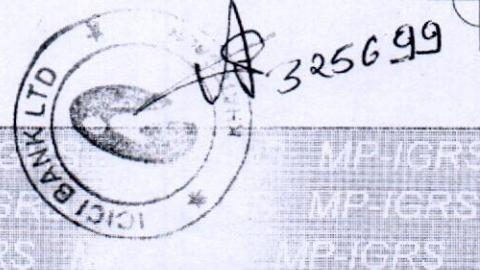
Organization Name	ICICI BANK LTD.
Address	KHATEGAON (DIST-DEWAS) (SOL ID 2577) DEWAS Madhya Pradesh INDIA
Number of Persons	1

THIS ESTAMP SHALL NOT BE USED IN ANY TYPE OF AGREEMENT/POWER OF ATTORNEY WHICH IS ANYHOW RELATED OR CONCERNED WITH SALE PURCHASE OF IMMOVEABLE PROPERTY, THIS ESTAMP TO BE USED IN SERVICE PROVIDER AGREEMENT, PREMIER VIGILANCE SECURITY & PVT. LTD, DIRECTOR SANDIP ADITYA CHOWDHURY,1657 NAV ADARSH COLONY,YADAV COLONY JABALPUR

Digitally signed by
Mohammad Shoib Qureshi
Date: 2021.03.25 12:49:54
IST

For Premier Vigilance & Security Pvt. Ltd.

Vice-President



SERVICE PROVIDER AGREEMENT

THIS SERVICE PROVIDER AGREEMENT is made on the April 01st, 2021 between the Service Provider, i.e. the persons named in Schedule I hereto, of the One Part

And

ICICI BANK LIMITED, a company incorporated under the Companies Act, 2013 and a banking company within the meaning of the Banking Regulation Act, 1949 and having its registered office at ICICI Bank Tower, Near Chakli Circle, Old Padra Road, Vadodara – 390 007 and its corporate office at ICICI Bank Towers, Bandra- Kurla Complex, Bandra, Mumbai 400 051 ("ICICI Bank/Bank", which expression shall, unless it be repugnant to the subject or context thereof, include its successors and assigns) of the Other Part.

(The Service Provider and ICICI Bank are hereinafter collectively referred to as the "Parties" and individually as the "Party").

WHERE AS:

- A. ICICI Bank is desirous of appointing the Service Provider for the purpose of providing the Services, for itself as also on behalf of such of its customers who may have authorized it from time to time in this behalf.
- B. The Service Provider has represented to ICICI Bank that the Service Provider has the requisite skill, knowledge, experiences, expertise, infrastructure and capability to carry out the Services, and also has trained and experienced persons having requisite skills, knowledge, experience and expertise to perform the functions in terms of this Agreement and the Service Provider has agreed to perform the Services.
- C. Relying on the above and at the request of the Service Provider, ICICI Bank has chosen the Service Provider for carrying out the Services on the terms and conditions contained in this Agreement.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND THE PARTIES HERETO AGREE AS FOLLOWS:

- 1.1 In this Agreement and the Standard Terms, unless there is anything repugnant to the subject or context thereof, the expressions listed below shall have the following meanings viz.:



“Services” means the services agreed from time to time provided / to be provided by the Service Provider in terms of this Agreement and more particularly specified/described in one or more statements of scope of work in the form attached as Schedule II to this Agreement, which shall form integral part of this Agreement upon execution by the Parties and shall be subject to the terms and conditions hereof.

“Standard Terms” means the STANDARD TERMS AS APPLICABLE TO THE SERVICES PROVIDED TO ICICI BANK LIMITED BY SERVICE PROVIDER attached herewith as Schedule I. The Standard Terms shall be deemed to form part of this Agreement and shall be read as if they are specifically incorporated herein. To the extent of any inconsistency or repugnancy, the contents of this Agreement shall prevail to all intents and purposes. The Standard Terms are available on the website of ICICI Bank.

“Agreement” means this service provider agreement, all amendments made thereto from time to time, the Schedules hereto as also all other related transaction documents.

All capitalized terms used but not defined in the Agreement shall have the respective meanings assigned to them under the Standard Terms.

2. APPOINTMENT AND TERM

(a) ICICI Bank appoints the Service Provider (for itself as also on behalf of such of its customers who may have authorized it from time to time in this behalf) for providing / performing the Services and the Service Provider agrees to provide the Services, subject to the terms and conditions set out herein as also in the Standard Terms and for the consideration specified in this Agreement.

The Service Provider acknowledges receipt of a copy of the Standard Terms and confirms having read and understood the Standard Terms. The Service Provider shall comply with the terms of this Agreement and the other Transaction Documents.

(b) This Agreement shall become effective from April 01, 2021 (“the Effective Date”) and be in force for a period of 1 (one) year, i.e. till March 31, 2022 or the completion of the services to be performed by the Service Provider as per the scope of work whichever is later, unless terminated earlier in accordance with the provisions of Section 13 of the Standard Terms. Notwithstanding anything contained hereinabove the Parties may mutually extend the term of this Agreement which shall be recorded in writing between the Parties.

