

LIBRARY AND INFORMATION CENTRE

Tel- 080-23600966 (228)

www.msrtcasc.edu.in Mail – librarian@msrtcasc.edu.in

INTRODUCTION

The library at MS Ramaiah College of Arts, Science and Commerce is a knowledge centre, developed on modern lines as a prominent learning resource centre for the faculty and students. It offers vital support for teaching, learning and research activities of the college by disseminating knowledge and offering modern services to the academic fraternity

Library and Information centre - all house-keeping operations are automated using with Libsoft Software since 2017, version 12.0.0 - Library Automation has facilitated. Its Bringing more Innovations to library space - Extensive features of Libsoft are Requisition, Acquisition, Cataloguing, Circulation, Members, Periodicals, Reports, OPAC, Web OPAC, Digital Library, In Out Management, Barcode Generation, RFID, Customizable Reports, Library Usage Analysis, Analytics, Recommendations etc. Living homepage has Interactive search, Explore, Announcements, Link to partner libraries, featured books, Library timings, Accomplishments, Privacy Policies, Library team with ability to login on homepage and a Link to individual item search Display results by Extensive Filtering, Drilldown Features Ability to drill down book on search results and customize catalogue display Ability to make it exhaustive or as simple as. Libsoft is a special software for your library due to the following features

- Feedback Management
- Student Communication I Management
- Barcode and Spine Label Printing
- ID card Printing
- Union Catalogue Connectivity
- It provides features many innovative features
- Speed Cataloguing
- Custom Reports
- Custom Statistics

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Key Features of Library Management Software



**Acquisition
Management**



**Catalogue
Management**



**Barcode
Management**



Search Facility



Online Access



Inventory



**Patron
Management**



**Subscription
Management**



Reports

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Functions of Libsoft 12.0.0 integrated library management software

- 01 Admin Module**
- 02 Acquisition Module**
- 03 Catalogue Module**
- 04 Membership Module**
- 05 Transaction Module**
- 06 Member category Module:**
- 07 Documentation Module**
- 08 Barcode Module**
- 09 Statistics Module**
- 10 Statistics Graphical representation**
- 11 IN &OUT Module**
- 12 OPAC Module**

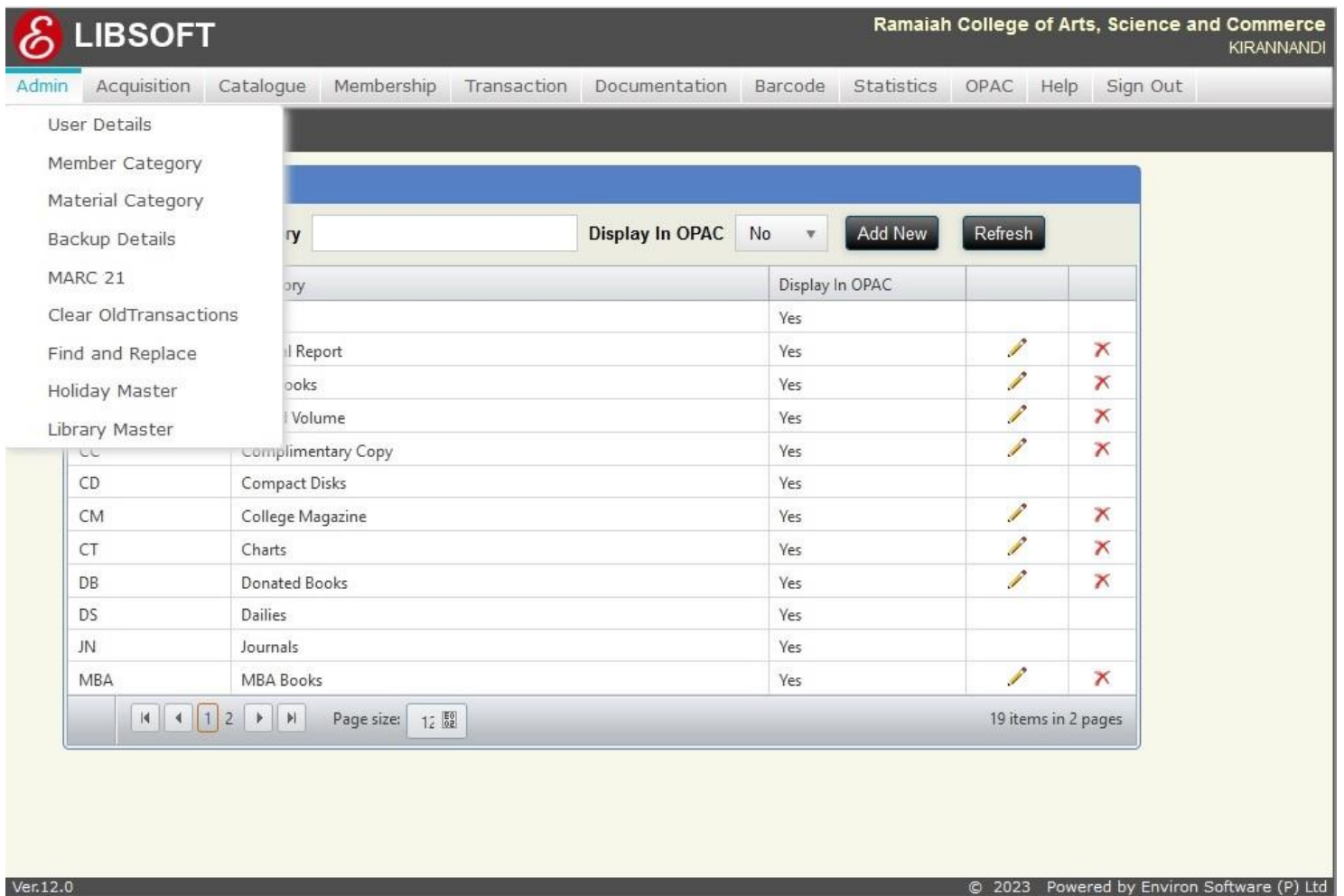
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Administrator Module:

Creating users (For E.g. Transaction, OPAC, Reports, Masters, Librarian, etc.) with access to specific modules or sub menu along with password and expiry date. There is no upper limit and any number of users can be created. Spelling correction of mater material entry by Find and Replacement (Bulk), Log maintenance, etc. can be done.



The screenshot shows the Libsoft Admin interface. The top navigation bar includes: Admin, Acquisition, Catalogue, Membership, Transaction, Documentation, Barcode, Statistics, OPAC, Help, Sign Out. The 'Admin' menu is open, showing options like User Details, Member Category, Material Category, Backup Details, MARC 21, Clear OldTransactions, Find and Replace, Holiday Master, and Library Master. The main content area displays a table of material categories with columns for 'Category', 'Display In OPAC', and edit/delete icons. The table lists various categories like CC, CD, CM, CT, DB, DS, JN, and MBA, all with 'Yes' in the 'Display In OPAC' column. At the bottom, there are pagination controls showing '19 items in 2 pages' and 'Page size: 12'.

Category	Display In OPAC	Edit	Delete
CC	Complimentary Copy	Yes	
CD	Compact Disks	Yes	
CM	College Magazine	Yes	
CT	Charts	Yes	
DB	Donated Books	Yes	
DS	Dailies	Yes	
JN	Journals	Yes	
MBA	MBA Books	Yes	

