BSES Rajdhani Power Ltd.

BSES RAJDHANI POWER LIMITED

NOTICE INVITING TENDER (NIT)

for
"Business Functions for Electricity Distribution work in BRPL"

NIT No.: CMC/BR/25-26/FK/CR/DG/1294

Dated: 12.08.2025

Due Date for Submission of Tender: 01.09.2025, 15.30 HRS

Date and time of opening: 01.09.2025, 15.45 HRS

BSES RAJDHANI POWER LIMITED,
BSES Bhawan, Nehru Place, New Delhi – 110019.
Corporate Identification Number: U74899DL2001PLC111527
Website : www.bsesdelhi.com

BRPL

(This document is meant for the exclusive purpose of bidding against this NIT Number /Specification and shall not be transferred, reproduced, or otherwise used for purposes other than that for which it is specifically issued).

BSES Rajdhani Power Ltd.

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BSES Rajdhani Power Ltd.

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SECTION – I

REQUEST FOR QUOTATION (RFQ)

BSES Rajdhani Power Ltd.

SECTION – I REQUEST FOR QUOTATION (RFQ)

1. GENERAL

BSES Rajdhani Power Limited invites sealed tenders on a "Single Stage: Two Envelope" bidding basis (Envelope –I, Techno-Commercial Bid & Envelope-II, Price Bid) from eligible Bidders for "Business Functions for Electricity Distribution work in BRPL".

1.1 The bidder must **qualify the requirements** as specified in heading "Qualifying Requirements" of this RFQ.

1.2 The sealed envelopes shall be duly super-scribed as:

NIT No.: CMC/BR/25-26/FK/CR/DG/1294 Dated: 12.08.2025

for

"Business Functions for Electricity Distribution work in BRPL**"**

1.3 Schedule of the tendering process is given below. Detailed Specification, Scope of Work, Terms & Conditions, etc are mentioned in the Tender documents, which is available on our website.

Cost of Tender Documents (Non- Refundable)	Rs.5900/- (including GST)
Earnest money Deposit	Rs 35 Lakh
Duration of the Work	36 Months
Tender documents on sale	12/08/2025 to 31/08/2025 (Working days)
Date & time of Submission of Bid	01/09/2025, 15.30 HRS
Date & time of opening of Techno-Commercial Bid	01/09/2025, 15.45 HRS

1.4 The tender document can be obtained from address given below against submission of non-refundable demand draft of Rs.5900/- drawn in favour of BSES Rajdhani Power Ltd, payable at Delhi:

Head of Department
Contracts & Material Dept.
BSES Rajdhani Power Limited
Ist Floor, "C" Block,
BSES Bhawan Nehru Place,
New Delhi -110019.

1.5 Only DD shall be accepted for tender fees.

1.6 The tender documents will be issued on all working days up to the date mentioned in clause 1.3. The tender documents & detail terms and conditions can also be downloaded from the website www.bsesdelhi.com. In case tender documents are downloaded from the above website, then the bidder has to enclose a separate demand draft covering the cost of bid documents.

2. POINTS TO BE NOTED

2.1 Works envisaged under this contract are required to be executed in all respects up to the period of completion/ duration of work mentioned above.

2.2 Only those agencies, who fulfil the qualifying criteria as mentioned in clause 3 should submit the tender documents.

2.3 BSES RAJDHANI Power Ltd reserves the right to accept/reject any or all bids without assigning any reason thereof and alter/amend/modify/add/reduce the amount and quantity mentioned in the tender documents at the time of placing Order

2.4 The bid will be summarily rejected if:

a) **Earnest Money Deposit (EMD)**and **Tender Fee** of requisite amount is not deposited as per tender conditions

b) Bid received after due date and time.

3. EMD

3.1 The bidder shall furnish, as part of its bid, an EMD of the requisite amount. The EMD is required to protect the Company against the risk of Bidder‘s conduct which would warrant forfeiture. The EMD shall be denominated in any of the following forms:

a) BG from nationalized / Scheduled Bank, as per the format annexed in the tender document, in favour of BSES Rajdhani Power Limited valid for 6(six) months from original due date of bid submission.

b) Fixed Deposit (lien marked in favor of BSES RAJDHANI POWER LTD) valid for 6(six) months from original due date of bid submission.