3. PAYMENT

- a. The Service Provider will, unless disputed by ICICI Bank, be paid charges specified in Schedule I hereto for the Services. The aforesaid charges may be, during the subsistence of this Agreement, revised by ICICI Bank at its discretion; the changes will be intimated to the Service Provider in writing by ICICI Bank. Such charges will be net of any amounts payable to ICICI Bank by the Service Provider against defaults or deficiencies in meeting service levels, or otherwise. Unless otherwise specified in Schedule I hereto, the charges stated above are inclusive of all other costs, expenses, taxes as may become due and payable in relation to the Services.
- b. All payments to the Service Provider under this Agreement shall be subject to the exchange control / Central Bank regulations of the relevant jurisdiction and wherever such approvals are required. ICICI Bank will make payment under this Agreement only after the requisite approvals have been obtained by the Service Provider to the satisfaction of ICICI Bank and produced copies thereof to ICICI Bank.

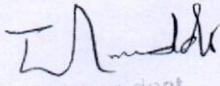


For Practice

T. N. Nandakumar

- c. All such costs which are required to be incurred by the Service Provider in relation to the Services and which have been agreed to be borne by ICICI Bank shall be incurred with approval of ICICI Bank and the Service Provider shall furnish to ICICI Bank all necessary receipts and other documents evidencing the incurrence of such costs, in a form and manner satisfactory to ICICI Bank.
 - d. In the event it is found that extra payments have been made by ICICI Bank on account of any discrepancies in the bills raised by the Service Provider or over charging or otherwise, the Service Provider shall promptly reimburse to ICICI Bank all extra amounts which have been paid by ICICI Bank.
4. This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior written agreements, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of this Agreement.

For Premier Vigilance Security Pvt. Ltd.


T. N. Khatri
Managing Director



SCHEDULE I

The Standard Terms – running from page no. 1 to page no. 12

SCHEDULE II

1a. ¹Name and other details of the Service Provider:

Name of the individual / company / partnership firm / proprietary concern / HUF / society / trust	Premier Vigilance & Security Private Limited
Names of all partners / Karta and all adult coparceners / members / proprietor(ess)	Mr. Ranajit Aditya Chaudhuri Mr. Pinakpani Aditya Chaudhuri Mr. Sandip Aditya Chaudhuri
Name(s) of the authorised signatory(ies)	Mr. Tushar Kanti Samaddar
Registered / Head / Principal office address	4B, Orient Row, Kolkata – 700017 West Bengal
Address where notice is to be sent to	4B, Orient Row, Kolkata – 700017 West Bengal
Fax No/s.	033-4000-2604
E-mail id	crm@pvspl.net / admin@pvspl.net
Phone No/s.	033 4038705 / 033 4038731
Attn: Mr./Ms.	Mr. Amitava Mukherjee

1b. Correspondence address of ICICI Bank :

Address where notice is to be sent to	ICICI Bank Ltd. Indore Dewas Road, Opposite Bpcl Petrol Pump, Near Mandi, Khategaon Dist. Dewas, (Sol Id 2577)
Fax No/s.	
Attn: Mr./Ms.	Branch Manager

2. Services:

SERVICES TO BE PERFORMED BY THE SERVICE PROVIDER

1. The Service Provider shall ensure and render the service as described herein.

- a. The Service Provider shall provide as requested by the Bank, armed personnel/Unarmed Guards for a shift, each shift of 8 hours, for each day (including night wherever directed), 365 days (366 days in case of leap year) - including holidays – at the specified location at the agreed price as described below hereto or as required by the Bank.

For Premier Vigilance



[Handwritten signature over the stamp]

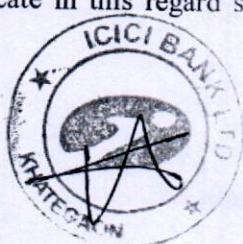
- b.** The Service Provider agrees and undertakes to appoint uniformed and trained personnel at all times for all the duty hours during the term of this agreement.
- c.** The Service Provider shall maintain and assure Certain Quality Assurance Standards (QAS) and turnaround times (TAT) as may be specified by the Bank. The Service Provider will have to strictly comply with the QAS and TAT, failing which the Service Provider shall be liable to pay penalties which shall be imposed by the bank, within 7 days of the Bank informing the Service Provider of any deficiency or neglect in maintaining QAS and TAT without any protest and demur thereto. QAS, TAT and penalties are more particularly mentioned below.
- d.** Under terms of their employment agreement with the Service Provider, the security staff shall not do any professional or other work for rewards or otherwise either directly or indirectly except for and on behalf of the Service Provider.
- e.** The Bank has, without prejudice to other rights, a discretion to deduct proportionate service charges agreed to be paid here under in case the Service Provider fails to provide services as agreed on particular day or part thereof (night inclusive).
- f.** The Service Provider shall keep the Bank informed about the local incidents which may affect the functioning of the Bank's Offices immediately and not later than Two hours.
- g.** The Service Provider shall ensure that if any notice issued by any statutory/governmental/judicial body is served upon any site or is pasted on the site then they shall immediately intimate the Bank.
- h.** The Service Provider shall ensure that notice issued by any statutory/governmental/judicial body when served upon and queries relating to their employees will be closed within TAT as may be specified by the Bank.
- i.** It will be the responsibility of the Service Provider to draw attention of the Bank for any excess payment being made to the Service Provider. On account of discrepancy of excess payment observed, the same to be shall be recovered from the billing of the Service Provider.
- j.** The Service Provider shall pay the wages of the preceding month within 07 calendar days of the next month.