Fig-01 Libsoft Integrated Library Management Software-Admin Module

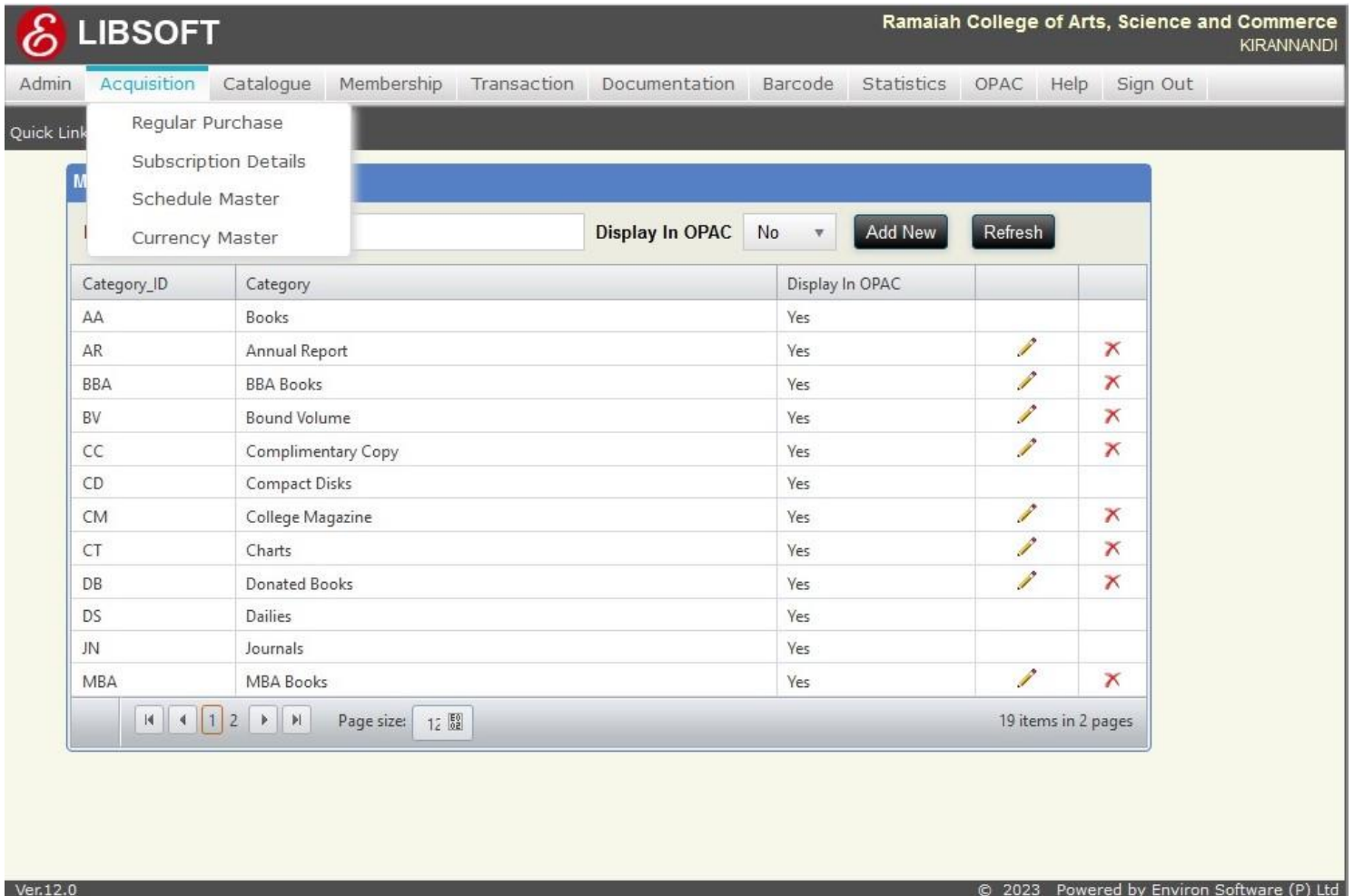
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Acquisition Module:

Purchase requisition, On line approval, Purchase order generation for regular items (Books, CDs etc.) and Subscribed items (serials). Purchase orders, Renewals can be sent through E-mail to the vendors. Updating the purchase request status.



LIBSOFT Ramaiah College of Arts, Science and Commerce
KIRANNANDI

Admin **Acquisition** Catalogue Membership Transaction Documentation Barcode Statistics OPAC Help Sign Out

Quick Link

Regular Purchase
Subscription Details
Schedule Master
Currency Master

Display In OPAC No

Category_ID	Category	Display In OPAC		
AA	Books	Yes		
AR	Annual Report	Yes		
BBA	BBA Books	Yes		
BV	Bound Volume	Yes		
CC	Complimentary Copy	Yes		
CD	Compact Disks	Yes		
CM	College Magazine	Yes		
CT	Charts	Yes		
DB	Donated Books	Yes		
DS	Dailies	Yes		
JN	Journals	Yes		
MBA	MBA Books	Yes		

Page size: 12 19 items in 2 pages

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Fig-02 Libsoft Integrated Library Management Software-Acquisition Module

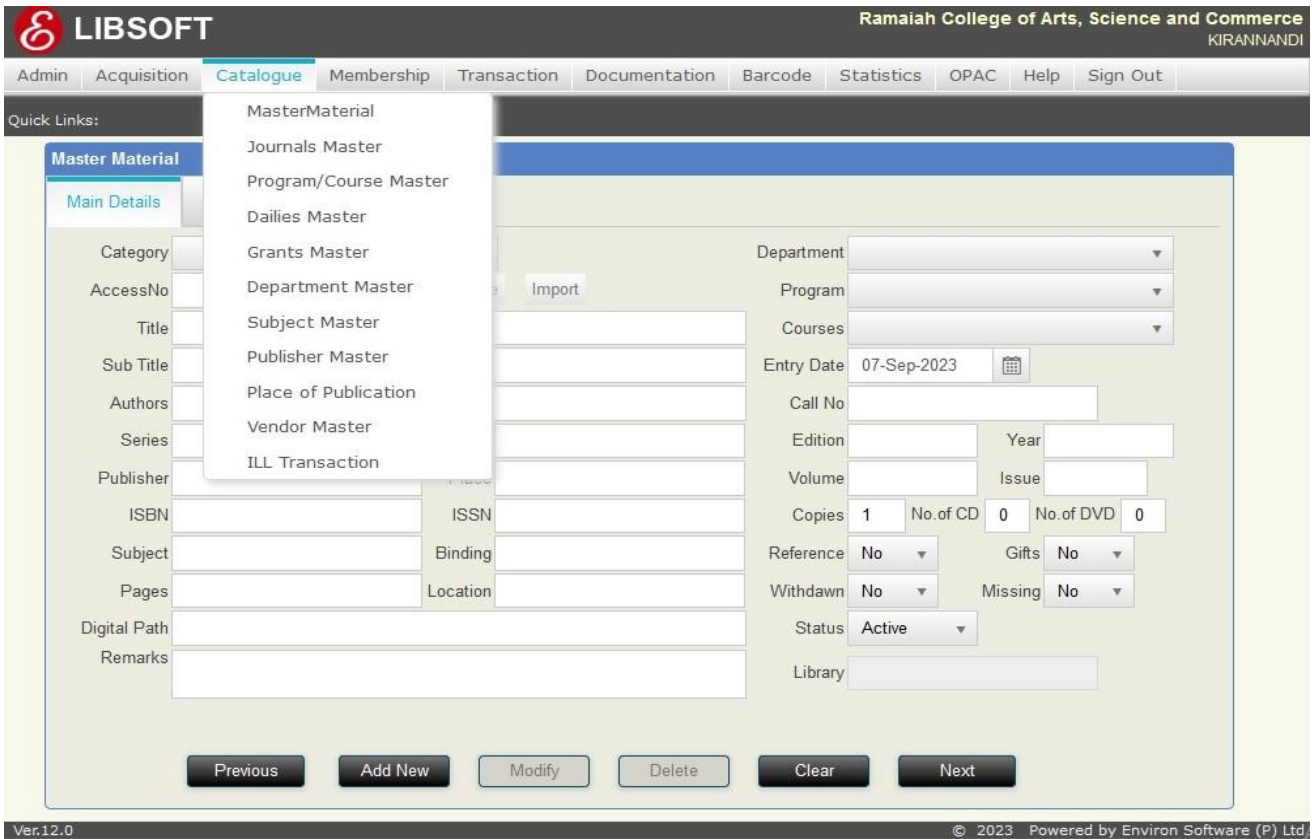
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Cataloguing Module:

User defined material categories (viz. Books, Journals, DVDs etc.), simplified material master entry for all kinds of materials including Books, Non-Books, Digital Library (any kind of (downloaded)file or collection of files can be catalogued from anywhere in the network and retrieved through OPAC), Virtual Library (Web address of articles, sites, e-journals, etc. can be catalogued and retrieved through OPAC) etc., Multiple copies entry, User defined member categories (To fixing the due days with material category wise, fine amount, SDI Access etc., for different member categories like Students, Librarians, HOD, Professor etc.), Member registration with photo identification, Vendor registration, Budget Master (For allocating budget amount to different departments), Currency value updation, User defined calender with Holiday list generation. All master entries/modifications/deletions information will be maintained in a Log file with user name and time of operation for administrator reference. Library news can be entered here, which will be displayed in OPAC with Library Collections.



