



**ASHUTOSH MUGLIKAR & CO.,
COMPANY SECRETARIES**

CERTIFICATE

[PURSUANT TO NOTIFICATION ISSUED BY MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (DEPARTMENT OF CONSUMER AFFAIRS) DATED DECEMBER 28, 2021 —IN EXERCISE OF THE POWERS CONFERRED BY CLAUSE (ZG) OF SUB-SECTION (2) OF SECTION 101 READ WITH SECTION 94 OF THE CONSUMER PROTECTION ACT, 2019]

CERTIFICATE BY A COMPANY SECRETARY IN PRACTICE

I, **Ashutosh Muglikar**, Proprietor of **Ashutosh Muglikar & Co., Company Secretaries**, have examined the registers, records and books and papers of **NETSURF COMMUNICATIONS PRIVATE LIMITED (CIN: U74110PN2000PTC142615) (the Company)** as required to be maintained under the **Consumer Protection (Direct Selling) Rules, 2021 (the Rules)** as on March 14, 2022.

In my opinion and to the best of my information and according to the examinations carried out by me and explanations furnished to me by the Company, its officers and agents, I certify that:

- A. The Company has maintained the following records at its registered office address either physically or electronically as per Rule 4:

Sr. No.	Document	Issued by	Link
1.	Certificate of Incorporation	Ministry of Corporate Affairs	CoI
2.	Memorandum of Association and Articles of Association;	Latest Copy of the MoA and AoA as on today appearing on the website of the Ministry of Corporate Affairs	MoA & AoA
3.	Permanent Account Number and Tax Deduction and Collection Account Number	Issued by the Income Tax Department, Ministry of Finance	PAN And TAN
4.	Goods and Service Tax Registration	Issued by GST Department	GST Documents Under Tab Company Info-NCPL GST Docs
5.	Goods and Service Tax Returns	Uploaded on GST Portal by the Company	GST Documents Under Tab Company Info-NCPL GST Docs
6.	Income Tax Returns	Uploaded on Income Tax Portal by the Company	ITR Acknowledgment
7.	Balance Sheet, Audit Report and such other relevant reports	As duly audited by the Auditor of the Company and signed and approved by the Board of Directors and accepted by the Members of the Company	Standalone Balance Sheet and Auditors Report Thereon
8.	Certificate of Importer-Exporter code	Issued by Directorate General of Foreign Trade.	IEC
9.	License issued under the Food Safety and Standards Authority of India Act, 2006 (34 of 2006) for the purposes of manufacture or sale of food items	Issued by Food Safety and Standards Authority of India	FSSAI License



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10.	License and Registration Certificate issued under the Drugs and Cosmetics Act, 1940	Health and Family Welfare Department, Himachal Pradesh	<u>Drugs and Cosmetics License</u>
11.	Certificate of Registration of Trademark	Trademark Registry	<u>Trademarks</u> Under "Company Info-Trademark Registrations"

B. The Company has maintained the following records at its registered office address either physically or electronically as per Rule 5:

Sr. No.	Document	Details	Link
1.	Certificate of Incorporation	The entity is duly incorporated under the Companies Act, 1956 and Certificate of Incorporation issued by the Ministry of Corporate Affairs is uploaded.	<u>Col</u>
2.	Minimum one physical location as its registered office within India.	Form INC-22 filed with the Registrar of Companies is duly uploaded on the website.	<u>INC-22 Activ</u>
3.	Self-Declaration	Self-declaration to the effect that Company has complied with the provisions of these rules and is not involved in any Pyramid Scheme or money circulation scheme.	<u>Self-Declaration</u>
4.	Proper and updated website with all relevant details of that entity	The Company is currently maintaining a proper and updated website with all relevant details of the entity.	<u>Company Website</u>
5.	Contact information which is current and updated	Following details are updated on the website: Customer Care: Contact Number: 080691 92222 Time: Monday - Saturday From 10.00 am - 7.00 pm	<u>Company Website</u>
6.	Details of its nodal officer, grievance redressal officer	Following details are updated on the website: Grievance Officers: West Zone: States included: Maharashtra, Gujarat Grievance Officer: Kevin Langaliya Contact no.: 97377 71119 Email : kevin@netsurfnetwork.com Central + North Zone: States included: Delhi, Agra, Chandigarh, Gorkhapur, Lucknow Grievance Officer: Rachit Sinha Contact no.: 99115 39066 Email : rachit@netsurfnetwork.com North East + East Zone: States included: Bhubaneshwar, Kolkata, Patna Grievance Officer: Dilip Dhage Contact no : 96570 03100 Email : dilip.dhage@netsurfnetwork.com South Zone: States included: Karnataka, Andhra Pradesh, Kerela, Tamil Nadu Grievance Officer: Satish Valsange Contact no.: 98811 51533 Email: satish.valsange@netsurfnetwork.com Nodal Officer	<u>Grievance Officers</u> And <u>Nodal Officer</u>