For Premier Vigilance & Security Pvt. Ltd.

S. A. Khatri
Managing Director



- k.** All returns and/or fillings shall be filed by the Service Provider with the appropriate authority within the scheduled time as per the law and same shall to be produced before the Bank/ authorized agency appointed by the Bank upon request. In case of any loss, tangible or intangible incurred by the Bank, tangible or intangible in relation of returns and/or filling the same shall be recovered from the Service Provider by adjusting the same against the monthly payment to be paid by the Bank to the Service Provider or in any other manner the Bank may deem proper.
- l.** The Service Provider shall indemnify the Bank, in case of any tangible or intangible losses suffered by the Bank or if the normal functioning of Bank is hampered due to any trade union activities involving or alleged involvement of the personnel deployed by the Service Provider.
- m.** Unauthorized / illegal use of Bank's assets by personnel deployed by the Service Provider shall be curtailed and shall be intimated to the Bank. In case of any loss, tangible or intangible, incurred by the Bank, the same shall be recovered from the Service Provider by adjusting the same against the monthly payment to be paid by the Bank to the Service Provider or in any other manner the Bank may deem proper.
- n.** The Bank reserves the right to appoint auditor for auditing accounts of billing done with the Bank and for returns and filings done as per the statutory provisions. The Service Provider shall extend co-operation in relation to production of relevant documents for audit within time specified by the Bank or appointed auditor on behalf of the Bank. Noncompliance of this clause shall lead to penalty which may include termination of this Agreement, at the sole discretion of the Bank.
- o.** At the time of deployment of the personnel with the Bank, the Service Provider shall submit the police verification certificate of the personnel or an undertaking by the Service Provider regarding the police verification certificate in a manner satisfactory to the Bank. Non-compliance of this clause shall lead to penalty.
- p.** Deployment & Indemnity Letter in the format prescribed by the Bank and duly signed by the authorized manager of the Service Provider shall be submitted at the concerned site at the time personnel are deployed or redeployed.
- q.** Service provider shall update respective zonal security control room of the Bank regarding new deployment in WIP (work in progress) sites and in charge of the individual along with contact details on occurrence basis through e mail.
- r.** The Service Provider shall ensure that the personnel deployed have undergone training as per the Private Security Agencies (Regulation) Act, 2005.
- s.** The Service Provider shall ensure that, in case the Services are provided in areas where The Maharashtra Private Security Guards (Regulation of Employment & Welfare) Act, 1981 is applicable, all formalities related to obtaining of exemption for each security guard from the Ministry of Labour & Energy, shall be completed prior to deployment of the person at the Bank's offices and any other requirement required under the Maharashtra Private Security Guards (Regulation of Employment & Welfare) Act, 1981 or the rules/schemes made thereunder and as amended from time to time shall be complied with. Non- compliance of this clause shall lead to termination of this Agreement.
- t.** The armed guards deployed by the Service Provider shall hold valid arms license and it shall be the responsibility of the Service Provider to check and verify through appropriate/competent authority that the arms licenses held by the armed guards deployed at the Bank are valid An annual certificate in this regard shall be submitted as per the format annexed herewith. Non-

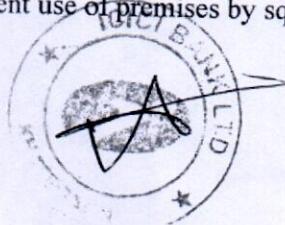


compliance of this clause shall lead to penalty, which may include termination of this Agreement and the Service provider shall indemnify the Bank in case of any loss, tangible or intangible.

- u. The Service Provider shall ensure that while deploying personnel at the Bank, preference shall be given to retired personnel of Army, Navy, Air Force or any other Armed Forces of the Union including Armed Constabularies of State and Home Guards.
- v. The Service Provider shall maintain and retain records in respect of ICICI Bank for a minimum period of 10 years at their end. A destruction certificate of all destroyed records (beyond 10 years) shall also be maintained by SSP agencies at the Police.
- w. The Service Provider shall ensure mandatory 01 day weekly off is availed by all deployed guards and shall furnish a certificate of compliance to the respective ZSSM on half yearly basis. The certificate of compliance should be issued by Proprietor (in case of Sole Proprietorship agency) / by Authorised signatory, i.e., Legal / Finance Head (in case of Pvt Ltd agency registered under company act).
- x. Guards may be Insured under:
 - a. Pradhan Mantri Suraksha Bima Yojna
 - b. Pradhan Mantri Jeevan Jyoti Yojna
- y. Separate sub-quote for PF to be generated for guards serving at facilities of ICICI Bank. The same should be visible in their pay slips.
- z. The pay-slips should capture the UAN number and pay slips should be generated every month to the guards and handed over to them either through electronic format or hard copies.
 - aa. Compliance audit will be conducted by ICICI Bank from time to time as deemed fit. Necessary action not limiting to penalty up to the extent of termination of the services of the agency across ICICI Bank may be taken against non-compliant Agencies.
 - bb. All agencies should have a platform to provide reports to ICICI bank in a format and frequency mutually decided upon vide EFSR (Electronic Field Service Report) and a web login to be provided by the agency to all security control rooms across ICICI bank to view all reports.
 - cc. All agencies should have provide a certificate of completion of training reports to ICICI bank as per the requirements of PSARA ACT 2019 and its amendments thereto, in a format and frequency mutually decided upon vide EFSR.
 - dd. All agencies should provide training to take care of confidentiality of branch banking process when deployed in ICICI bank in a format and frequency mutually decided upon vide EFSR.