The screenshot displays the Libsoft software interface for the Catalogue Module. At the top, the Libsoft logo and the institution name 'Ramaiah College of Arts, Science and Commerce' are visible. A navigation bar includes 'Admin', 'Acquisition', 'Catalogue', 'Membership', 'Transaction', 'Documentation', 'Barcode', 'Statistics', 'OPAC', 'Help', and 'Sign Out'. A 'Quick Links' section on the left lists various master data types: MasterMaterial, Journals Master, Program/Course Master, Dailies Master, Grants Master, Department Master, Subject Master, Publisher Master, Place of Publication, Vendor Master, and ILL Transaction. The main form is titled 'Master Material' and contains several input fields and dropdown menus for entering book information. At the bottom, there are buttons for 'Previous', 'Add New', 'Modify', 'Delete', 'Clear', and 'Next'. The version 'Ver.12.0' and copyright information '© 2023 Powered by Environ Software (P) Ltd.' are shown at the very bottom.

Fig-03 Libsoft Integrated Library Management Software-Catalogue Module

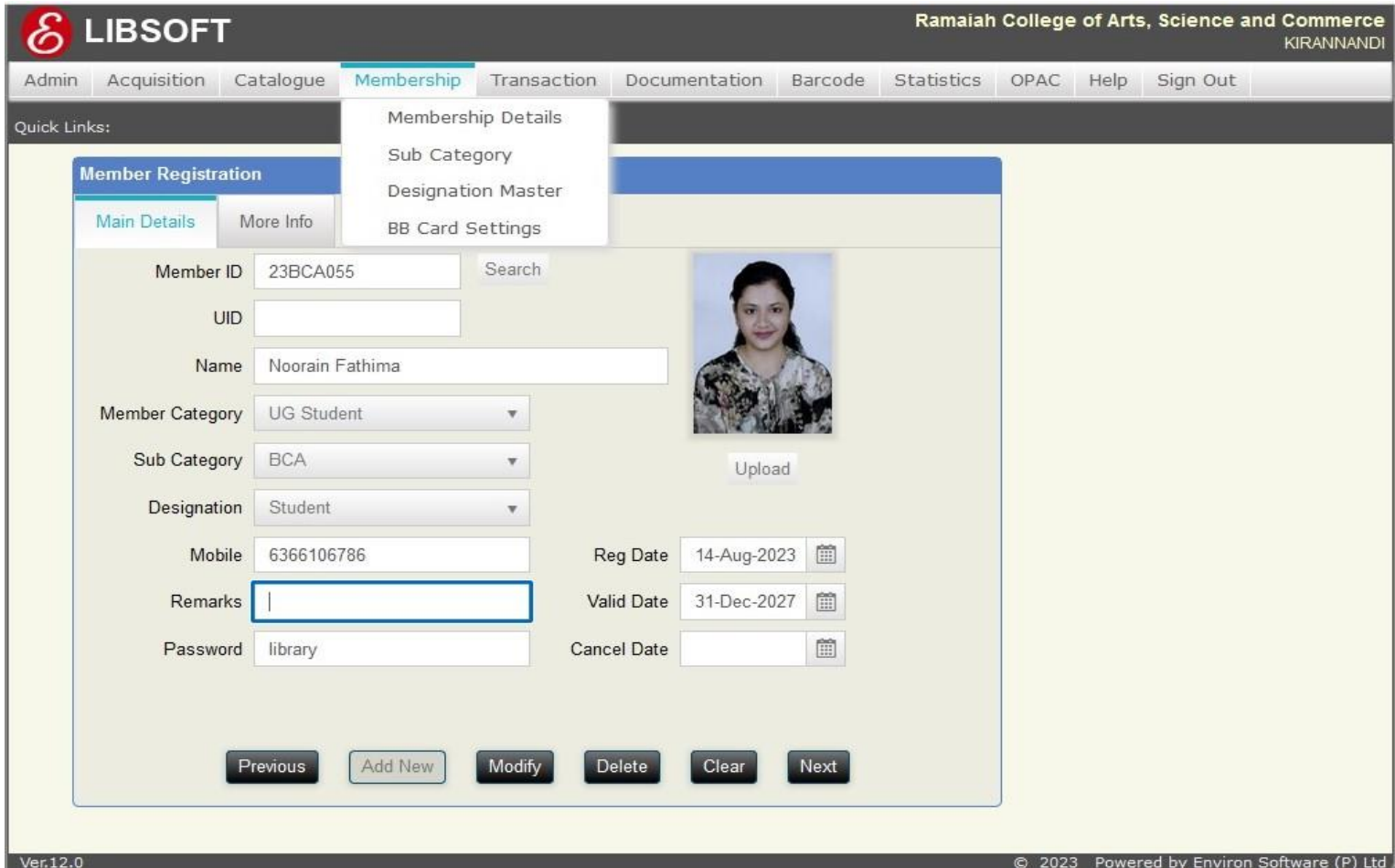
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Membership Module:

Library Membership Module Library Membership Enrolment for staff Members and Student. The Membership details are captured from Libsoft software, primary Input Student College ID and faculty / staff member's employment ID



The screenshot displays the 'LIBSOFT' interface for the 'Membership' module at Ramaiah College of Arts, Science and Commerce. The 'Member Registration' window is open, showing the following details:

- Member ID:** 23BCA055
- UID:** (Empty field)
- Name:** Noorain Fathima
- Member Category:** UG Student
- Sub Category:** BCA
- Designation:** Student
- Mobile:** 6366106786
- Remarks:** (Empty field)
- Password:** library
- Reg Date:** 14-Aug-2023
- Valid Date:** 31-Dec-2027
- Cancel Date:** (Empty field)

Navigation buttons at the bottom include: Previous, Add New, Modify, Delete, Clear, Next.

Fig-04 Libsoft Integrated Library Management Software-Membership Module

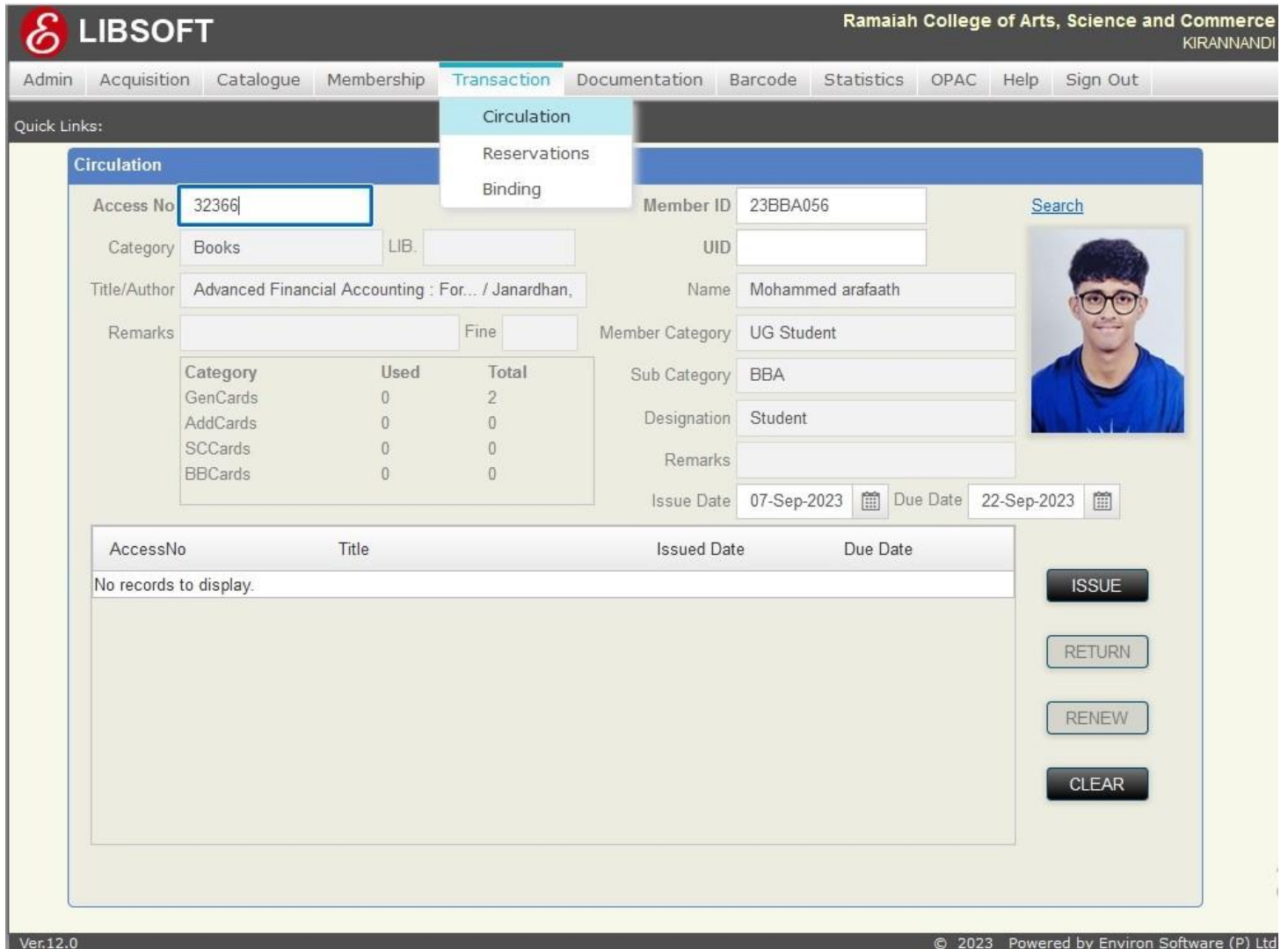
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Transaction Module:

Bar-code enabled circulation (Issue, Return, Bulk Issue, Bulk Returns, Renewal, Reservation and ILL (Inter Library Loan) for all kinds of materials. Maintaining the details of the material which has been Issued, Returned, Reserved, Cancellation of existing reservation and sent for binding.



The screenshot shows the LIBSOFT Transaction Module interface. The top navigation bar includes: Admin, Acquisition, Catalogue, Membership, **Transaction**, Documentation, Barcode, Statistics, OPAC, Help, Sign Out. A dropdown menu for 'Transaction' is open, showing options: Circulation (selected), Reservations, and Binding. The main interface is titled 'Circulation' and contains the following fields and sections:

- Access No:** 32366
- Category:** Books
- Title/Author:** Advanced Financial Accounting : For... / Janardhan,
- Remarks:** Fine
- Member ID:** 23BBA056
- UID:** (Empty)
- Name:** Mohammed arafaath
- Member Category:** UG Student
- Sub Category:** BBA
- Designation:** Student
- Remarks:** (Empty)
- Issue Date:** 07-Sep-2023
- Due Date:** 22-Sep-2023

There is a search button and a profile picture of a student. A table shows the status of cards:

Category	Used	Total
GenCards	0	2
AddCards	0	0
SCCards	0	0
BBCards	0	0

At the bottom, there is a table with columns: AccessNo, Title, Issued Date, Due Date. The table is currently empty with the message "No records to display." On the right side, there are buttons for ISSUE, RETURN, RENEW, and CLEAR.

Fig-05 Libsoft Integrated Library Management Software-Transaction Module

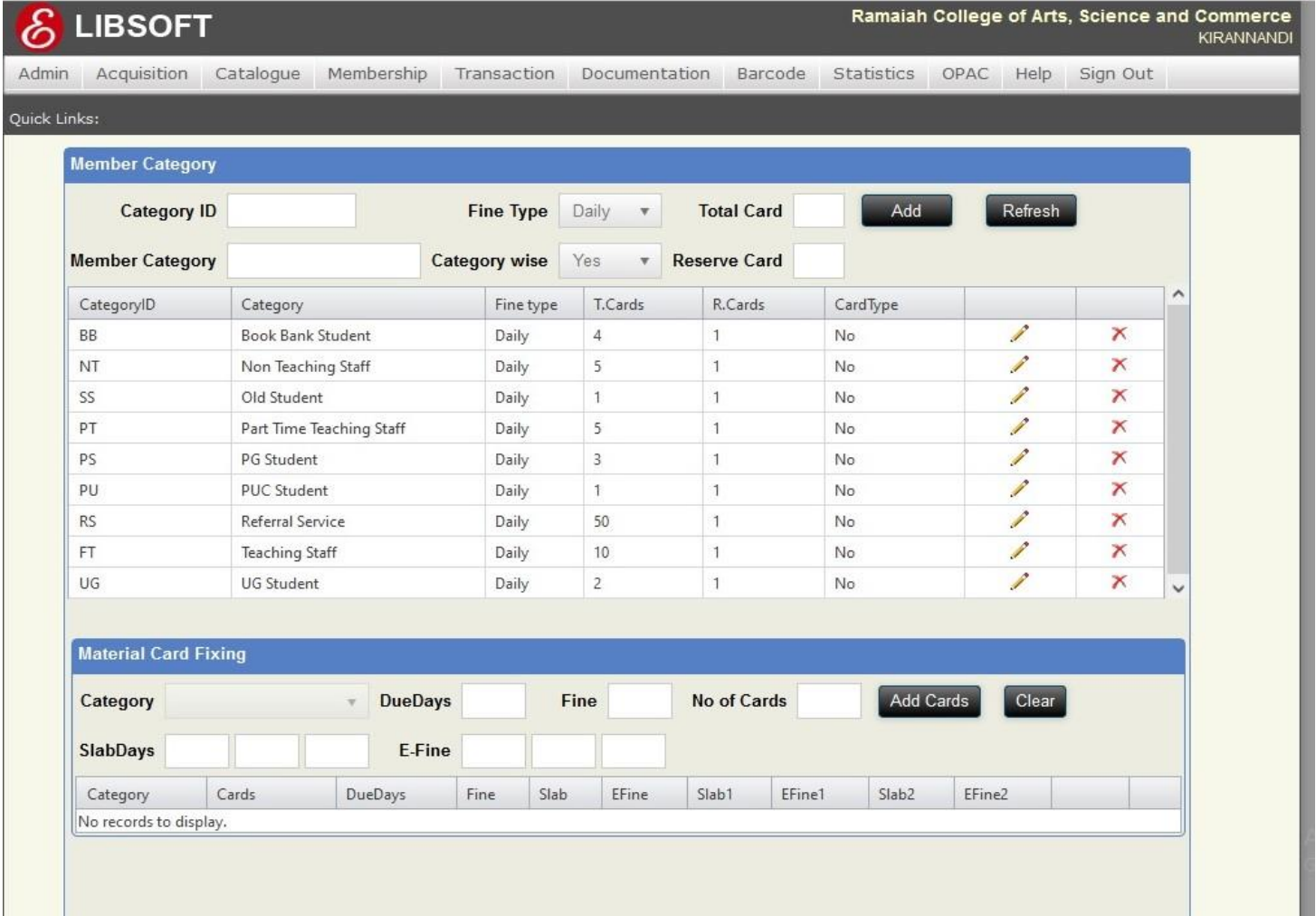
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Member category Module:

- 1) This is one of the additional features of the Libsoft where you can import the member details from the Excel format into the Libsoft format.
- 2) This screen can be accessed by clicking on the Member Data Import submenu present in the Setup menu.
- 3) Before the Data Import and Data Preview Member screen opens, a small message box appears as “Do you want to load the mapped fields previously” Libsoft Library Automation Software which you had mapped the last time. Select the desired option to open the respective screen.



The screenshot shows the LIBSOFT interface for the Member Category and Material Card Fixing modules. The top navigation bar includes Admin, Acquisition, Catalogue, Membership, Transaction, Documentation, Barcode, Statistics, OPAC, Help, and Sign Out. The Member Category section includes input fields for Category ID, Member Category, Fine Type (set to Daily), Total Card, Category wise (set to Yes), and Reserve Card. Below this is a table listing various member categories with their respective details and actions.

CategoryID	Category	Fine type	T.Cards	R.Cards	CardType		
BB	Book Bank Student	Daily	4	1	No		
NT	Non Teaching Staff	Daily	5	1	No		
SS	Old Student	Daily	1	1	No		
PT	Part Time Teaching Staff	Daily	5	1	No		
PS	PG Student	Daily	3	1	No		
PU	PUC Student	Daily	1	1	No		
RS	Referral Service	Daily	50	1	No		
FT	Teaching Staff	Daily	10	1	No		
UG	UG Student	Daily	2	1	No		

The Material Card Fixing section includes input fields for Category, DueDays, Fine, No of Cards, SlabDays, and E-Fine. Below this is a table for displaying records, which currently shows "No records to display."

Category	Cards	DueDays	Fine	Slab	EFine	Slab1	EFine1	Slab2	EFine2
No records to display.									