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		Sharad Jagtap Email ID: sharad@netsurfnetwork.com Contact: +91 9422324514	
7.	Management	Detailed background and information regarding the management has been updated.	<u>Management Team</u>
8.	Products and product information	Detailed information and background regarding the products is duly uploaded on the website.	<u>Product List and Details</u>
9.	Pricing	Pricing Policy has been updated on the website.	<u>Pricing Policy</u>
10.	Grievance redressal mechanism for consumers	Detailed information and background regarding Grievance Redressal Mechanism has been posted on the website of the Company.	<u>Grievance Redressal Mechanism</u>

Management Declarations to us:

C. The Company and its Management has confirmed to us in writing that the:

- I. Company owns, holds or is the licensee of trademarks, service marks or any other identification marks which identify the Company with the goods or services to be sold or supplied by them and that, they do not give commissions, bonus or incentives on sale of goods or services of which the Company is not the owner, holder or licensee of trademark, service mark or other identification marks.
- II. Company has obtained all applicable trade registrations and licenses, including Permanent Account Number and Goods and Services Tax Registration in various states they operate in.
- III. Company has a prior written contract with its direct sellers in order to authorize them to sell or offer to sell its goods or services, and the terms of such agreement are just, fair and equitable.
- IV. Company has ensured that all its direct sellers have verified identities and physical addresses and they have issued identity cards and documents only to such direct sellers;
- V. Company has created adequate safeguards to ensure that goods and services offered by its direct sellers conform to applicable laws;
- VI. Company shall be liable for the grievances arising out of the sale of goods or services by its direct sellers.

D. The Company and its Management has confirmed to us in writing that the:

- I. Company owns and operates the URL: <https://netsurfnetwork.com/> only.
- II. Company has prominently displayed/uploaded the following details on its website as on today:
 - a) registered name of the direct selling entity;
 - b) registered address of the direct selling entity and of its branches;
 - c) contact details, including e-mail address, fax, land line and mobile numbers of its customer care and grievance redressal officers;
 - d) a ticket number for each complaint lodged through which the complainant can track the status of the complaint;
 - e) information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism and such other information which may be required by the consumers to make informed decisions;
 - f) information on available payment methods, the security of those payment methods, the fees or charges payable by users, the procedure to cancel regular payments under



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those methods, charge-back options, if any, and the contact information of the relevant payment service provider which may be accessed [Here](#).

- g) total price of any goods or service in single figure, along with its break-up price showing all compulsory and voluntary charges, including delivery charges, postage and handling charges, conveyance charges and the applicable tax;
- h) correct and complete information at pre-purchase stage to enable buyers to make informed purchase decisions, and such information shall, in addition to the mandatory declarations to be provided under the Legal Metrology (Packaged Commodities) Rules, 2011, contains the following information, namely:—
- the name of purchaser and seller;
 - description of goods or services;
 - quantity of goods or services;
 - the estimated delivery date of goods or services;
 - the process of refund;
 - warranty of the goods;
 - exchange or replacement of goods in case of it being defective;
 - all contractual information required to be disclosed by or under any law for the time being in force.

The details as stated above can be accessed [Here](#).

Place: Pune
Date: March 14, 2022

For Ashutosh Muglikar & Co.,
Company Secretaries
(ICSI Unique Code: I2011MH865900)

CS Ashutosh Muglikar
Membership FCS 10354
Certificate of Practice: 10344
UDIN: F010354C002923143

Disclaimer:

1. *The above certificate is based on the documents/papers and records provided to us by the Company.*
2. *The certificate is based on our understanding of facts and the legal position prevailing as on the date of issue of the certificate and hence, any subsequent change in applicable laws may require modification of all or part of the certificate for which we shall not be responsible unless specifically requested by the Company.*
3. *We assume no responsibility to update the certificate for events and circumstances occurring after the date of this certificate, unless specifically requested by the Company.*
4. *The conclusions reached and views expressed are matters of opinion based on our understanding of the related laws, rules, notifications, circulars etc and our study of the books/papers and records of the Company.*