2. The general responsibilities of the personnel engaged to be:

- a. He shall work under the general supervision and control of the Service Provider
- b. He shall perform diligently all such lawful duties as may be assigned to him by the Service Provider
- c. Carry out patrolling/surveillance of the premises. Ensure all the inventory/assets of the site are in place and in case of any issues, report immediately to the concerned Bank official.
- d. Prevent use of premises by squatters, hawkers and undesirable characters



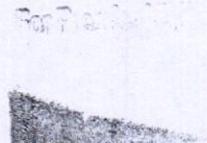
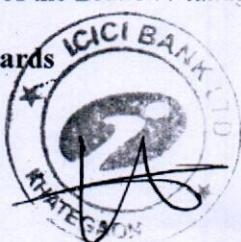
T. Andheri

- c. Ensure that the ATM is cleaned regularly.
- d. Politely answer elementary queries of customers.
- e. Update the log book / make entries of every incident / event in the occurrence book
- f. Inform branch manager and security supervisor of concerned agency for cash replenishment.
- g. Keep the Branch/Infra Facility Manager/ supervisor informed about important issues.
- h. Ensure immediate escalation of any eventuality at the site to Branch/Infra Facility Manager.
- i. He should be thoroughly conversant with the location of Electrical main switch, fire alarm and hydrant if any and the place where fire extinguishers are kept and be fully conversant with the use of fire-fighting equipment to take prompt action in case of fire. He should also inform the Branch/Infra Facility Manager in case of any emergency. He will also ensure that the Firefighting equipment is in working condition besides reporting unsafe conditions inside ATM.
- j. In ATM under Centralized monitoring system (CMS), the guard will communicate on the two way speaker system as required and report in case of an eventuality. He will also safeguard all the CMS equipment installed inside and outside.

4. Duties as agency is providing armed Personnel and Unarmed guard :-

- a. The personnel deployed shall check points and stretches not visible from the static point, if any.
- b. While at the gate he shall ensure proper access control as per instruction, to prevent unauthorized entry/exit.
- c. He shall not allow anybody inside the branch with unauthorized weapons / materials like firearms, explosive etc.
- d. He shall keep a close watch inside and outside the branch and in case any anticipated / existing risk / suspicion, he shall immediately take appropriate action as warranted and also report this matter to his superiors/Branch official/Infra Facility Manager.
- e. If applicable and depending on the branch where the personnel are deployed, the personnel deployed at the time of handing / taking over of duty will check all lock in premises and will record the result of checking in register. The personnel will then sign the register.
- f. He shall ensure that before / after banking hours all gates are closed during non-banking hours, he will allow entry to people only with the permission of the branch manager and on production of photo identity cards / appropriate evidence and after proper identification.
- g. The guards will familiarize himself to communicate on the two way speaker system as required and report in case of an eventuality. He will also safeguard all the CMS equipment installed inside and outside.
- h. In case of security alarm raised he will close the gate and allow entry/exit to people only with the permission of the Branch Manager/Branch Senior official.

5. Duties of Armed guards

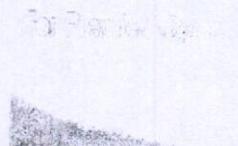


T. N. S. M. D.

The armed guards deployed by the Service Provider shall ensure the following, in addition to clause 6 here above:

- a. The firearm must be NPB (Non Prohibited Bore) firearm only and shall have valid license for the fire arm.
- b. While on duty, the armed guard deployed must ensure that his arms and ammunition are serviceable condition. He shall also ensure that all accessories, such as holsters, grips and slings are compatible with the fire arm and won't interfere with its operation.
- c. The muzzle must be pointing upward i.e., towards the ceiling irrespective of whether the guard is standing or sitting
- d. It must be ensured that the security Service Provider maintains records of the gun license and the cartridge of their respective security armed guards.
- e. The gunman should always keep the finger off the trigger and ensure that the safety lever is kept on.
- f. The firearm should not be left unattended even for a second.
- g. While on duty, guard must have minimum six cartridges in person
- h. Cartridges are valid / effective for two years from the date of purchase. Armed Guards must have only valid cartridges at all the time of deployment. The same to be endorsed in the Arms license.
- i. Armed Guard shall undergo firing practice at firing range once in a year. He shall be thoroughly conversant with the security standing orders, shooting range orders and other orders issued from time to time on matter covering security policies of the branch. Firing should be conducted regularly to keep the guards as per Private Security Agencies Regulation Act 2005 (Certificate copy from the concerned agency to be held along with the original copy in the safe). A letter confirming the practice given on firing must be submitted to the respective Branch Manager by the Service Provider annually by December of each year of contractual period of this agreement.
- j. While on duty, Armed Guard is to keep the Gun UNLOADED in order to avoid accidental firing, unless there are any specific instruction passed by the National Security Manager only who is authorized by ICICI Bank. Negligent discharge of weapon by the guard at the site will lead to termination of the services of the guard by the Service Provider from the concerned site and a fine of Rs. 5,00,000/- (Rupees five lakhs) or the service charge of fifteen thousand rupees from the agency, whichever is lesser, without prejudice to other legal liabilities.
- k. Firearm of the armed guard must have fitness certificate from a licensed Gun Dealer, the same is required to be taken on a yearly basis or immediately after firing practice whichever is applicable first. A copy of the same certificate has to be given to the respective Branch Manager.
- l. Armed guards shall carry the firearms to those premises while on duty.
- m. Armed guards will not keep their weapons on branch premises post duty hours.