Fig-06 Libsoft Integrated Library Management Software-Transaction Module

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Documentation Module:

Report generation on material availability, circulation statistics, New Arrivals, periodicals not received, dailies not received, budget analysis, expenditure analysis etc. for selected fields in the selected format as Excel Sheet. Generation of no due certificates, Reminders for overdue material, Fine collections. Reminder to members and vendors through E-mail, SDI (Selective Dissemination of Information), CAS(Current Awareness Services), Generating bar code enabled ID cards with photo identity and bar code slips for materials. Report generation is flexible and only the fields selected by the user will appear in the report according to the criteria set by the user and in the sort order set by the user. The user can beautify these reports before printing in the hard form.

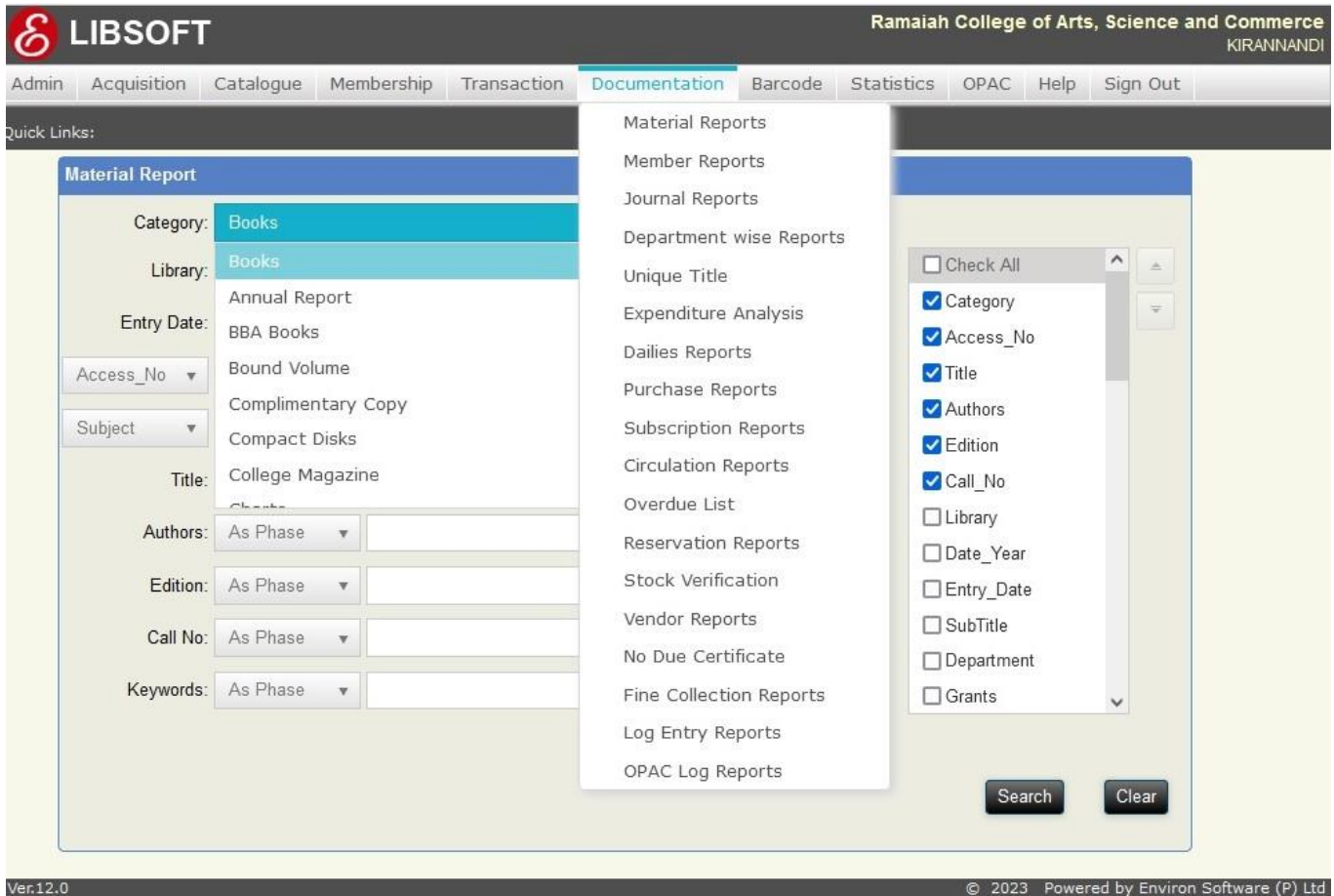


Fig-07 Libsoft Integrated Library Management Software-Documentation Module

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Bar-Coding Module:

Generate ID cards for members with bar-code (Member ID) and Photograph (Optional) and Accession number labels with bar-code(Accession number) along with Classification number and Organisation/Institution name and logo in each label