3.2 Please note that bank details as given below have been provided only for the purpose of making BG for EMD.

Beneficiary Name	BSES Rajdhani Power Limited
Bank Name	State Bank of India
A/c	40214783615
IFSC Code	SBIN0009601

3.3 The EMD of the bidders who are not technically qualified shall be returned after the price bid opening.

3.4 Earnest money given by all the bidders who are techno commercially qualified except the lower bidder shall be returned within 8 (Eight) weeks after award of the work.

3.5 The EMD of the successful bidder shall be returned on submission of CPBG as per tender terms.

3.6 The EMD may be forfeited in case of:

a) The Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form

or

b) The successful Bidder does not:

- accept the Purchase Order/Work Order, or
- furnish the required CPBG as per tender terms

c) The bidder is found to have submitted false or forged, any of the documents / certificates/ information

4. QUALIFYING REQUIREMENTS (QR)

The prospective bidder must meet all of the following qualifying requirements to be eligible to participate in the bidding.

4.1 Technical QR:

(i) The bidder individually or as a group company(#) should have experience for providing services in the Meter reading, bill distribution and recovery work in any power distribution Utilities / SEB's /Discoms / other govt. organizations for not less than continuous 06 months within last 5 financial years (FY21 to FY25).

OR

The Bidder should have experience working as Distribution Franchisee of any DISCOM having minimum 50,000 consumers with the task of Meter reading, bill distribution, recovery work and other business/commercial functions for not less than continuous 06 months within last 5 financial years (FY21 to FY25).

(#) A group company means if the same company owns them (i.e. they have the same parent company) or one of them owns the other (i.e. one is subsidiary of the other). Bidder shall submit the supporting documents for the same.
"Group Company" means two or more enterprises which, directly or indirectly, are in a position to (a) exercise 26 %, or more of voting rights in other enterprises; or (b) appoint more than 50%, of members of board of directors in the other enterprises.

(ii) The bidder should have requisite skills, knowledge, expertise, experience, and system as per the requirement of the company and the capability to act as an SLA contractor with the trained and experienced person of the requisite skill and knowledge to perform the function. Organisation chart of bidder indicating Executive / technical staff with educational qualification and experience needs to be submitted along with the bid. Details of project execution or Distribution Franchisee work of similar nature carried out by bidder as mentioned in scope of work in last five (5) years shall be submitted.

(iii) Performance certificates of the qualifying contracts of same or similar area of work or in the SLAs of similar nature completed successfully shall be submitted by bidder. In case the bidder is a distribution franchisee, it can submit the copy of Distribution Franchisee Agreement alongwith performance certificate of ongoing work.

(iv) Bidder should have an office in Delhi NCR or shall open an office in Delhi NCR within 15 days from the date of LOI/Award of contract. Bidder to submit undertaking/details of such office on their letterhead. The office should have fully fledged statutory compliance team and the Head/ In-charge of this office should be competent enough to take all decisions related to this contract.

4.2 Financial QR:

(i) The bidder must have executed a single order of minimum value of Rs 18 Crore or two orders of minimum value Rs 11 Crore each or three orders of minimum value Rs 9 Crore each in the field of Project execution or maintenance work of Distribution Network in the last seven financial years (FY19 to FY25). The completed cost will be escalated by BRPL @8% compounded rate for each completed year, ending March 31st for the assessment purpose.

OR

The Bidder should have experience working as Distribution Franchisee of any DISCOM having minimum 50,000 consumers with the task of Meter reading, bill distribution, recovery work and other business/commercial functions for not less than continuous 06 months within last 5 financial years (FY21 to FY25).

(ii) The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e., FY25, FY24 & FY23) should not be less than Rs 50 Crore. The bidder shall submit the Annual Turnover Report of the last 3 FYs duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number. In case audited balance sheet of FY 24-

25 is not available then bidder can submit provisional balance sheet for FY 24-25 alongwith UDIN based CA certificate.

(iii) The bidder should have net worth of Rs 9 Crore as on the last day of the preceding financial year on the date of bid submission. The bidder shall submit the Certificate of Net Worth duly certified by Chartered Accountant for the last financial year i.e. FY 2024-25. The Net worth certificate must have UDIN Number.

(iv) Bidder must provide proof of having solvency of an amount equal to Rs 6 Crore from any nationalized/ scheduled commercial bank. It should not be older than 30 days from the date of submission of Techno-Commercial bid.

