

DIGITAL GOVERNANCE SYSTEM (DGS)**Annual Governance & Commercial Reference****Linked Document:** TCSP-01 Rev.1**Document Type:** Commercial Annexure (Customer Deliverable)

PURPOSE - The Digital Governance System (DGS) is NLETA's customer-oriented Engineering Governance platform for maintaining Digital Asset Records, QR Identity, Callback Analytics, Compliance Tracking and Engineering Documentation. DGS complements the work of Lift Owners and Maintenance Agencies without interfering with their internal SOPs, maintenance practices or proprietary systems.

DGS COMMERCIAL MATRIX - Society Onboarding & Digital Activation Fee

Particular	Amount
One-Time Society Onboarding Fee	₹7,500

Includes

- Society Dashboard Activation
- Digital Administration Setup
- QR Identity Platform
- Engineering Database Creation
- Management Login & Asset Registration

Note: This is a **one-time onboarding fee** and is not charged again unless a fresh onboarding is required.

Per Lift Governance Fee (Base Annual Rate)

Total Lift Units	Per Lift / Year (₹)
1–5	2,500
6–10	2,350
11–20	2,200
21–30	2,050
31–40	1,950
41–50	1,900

PAYMENT PLAN OPTIONS - The Client may freely choose the preferred billing frequency. The **Base Annual Rate remains unchanged**; only the administrative billing frequency changes.

Payment Plan	Administration Adjustment	Billing
Monthly	+12%	1 Month Advance
Quarterly	+6%	3 Months Advance
Half-Yearly	+3%	6 Months Advance
Annual	Base Rate (0%)	12 Months Advance

WHY DOES THE ADMINISTRATION ADJUSTMENT APPLY?

Monthly and short-cycle billing requires additional operational administration, including:

- Invoice generation & payment processing
- Dashboard account administration
- Renewal monitoring & reminder management
- Financial reconciliation & reporting
- Continuous customer support & subscription control

Clients choosing **Annual Advance** receive the Base Rate because the administrative workload is significantly reduced.

PAYMENT CONTINUITY POLICY - DGS operates on an **Advance Subscription Model**.

- The selected payment plan becomes active only after receipt of the applicable advance payment.
- Each DGS report authorizes the next governance cycle.
- The next month (or selected billing period) shall commence only after advance renewal.
- A **30-day grace period** shall be available from the renewal invoice date.
- During the grace period, the Dashboard remains accessible; however, new governance reporting may remain pending.
- If renewal is not completed within the grace period, QR services, Dashboard reporting, compliance monitoring and DGS governance shall remain temporarily suspended until payment is received.

STANDARD GOVERNANCE COVERAGE - Each participating lift includes:

- QR Digital Identity
- Digital Logbook
- Inspection Archive
- Callback Register
- Photo Evidence
- Video Records
- Compliance History
- Annual Engineering Dashboard

MULTI-LIFT GOVERNANCE BENEFITS - Projects having multiple lifts under one management receive:

- Single Project Coordination
- Smart Tower-wise Scheduling
- Consolidated Executive Dashboard
- Management Presentation
- Unified Digital Asset Register

These governance benefits improve administrative efficiency without reducing engineering inspection quality.

IMPLEMENTATION NOTE - DGS pricing covers **Digital Engineering Governance only**.

The following services shall be quoted separately wherever applicable:

- Technical Training Programs
- Safety Awareness Sessions
- Mock Drills & QRT Training
- Multilingual Educational Material
- Printing & Auditorium Arrangements
- Photography & Videography
- Special Technical Consultancy

COMMERCIAL TERMS

- GST shall be charged extra as applicable.
- Project Execution Charges (PEC), wherever applicable, shall be finalized separately through mutual discussion.
- Multi-location projects shall be quoted separately.
- This Annexure shall always be read together with **TCSP-01 Rev.1**.