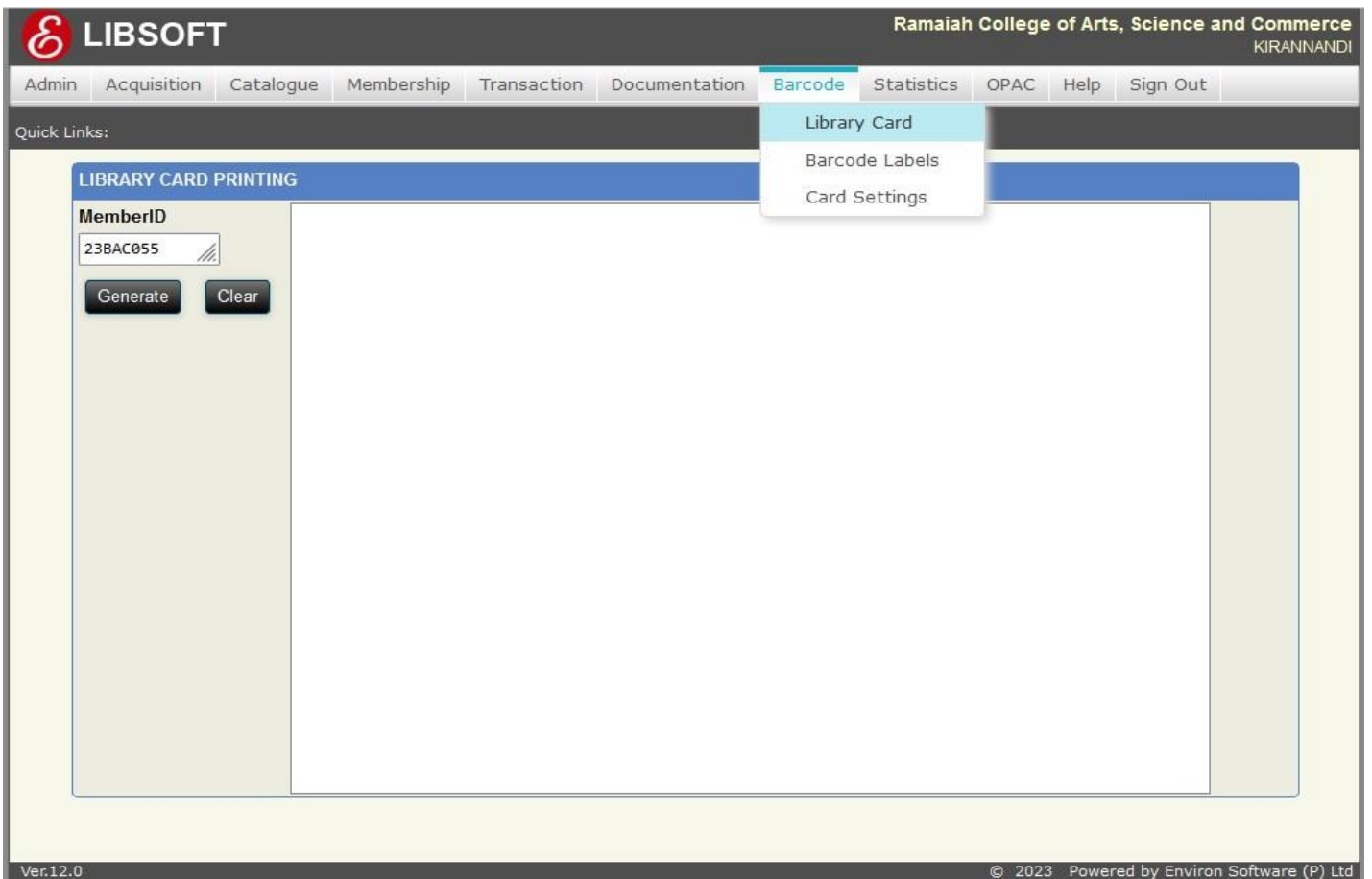


Fig-08 Libsoft Integrated Library Management Software-Barcoding Module

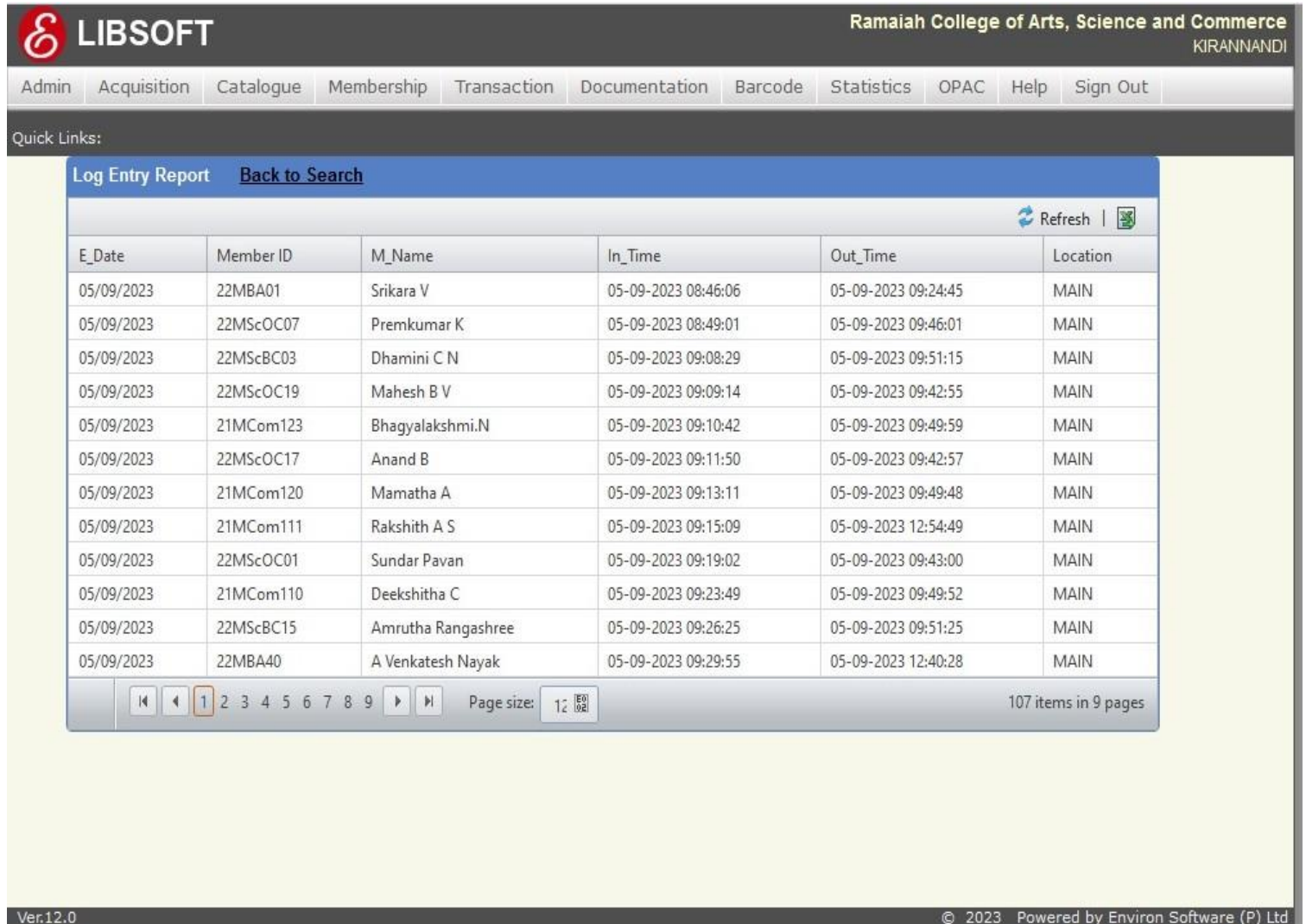
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Statistics Module:

Search for Materials (Books, CDs, Journals, etc), Members, Vendors, Purchase orders, Transactions, Reservations, Budget Analysis, etc., The search can be performed for selected fields and the results can be saved in the Excel Sheet.



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Admin Acquisition Catalogue Membership Transaction Documentation Barcode Statistics OPAC Help Sign Out

Quick Links:

Log Entry Report [Back to Search](#)

E_Date	Member ID	M_Name	In_Time	Out_Time	Location
05/09/2023	22MBA01	Srikara V	05-09-2023 08:46:06	05-09-2023 09:24:45	MAIN
05/09/2023	22MScOC07	Premkumar K	05-09-2023 08:49:01	05-09-2023 09:46:01	MAIN
05/09/2023	22MScBC03	Dhamini C N	05-09-2023 09:08:29	05-09-2023 09:51:15	MAIN
05/09/2023	22MScOC19	Mahesh B V	05-09-2023 09:09:14	05-09-2023 09:42:55	MAIN
05/09/2023	21MCom123	Bhagyalakshmi.N	05-09-2023 09:10:42	05-09-2023 09:49:59	MAIN
05/09/2023	22MScOC17	Anand B	05-09-2023 09:11:50	05-09-2023 09:42:57	MAIN
05/09/2023	21MCom120	Mamatha A	05-09-2023 09:13:11	05-09-2023 09:49:48	MAIN
05/09/2023	21MCom111	Rakshith A S	05-09-2023 09:15:09	05-09-2023 12:54:49	MAIN
05/09/2023	22MScOC01	Sundar Pavan	05-09-2023 09:19:02	05-09-2023 09:43:00	MAIN
05/09/2023	21MCom110	Deekshitha C	05-09-2023 09:23:49	05-09-2023 09:49:52	MAIN
05/09/2023	22MScBC15	Amrutha Rangashree	05-09-2023 09:26:25	05-09-2023 09:51:25	MAIN
05/09/2023	22MBA40	A Venkatesh Nayak	05-09-2023 09:29:55	05-09-2023 12:40:28	MAIN

Page size: 12 107 items in 9 pages

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Fig-09 Libsoft Integrated Library Management Software-Statics Module

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Statistics Graphical Representation Module:

Graphical representation of reports of Materials in Demand, Circulation statistics, best readers, Stock status, Vendor Rating, expenditure analysis, the graphs has been generated as Bar chart or Pie chart or Line chart initially and can be shown in Ascending or Descending order the way user prefers. The graphs can edit and beautified directly by the user before printing in the hard form.