6. Quality assurance standard, turn Around Time and timelines



Z. Anil M

The armed guards deployed by the Service Provider shall ensure the following, in addition to clause 6 here above:

- a. The firearm must be NPB (Non Prohibited Bore) firearm only and shall have valid license for the fire arm.
- b. While on duty, the armed guard deployed must ensure that his arms and ammunition are serviceable condition. He shall also ensure that all accessories, such as holsters, grips and slings are compatible with the firearm and won't interfere with its operation.
- c. The muzzle must be pointing upward i.e., towards the ceiling irrespective of whether the guard is standing or sitting
- d. It must be ensured that the security Service Provider maintains records of the gun license and the cartridge of their respective security armed guard.
- e. The gunman should always keep the trigger off the guard and ensure that the safety lever is kept on.
- f. The firearm should not be left unattended even for a moment.
- g. While on duty, guard must have minimum six cartridges per person
- h. Cartridges are valid / effective for two years from the date of purchase. Armed Guards must have the same to be endorsed in the Arms license.
- i. Armed Guard shall undergo firing practice at firing range once in a year. He shall be thoroughly conversant with the security standing orders, shooting range time on matter covering security issues to the best of his knowledge. The report of the guards as per Private Security Services Agencies Act 2005 to be held along with training report. The report given on firing must be submitted to the respective Branch Manager annually by December of each year of contractual period of this agreement.
- j. While on duty, Armed Guard is to keep the Gun Control Officer (GCO) informed about the guard unless there are any specific instructions passed by the GCO. Negligent discharge of the gun authorized by ICICI Bank. Negligent discharge of the gun during the termination of the services of the guard will attract a fine of Rs. 5,00,000/- (Rupees five lakhs) or the service contract will be terminated without prejudice to other legal liabilities.
- k. Firearm of the armed guard must have fitness certificate required to be taken on a yearly basis or as per medical advice first. A copy of the same certificate has to be given to the agency from a licensed Gun Dealer, the same is to be followed during firing practice whichever is applicable.
- l. Armed guards shall carry the firearms issued to them while on duty.
- m. Armed guards will not keep their firearms in their cars post duty hours.

6. Quality assurance standard, turn Around Time and timelines



The Service Provider will communicate deployment or official mail or communication on letter Head of the agency in-charge.

- a) The service Provider will submit copy of the armed guard deployment to the concerned branch with the jurisdictional Police station of the site.
- b) In case of termination of agreement by either party, the concerned personnel deployed by the Service Provider will withdraw from the site within 24 hours of notice given by both the parties.
- c) The Service Provider will provide two attendants in the bank in case agency is not able to provide enough personnel number of 7 days, post which the agency will be liable to pay.
- d) The Service Provider will ensure that the personnel deployed will be responsible for safety and security of the ATM Guard post closure of branch will be at the entrance of the rounds of the branch premises from time to time.
- e) Conduct verification of all personnel including guards in records in the branch along with the license.
- f) Service Provider shall maintain certificate issued to bank duty. Records shall be made available to the bank.
- g) Ensure that all personnel deployed are duly licensed. Deployment at the site, with minimum of 10 personnel as per Regulation Act 2005. Details of the personnel shall be available to the bank as and when required.
- h) Ensure that no staff has worked for more than one month.
- i) Make monthly roaster (with shifts and personnel).
- j) Follow a system which facilitate inter-link communication.
- k) Relay message/information/important guidelines communicated to security agency at 1100 hrs wise.
- l) Have a supervision system in place. The supervisor to be checked at least once in a month. Each site to be checked at least once in 12 months.

7. Counter absenteeism

- a. Agency shall ensure that the personnel shall have mandatory weekly Offs.
- b. Ensure that supervisor signs the absence log every day and book to be maintained at site.
- c. Take immediate action (including termination of poor performance).

personnel to be deployed either by concerned branch manager / location

of the armed guard deployed at the site.

Service Provider will ensure that the personnel deployed as per the date and time agreed by both the parties.

of one gunman at no extra cost to the client so ever reason for a maximum of 10 personnel.

at the branches with On Site ATM as per the site as On Site ATM. The position of the personnel will have to intermittently take

application, copy of which shall be held

on record. A photograph of all the personnel deputed on duty shall be taken when required.

their role on duty, before deployment under Private security agencies shall be made available to the Bank as and when required.

by

personnel once in 12 months.

hours to the personnel same day (if less than 12 hours).

also undertake night inspection of sites. Night shift.

every weekly Offs.

he visits the site for inspection. A log

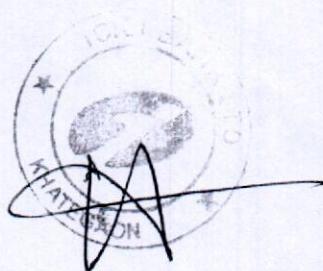
complaint if necessary) against the erring

for Premier Vigilance.