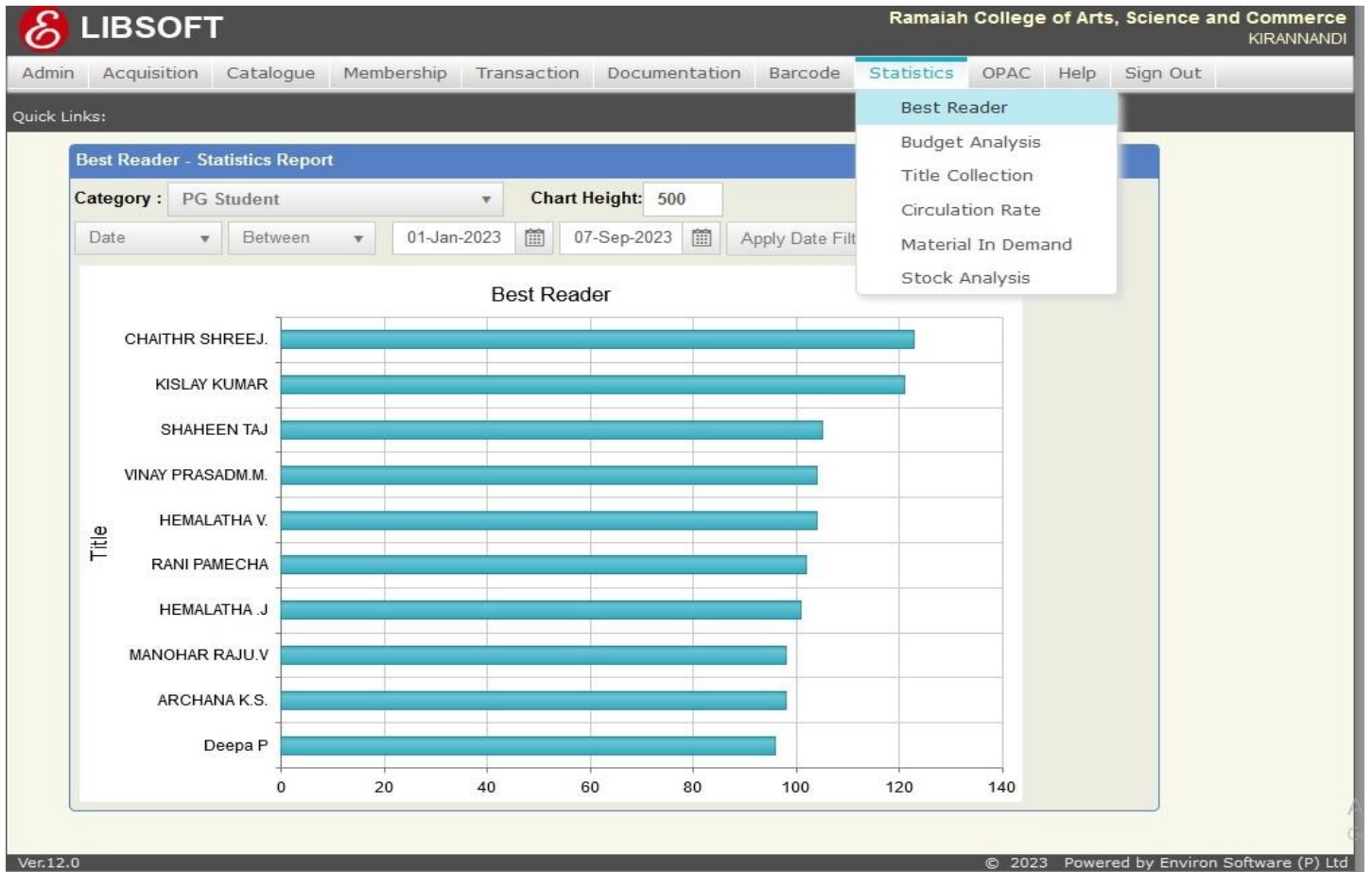


Fig-10 Libsoft Integrated Library Management Software- Statistics Graphical Representation Module

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In & Out Register Module

The Physical usage of Library resources by the students and staff members is captured through Libsoft IN&OUT module. The entry and Exit of Library and Information Centre Users is monitored effectively.

LIBRARY LOG ENTRY

Date: 11-Sep-2023 05:11 PM

ID:

Name: **Yeshaswini. N**

23BCOM019

Status:



Fig-11 Libsoft Integrated Library Management Software- IN & OUT Module

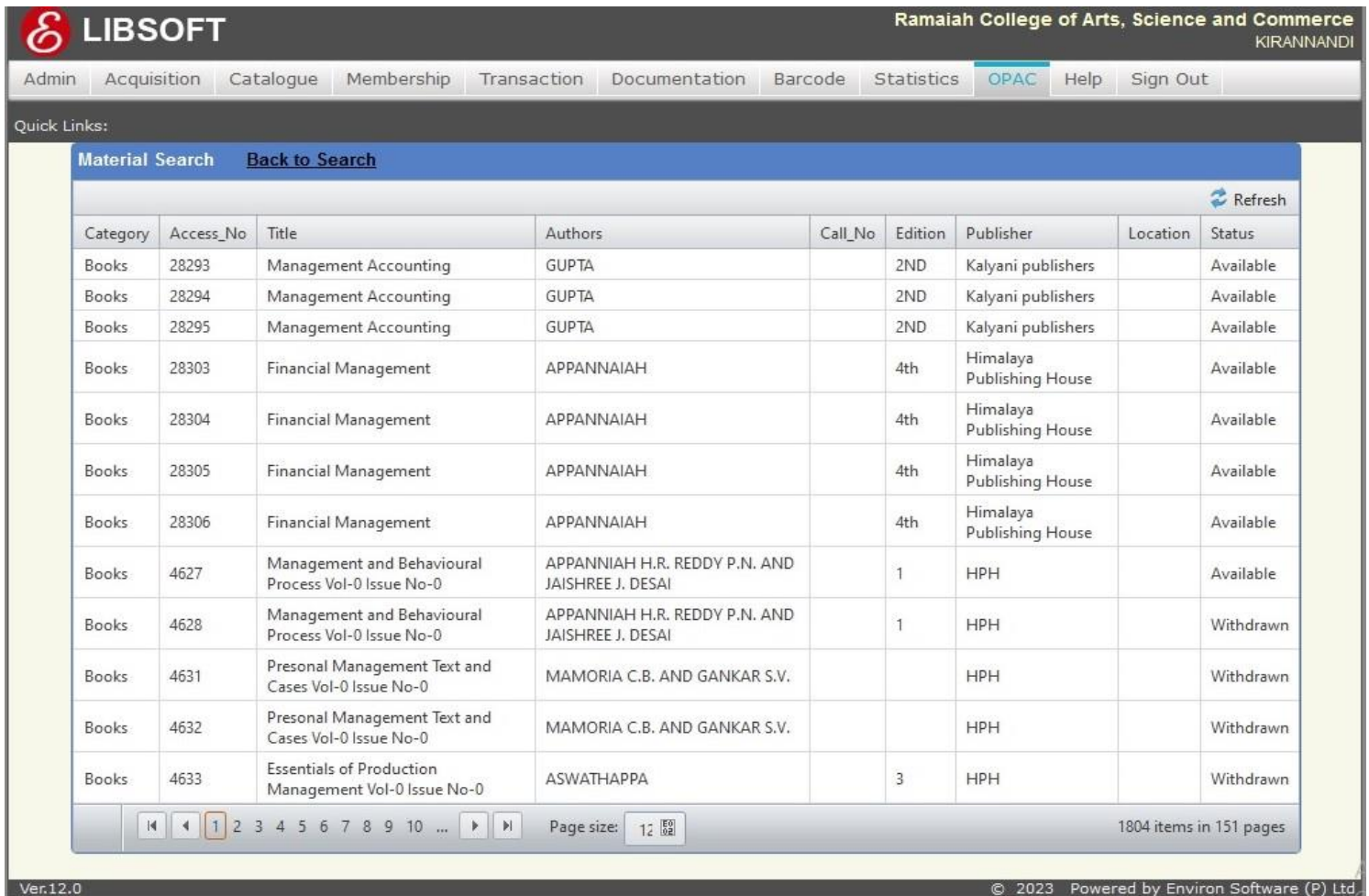
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OPAC:

Online Public Access Cataloguing Search for Books, Journals, CDs, etc., Web Search (connecting to Library Of Congress), Reservation of Items, Material List (Unique Titles), Purchase Requisitions, etc., Digital Library files can be directly viewed from any node on Read only mode. Virtual Library Collections(Articles/Sites) can be directly viewed from any node provide Internet facility is extended to that node.



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Admin Acquisition Catalogue Membership Transaction Documentation Barcode Statistics **OPAC** Help Sign Out

Quick Links:

Material Search [Back to Search](#) Refresh

Category	Access_No	Title	Authors	Call_No	Edition	Publisher	Location	Status
Books	28293	Management Accounting	GUPTA		2ND	Kalyani publishers		Available
Books	28294	Management Accounting	GUPTA		2ND	Kalyani publishers		Available
Books	28295	Management Accounting	GUPTA		2ND	Kalyani publishers		Available
Books	28303	Financial Management	APPANNAIAH		4th	Himalaya Publishing House		Available
Books	28304	Financial Management	APPANNAIAH		4th	Himalaya Publishing House		Available
Books	28305	Financial Management	APPANNAIAH		4th	Himalaya Publishing House		Available
Books	28306	Financial Management	APPANNAIAH		4th	Himalaya Publishing House		Available
Books	4627	Management and Behavioural Process Vol-0 Issue No-0	APPANNIAH H.R. REDDY P.N. AND JAISHREE J. DESAI		1	HPH		Available
Books	4628	Management and Behavioural Process Vol-0 Issue No-0	APPANNIAH H.R. REDDY P.N. AND JAISHREE J. DESAI		1	HPH		Withdrawn
Books	4631	Personal Management Text and Cases Vol-0 Issue No-0	MAMORIA C.B. AND GANKAR S.V.			HPH		Withdrawn
Books	4632	Personal Management Text and Cases Vol-0 Issue No-0	MAMORIA C.B. AND GANKAR S.V.			HPH		Withdrawn
Books	4633	Essentials of Production Management Vol-0 Issue No-0	ASWATHAPPA		3	HPH		Withdrawn

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Fig-12 Libsoft Integrated Library Management Software- OPAC Module

DEPARTMENT OF LIBRARY AND INFORMATION CENTRE

2022-23

4.2.1 – LIBRARY IS AUTOMATED USING INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS)

Name of ILMS software	LibSoft
Nature of automation (fully or partially)	Fully
Version	12.0.0
Year of Automation	2007
Year of Up-gradation (12.0.0 Version)	October 18, 2021

Bill and Payment Details of New Version Up-gradation of ILMS:



RAMAIAH
College of Arts, Science
& Commerce

ಎಮ್ ಎಸ್ ರಾಮಯ್ಯ ಕಲಾ, ವಿಜ್ಞಾನ ಮತ್ತು ವಾಣಿಜ್ಯ ಕಾಲೇಜು

M S Ramaiah College of Arts, Science and Commerce

Re-accredited 'A' by NAAC, Permanently Affiliated to Bengaluru City University,
Approved by Government of Karnataka, Approved by AICTE, New Delhi,
Recognized by UGC under 2f & 12B of UGC act 1956



(National Institutional Ranking Framework, Ministry of Education, Govt of India)
Ranked 62nd in NIRF India Ranking by MHRD, New Delhi
DBT Star College Scheme

Ref: RCASC/LIB/2022/03

09-11-2022

Environ Software Pvt. Ltd.,
60/4, 4th Floor, Hosur Main Road,
Konappana Agrahara,
Electronic City, Bengaluru – 560 100
☎ 080 2852 2191

Dear Sir/Madam,

Subject: ILMS LibSoft 12.0.0 AMC Renewal for Year 2022-23.

Reference: Invoice No. 22230097, Dated on 25-08-2022.

With reference to above subject, we would like to renewal of Integrated Library Management System (ILMS) LibSoft 12.0.0 Annual Maintenance Contract (AMC) from November 2022 to November 2023.

Hence, please find enclosed Cheque No. '001452', Dated on 08-11-2022, amount of ₹ 12,000.00 from Bank of Baroda, MSRIT Branch, Bengaluru – 560 054.

Kindly accept and acknowledge the following address;

The Principal,
Ramaiah College of Arts, Science and Commerce
MSR Nagar, MSRIT Post, Mathikere,
BENGALURU – 560 054
Karnataka (India)
☎ 080 2360 0966 / 8597 / 6905

With Regards,

(Mr. V B Bentoor)
LIBRARIAN

M.S.Ramaiah College of Arts,

(Dr. Vatsala G)
Principal,

M S Ramaiah College of Arts, Science & Commerce



बैंक ऑफ बड़ोदा
Bank of Baroda

जारी की गई तारीख से तीन माह के लिए वैध / VALID FOR THREE MONTHS FROM THE DATE OF ISSUE

एमएसआरआईटी-बेंगलूर शाखा, बेंगलूर 560054
MSRIT, Bengaluru BRANCH, BENGALURU 560054
RTGS/NEFT IFSC CODE : BARB0VJMSRI

CBS

चालू खाता / CURRENT ACCOUNT

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Or Bearer

Rupees रुपये

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₹

****12,000.00**

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A/c. No.

89250200000037

73000000205298

FOR M.S.RAMAIAH COLLEGE OF ARTS, SCIENC

AUTHORISED SIGNATORY
Please sign above

CA/2012/MT

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College of Arts, Science &
Commerce

ಎಮ್ ಎಸ್ ರಾಮಯ್ಯ ಕಲಾ, ವಿಜ್ಞಾನ ಮತ್ತು ವಾಣಿಜ್ಯ ಕಾಲೇಜು
M S Ramaiah College of Arts, Science and Commerce
Re-accredited 'A' by NAAC, Permanently Affiliated to Bengaluru City University,
Approved by Government of Karnataka, Approved by AICTE, New Delhi,
Recognized by UGC under 2f & 12B of UGC act 1956
nirf (National Institutional Ranking Framework, Ministry of Education, Govt of India)
Ranked 55th in NIRF India Ranking by MHRD, New Delhi
DBT Star College Scheme

DEPARTMENT OF LIBRARY AND INFORMATION CENTRE

October 12, 2022

✓ For AMC Renewal of ILMS LibSoft 12.0.0 for the year of 2022-23:

Balance Sheet Category – Library E-Resources Subscription

₹	DD/Cheque Payment	Online Payment
12,000	' Environ Software Private Limited' Payable @ New Delhi Bangalore	Beneficiary Name : Environ Software Private Limited Bank Name : Union Bank of India Branch : Electronic City, Bengaluru. A/c No. : 139811011000065. IFSC : UBIN0813982. (Fifth number is zero)

Enclosed;

- 1.AMC Renewal Letter
2. Previous Year Subscription Details (Photocopies).
3. Library Budget for the Academic Year 2022-23.

Prepared and Submitted by;


Librarian 12/10/2022


Manager
(Accounts & Administration)


PRINCIPAL

For kind approval


Chief of Finance


Chief Executive

INVOICE

P.O No: M.S.Ramaiah College Of Arts & Science, M.S.Ramaiah Nagar, Bangalore - 560054.	Invoice No:	90
	Date:	4-NOV-2022
	GST No:	29AAACE8466F1ZE
	PAN No:	AAACE8466F
	State Code:	29

S.NO	Particulars	Qty	Amount(Rs)
1	Libsoft - Library Management System Annual Maintenance Contract (AMC) Renewal for 2022-2023.	1	10170.00
	CGST 9%		915.00
	SGST 9%		915.00
	Total		12000.00
	Advance		0.00
Total Amount in words: Twelve Thousand Rupees only.		Balance	12000.00

Payment Terms:

Payment to be done by cheque / draft in favour of **Environ Software Pvt Ltd.** Payable at Bangalore.

NEFT Details:

Name	Environ Software Pvt Ltd.
A/C No	139811011000065
Bank and Branch	Union Bank Of India, Electronic City , Bangalore
IFSC Code	UBIN0813982

For Environ Software (P) Ltd.



Authorized Signatory

AD 2000+ Technology towards B&E 2000 Nature

Environ Software Pvt. Ltd.



OFFER FOR MAINTENANCE OF LIBSOFT AT MSRCASC- MSR COLLEGE OF ARTS, SCIENCE & COMMERCE.

Quote.No: 22230097

Date: 8/25/2022

CUSTOMER:

SUPPLIER:

**M.S.Ramaiah College Of Arts & Science,
M.S.Ramaiah Nagar,
Bangalore - 560054.**

**Environ Software Pvt. Ltd.
60/4, 4th Floor, Hosur Main Road,
Konappana Agrahara,
Electronic City, Bangalore-560 100.
Ph:080 2852 2191, 9449750282
GST No.29AAACE8466F1ZE**

I. OBJECTIVE

Offer for one year maintenance and upgradation of Libsoft (Library Automation Software)

II. HISTORY OF ENVIRON SOFTWARE

Environ Software (P) Ltd is a multi-disciplinary software development and consulting firm focusing primarily on development of software for educational institutions i.e. Library automation software – **LIBSOFT** and institution Management system software **e-Institute**. Incorporated in 1998, Environ houses a team of highly skilled and dedicated staff, specializing in Mechanical Engineering and Computer Science. Environ products are absolutely user friendly which requires minimal training. The highlights of the products of Environ are interactive, high quality GUI utilities, which promises enhanced performance.

III. ENVIRON-LIBSOFT

Libsoft is a multi user package, web based and developed by a team of library professionals and software professionals for effective Management of a library from all aspects. It is designed and developed to cater the needs of various types of libraries such as university libraries, college libraries, school libraries, etc. and the software package has proved its efficiency in the management of library over the last few years and installed over 170 institutions including Engineering, Medical, Arts & science and Management institutions.

IV. WARRANTY AND MAINTENANCE

Software maintenance with hot line user support (written and telephone) in the software utilization is offered free for one year from the time of Installation. Recommend taking up AMC for continued maintenance. The following services will be provided during Annual Maintenance Contract.

Four visits per year based on your requirements and attending your problem within one day if there is a high priority issue otherwise three days after registering the complaint. After four visits, each visit will be charged at Rs. 3000/- (Rupees three thousand only). The visits would be considered as 'one visit' till the complaint is solved, irrespective of number of Engineers and no of days that they are engaged to resolve it. For outside of Bangalore, the client to be paid TA and accommodation during AMC.

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