T. N. M.



- d. Prepare and dispatch incident / activity / attendance report within three hours via. Fax and email (TAT) to the Channel Supervisor.
- e. See that personnel deployed are to duty in proper uniform complete with shoes, smart and shaved (with exceptions as per norms).
- f. Agency to provide all necessary equipment for carrying out duty like torch, baton and register book for log entries
- g. Maintain old log books of each agency bank (not centrally) but locally, systematically and retrieve information as may be required by ICICI Bank Ltd.
- h. All agencies should provide regular reports of compilation of training reports to ICICI bank as per the requirements of PSAI and send them to ICICI bank in a format and frequency mutually decided upon vide EFSR.
- i. All agencies should provide training to take care of confidentiality of cash transaction and banking process when deposited in ICICI bank in a format and frequency mutually decided upon vide EFSR.

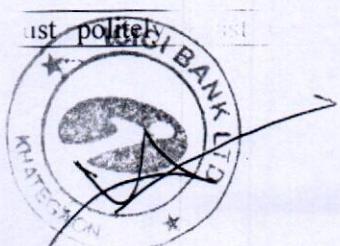


For Premier Vigilance Co.

T. M. A. D.
Sri. V. S. R.

8. Do's and Don'ts

No	Do	Don't
1	The personnel deployed will remain outside the branch main gate and maintain an alert posture.	The personnel will not enter inside the ATM when a customer is transacting (the personnel will be looking towards customer especially when customer is keying in his PIN)
2	The personnel deployed will be presentable at all times during his duty hours. * He will be clean shaven (as per rights on religious terms) * He will be wearing proper uniform as prescribed by Agency and agreed by the Bank. * He will have standard baton, good quality torch and whistle, during the duty hours. * His shirt must be tucked in and buttoned (except the collar button)	The personnel will not change into or out of uniform inside the ATM or anywhere close to it.
3	The personnel must be alert especially when sees a customer approaching the ATM.	The personnel will not read newspaper or any reading material, not listen to music while on duty.
4	The personnel should. * Greet incoming customer * Thank the customer for transaction if he has done it correctly.	The personnel will not eat / drink / smoke / pan or smoke cigarettes while on duty.
5	The personnel will maintain proper log book other and other registers	The personnel will not accept any article from anybody unless he is given prior information by competent authority.
6	The personnel will be well versed with instructions supplied to them by the bank	The personnel will not keep any personal or official items in a manner visible to the public.
7	The personnel will provide only information to concerned authorities	The personnel will not allow anybody to take photograph of the ATM / Branch unless writing by Bank officials about it.
8	The personnel will keep informed to the concerned authorities / official of the bank and the concerned agencies about any minor/major incident occurring in the site.	The personnel will not leave the site until informed by the Service.
9	The personnel will switch on/off lights as applicable for different areas.	
10	The personnel will supervise money counting and recording the same in the currency notes.	The personnel will not reveal the site telephone number to anybody except on special request to the official of the Cash Management agency, Security agency, Police agency and mandatory agency.
11	The personnel will report to the Cash Repatriation c. to wait for a call.	The personnel will not allow anybody to enter the site while EOD and Cash collection is in process.
	Personnel must politely ask customer to wait.	Personnel must not entertain anybody if he/she is not related to the service.



For Premier signature

T. N. S. De

12	photo ID card / letter of a who asks for something unusual.	Customer will be asked to produce valid photo ID card / letter of a customer.
13	Personnel will allow only one customer at the ATM closure for transaction.	Will not accept anything meant to be collected, from the customer.
14	Personnel will inform the customer about Call center no. (if any).	Abstain from answering queries about account.
15.	Personnel will get one fire from the branch / site where is not available and will available at nearby post when closed.	used in case of emergency.
16.	Personnel will not hang clothes anywhere at the site	to provide a locker box with EXH (EXHIBIT) in case any store his personal belongings on duty.

9. Turnaround time

NO	For	Time
1	Incident report	Within 24 hours from the time that it is taken
2	Disciplinary action for errant personnel * Replacement	Receiving information.
3	Absentee	Standby personnel.
4	Important communication from Bank's for smooth functioning of the site through intercom/ telephone.	Communicated by telephone else on
5	Closure queries raised by law enforcement department.	



For Premier Vigilance & Security Pvt. Ltd.

Sr. Vice P.

10. Penalties without prejudice against the Service Provider unit as per the severity for the case /

All penalties as mentioned are service provider's supervision.

No	For	Penalty
1	Critical Incident report.	Rs. 100/-
2	Replacing a guard (Disciplinary action)	Rs. 100/-
3	Unshaven personnel / guard found on duty without good quality torch or whistle.	Rs. 100/-
4	Not maintaining proper records, log book, Manipulation of records, at site	Rs. 100/-
5	Absenteeism for more than post	Rs. 100/-
6	Only four double duties provided same is communicated to site in charge and the concerned control room of the bank".	Rs. 100/-
7	Guard committing fraud and damage by others due to negligence	Rs. 100/-
8	Agency not paying the wages of guard month within 07 calendar days of the end of month.	Rs. 100/-
9	Guard found sleeping / dozing	Rs. 100/-
10	Guard found sleeping / dozing for repetition	Rs. 100/-
11	Any other inappropriate / unhygienic behavior	Rs. 100/-
12	Wrong bill with malafide	Rs. 100/-
13	Reputation Risk	Rs. 100/-
14	Noncompliance in filing statutory provisions.	Rs. 100/-
15	Non submission of the certificate of the personnel undertaken by Service Provider at the time of deployment of the personnel.	Rs. 100/-
16	Noncompliance of <ol style="list-style-type: none"> verification of the personnel for 	Rs. 100/-



For Security Officer

	b. submission of certificate regarding the absence of personnel	and certification of same to the concerned authority.		
17	Noncompliance of the service provider in not paying wages to the personnel.	Noncompliance of the service provider in not paying wages to the personnel.	Noncompliance of the service provider in not paying wages to the personnel.	Noncompliance of the service provider in not paying wages to the personnel.
18	Deploying personnel communication to zonal or regional level.	Deploying personnel communication to zonal or regional level.	Deploying personnel communication to zonal or regional level.	Deploying personnel communication to zonal or regional level.
19.	Non-compliance in regard to deployment of personnel.			
20.	Guards personal belongings found hanging in the UP.	Guards personal belongings found hanging in the UP.	Guards personal belongings found hanging in the UP.	Guards personal belongings found hanging in the UP.

II LOCATION OF WORK

Near Mandi, Khategaon Dist. Dantewada, Chhattisgarh, India

III TERMS OF PAYMENT

The agency will provide the security services on a monthly basis.

1. Rate for Security Provider:

- a. This shall be governed by the prevailing Central wage rates in the Central/ respective State where the relevant sites are located.

From time to time there may be changes in the prevailing rates. The responsibility of the Service Provider to incorporate the same can be incorporated in the contract. The Service Provider should the Service Provider to incorporate the same in the contract sheet including agreed site.

2. Rate for an Armed Guard:

- a. This shall be governed by the prevailing Central wage rates from time to time as per the relevant sites.

From time to time there may be changes in the prevailing rates. The responsibility of the Service Provider to incorporate the same can be incorporated in the contract. The Service Provider should the Service Provider to incorporate the same in the contract sheet including agreed site.

3. Payment Process

- a. The Bank will pay the amount within 15 days of the end of the month. Any penalties, if any, payable by the Service Provider will be deducted from the amount.



For Premier Vigilance & Security Services

T. R. Mehta
Br. M.

- b. The Bank agrees to accept bills for payment within three months preceding the date of the Bill.

Calendar

4. Billing Punctuality

- a. The Bank should receive invoices within 14 days from the date of services provided during the previous month.
- b. The Bank will not entertain late invoices.
- c. All arrears to be claimed within 15 days. All claims will be subject to inspection.
- d. Digitization of ESIC, TDS, PF, and other facility Service Provider.

EXCLUSIVITY

The Service Provider shall provide services exclusively under the term of this Agreement, enter into no other agreement as contemplated by this Agreement.

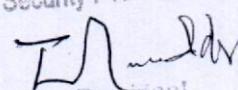
Service Provider shall exclusively agree to enter into a non-compete agreement.

For rendering the services

IN WITNESS WHEREOF, the parties have caused the same to be executed in two copies in the manner

SIGNED AND DELIVERED by PREMIER VIGILANCE & SECURITY Pvt. Ltd. by the hand of Mr. Samaddar who has been authorized by resolutions passed by the Board meeting held on the 10th August 2011.

For Premier Vigilance & Security Pvt. Ltd.


Sr. Vice President

AND

Signed and Delivered by ICICI BANK LTD by the hand of authorized official in the presence of



1. Service Provider witness

2. Bank's Witness

This agreement consists of total 19 pages including annexures.

ANNEXURE 1

Annual Certificate

To,
The Branch Manager, ICICI Bank Ltd,
ICICI Bank Ltd, Indore Dewas Expressway
Near Mandi, Khategaon Dist. De

Opposite Bpcl Petrol Pump
(Soharwadi)

Dear Sir,

1. With reference to Service Provider Agreement, it is sub-
attached list (Appendix – 1) has undergone Annual firing
Serviceability of all the guns listed. All the personnel mentioned
firing by a certified armorer.
2. It is further certified that all the guards deployed with the
Security Agencies (Regulation) Act, 2005.
3. We indemnify ICICI bank for any damage caused due to
legal and statutory infringement.

that all the Armed Guards as per the
Social Security Act, 2011 are fit for
service and are certified to be fit for

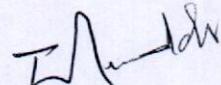
endurance training under Private
Contract of Services or my other
activities.

s/d

Mr. Tushar Kanti Samaddar

Designation Senior Vice President, Premier Vigilance

Address. Premier Vigilance & Security Pvt. Ltd.
4B, Orient Row, Kolkata - 70001



To,
The Branch Manager, ICICI Bank
ICICI Bank Ltd, Indore Dewas Road, Deemed to be part of
Near Mandi, Khategaon Dist. Deemed to be part of

Dear Sir,

With reference to Service level A:

It is submitted that Mr _____
deployed at your Branch vide P
Bank, for carrying out guarding
which w

is being
ed by the
a valid gun license
number _____

Details of the Guard deployed

1. DOB _____, Age _____
2. PF number is _____
3. ESIC number is _____
4. NOK name is _____

Applicable in case of Gunman deployment

We further request that as the carriers of the gun are not available we humbly request you to allow the guard to carry the gun for overnight/ till resumption of duty. The gun will be given to the agency and checked by us for safety.

overn keeping in mind the duty hours, without cartridges in the branch and a register shall be maintained to be followed.

We shall indemnify the Bank from any loss due to natural calamity, fire, riot.

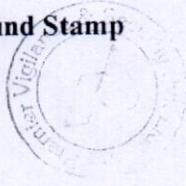
injury or harm done to the gun

Format of the register-

S. No.	Date	Name of the Guard

Issue	Deposit till	Withdrawal

Round Stamp



4B

S

for Vigilance & Security
Branch President (Human Resource)
Vigilance & Security
Off. No. 700017

for External Vigilance & Security

Sr. Vice President



**PREMIER VIGILANCE
& SECURITY PVT. LTD.**
AN ISO 9001 : 2015 COMPANY
Investigation, Security, Property & Cash Management Experts

Regd. Office : 4B, Orient Row, Kolkata - 700 017
Phone : +91-033-4038 9705, 9712, 9707 Fax : 033-4000 2604
Adm. Office : 100B, Park Street, Kolkata - 700 017
Phone : +91-033-4070 1142 / 43 Fax : 033-4000 2604
E-mail : admin@pvsindia.in
CIN No. U74920WB1985PTC038489

**MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF PREMIER VIGILANCE &
SECURITY PRIVATE LIMITED HELD ON 16TH AUGUST, 2019 AT THE REGISTERED OFFICE OF
THE COMPANY AT 4B, ORIENT ROW, KOLKATA – 700017 AT 10.00 A.M.**

DIRECTORS PRESENT

1. Mr. Ranajit Aditya Chaudhuri
2. Mr. Pinakpani Aditya Chaudhuri
3. Mr. Sandip Aditya Chaudhuri

Mr. Ranajit Aditya Chaudhuri took the Chair and presided over the meeting.

Notice calling the meeting was read by the Chairman.

Minutes

Minutes of the previous meeting was read, signed and confirmed by the Chairman.

Authority to sign Agreements, Contracts, Work Orders, Tenders etc.

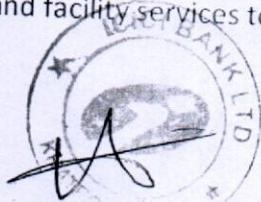
The Chairman informed in the Board Meeting that it is necessary to sign Agreements, contracts, work orders, tenders and other documents related to all the clients of the Company for providing security and facility services. It is also informed by him that the Board of Directors should give sanction to sign these papers so that the Company may also renew the contract with the clients for providing security and facility services. The Chairman further informed that Board has decided to empower Mr. Ranajit Aditya Chaudhuri, Mr. Pinakpani Aditya Chaudhuri, Mr. Sandip Aditya Chaudhuri, Directors of the Company severally to sign all service agreements, documents, contracts, Work Orders, Tenders etc for providing services to its clients.

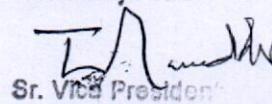
The Board has further decided to authorize severally Mr. Tushar Kanti Samaddar- Senior Vice President (Human Resource), Mr. Rajatava Bagchi- Senior Vice President (Operations & Training) and Capt. Pranjal Das (General Manager-Operation) to execute agreements, contracts, work orders, tenders and other documents necessary on behalf of the Company for providing services to its clients.

After discussion the following resolution was passed:

"Resolved That Mr. Ranajit Aditya Chaudhuri, Mr. Pinakpani Aditya Chaudhuri, Mr. Sandip Aditya Chaudhuri, Directors of the Company be and is hereby severally authorized to execute necessary agreements, contracts, work orders, tenders and other documents for carrying out security and facility services to the clients."

For Premier Vigilance & Security Pvt. Ltd.




Sr. Vice President



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Adm. Office : 100B, Park Street, Kolkata - 700 017
Phone : +91-033-4070 1142 / 43 Fax : 033-4000 2604
E-mail : admin@pvsindia.in
CIN No. : U74920WB1985PTC038489

"Resolved Further That Mr. Tushar Kanti Samaddar- Senior Vice President (Human Resource), Mr. Rajatava Bagchi- Senior Vice President (Operations & Training), Capt. Pranjal Das (General Manager-Operation) be and is hereby severally authorized to sign Agreements, Contracts, Work Orders, Tenders and other documents with its clients for providing services for and on behalf of the Company."

There being no other business to transact the meeting terminated with a vote of thanks to the Chair.

**Certified True Extract
For and on behalf of the Board**

Ranajit Aditya Chaudhuri
Director

Pinakpani Aditya Chaudhuri
Director

Sandip Aditya Chaudhuri
Director

Signature of Authorised Signatories :

Mr. Tushar Kanti Samaddar
Senior Vice President
(Human Resource)

Capt. Pranjal Das
General Manager
(Operations)

Mr. Rajatava Bagchi
Senior Vice President
(Operations & Training)

Signature Attested By :

Ranajit Aditya Chaudhuri
Director



Pinakpani Aditya Chaudhuri
Director



Sandip Aditya Chaudhuri
Director

Premier Vigilance & Security Pvt. Ltd.