(v) Bidder should have valid Registration of GST & PAN.

(vi) Bidder should fulfil all statutory compliances like PF, ESI registration, etc.

(vii) Entities that have been currently debarred/blacklisted by any Private/central/state government institution including electricity boards in India, any of the DISCOM in India, lacks qualifying pre-requisites to participate in this tender will not be considered. Accordingly, an undertaking by the Authorized Person along with other documents to be provided by the bidder on its letter head in this regard, confirming in clear terms, that the contractor has not been debarred/blacklisted as on the date of submission of the bid. Bidders who is currently debarred/ blacklisted/ suspended by BRPL will not be considered in this tender.

(viii) The bidder should give an undertaking by the Authorized Person on their letterhead that all the documents/certificates/information submitted by them against the tender are genuine/true/correct and the copies of documents have been made from the original document/s. Further, in case any of the documents/certificates/information submitted by the bidder is found to be false or forged, BRPL at its sole discretion shall be free to take all actions as permitted under law, including forfeiture of EMD and disqualification from participation in the future tenders of BRPL & Its group companies for indefinite period or period as may be decided by BRPL.

(ix) The bidder should submit an undertaking for “No Litigation” / no legal case is pending with BRPL or its Group Companies. Bidders having any litigation/ legal case pending with BRPL shall not be considered qualified for this tender.

4.3 Other Requirements:

(a) Company reserves the right to carry out technical capability/ infrastructure assessment of the Bidders by factory/office/site inspection or by any other means and company's decision shall be final in this regard.

(b) The bidder shall submit all necessary documentary evidence to establish that the Bidder meets the above qualifying requirements including but not limited to following:

i. Last three Financial Years (FY 22-23, FY 23-24 & FY 24-25) audited financial statement.
ii. Bidder to submit UDIN based CA Certificate showing NIL dues towards Statutory Liabilities, including GST, Taxation, PF, ESI, or any other dues Statutory in nature for the period upto 31.03.2025, herein collectively called as "Statutory dues" and there is no liability over the bidder relating to deposition of such statutory dues.
iii. Detail of Banks& Fund & Non-fund-based Credit limit
iv. Details of formation/registration of the firm (Proprietary/ Partnership) or Company along with all relevant details)
v. Memorandum & Articles of Association of the Company/ Partnership Deed of the Firm /other registration documents, as applicable
vi. Organization Chart of the Bidders Company/organisation
vii. Organisation chart for execution of the contract comprising of Technically Qualified manager, Safety officer as per CEA guidelines, HR manager, Diploma / Graduate Engineers etc.
viii. Experience details with credentials
ix. Number of Employees & necessary details
x. Details of office/s in Delhi, Details of Registered and Corporate offices and details of other offices/establishments in India.
xi. Work order copies along with performance certificates in support of relevant experience
xii. Turnover certificate issued by CA (along with UDIN no.) for the last three Financial Years.
xiii. Networth certificate as elaborated in financial QR
xiv. List of pending litigation with government/other institution on account of executing any order.

xv. Copy of ESI/PF Registration certificate
xvi. Copy of PAN/GST no.
xvii. Copy of GST Return of last Financial Year.
xviii. Copy of valid Electrical License
xix. Non-Disclosure Agreement (NDA) as per format attached
xx. Bidder's details as per format attached
xxi. Solvency Certificate
xxii. An undertaking to provide all Tools & Plants, Safety Kits, PPEs Gadgets and uniforms as per tender scope.

(c) The bidder should enclose performance certificates in support of relevant experience.

(d) For Existing vendors of BRPL, the evaluation will also include the performance in the existing contracts via-a-vis performance in terms of HR issues, all statutory Compliance parameters and wages disbursement by Vendors. BRPL reserves the right to qualify or disqualify their bid based on the contract performance despite them meeting the above-mentioned qualification requirements.

(e) BRPL may ask for such other documents as it deems fit for substantiating/ justifying the submissions made by the bidder.

5. PRE-BID MEETING:

A pre-Bid meeting shall be organised physically at the time and date as specified in the tender documents in the presence of those bidders or their authorized representatives who may choose to be present.

All queries related to this tender must reach to C&M Department of BRPL at least three days before the date of the pre- bid meeting. All the bidder's queries shall be replied to in the pre-bid meeting. In case any change is required in the tender document the same shall be effected in the form of corrigendum to this tender. The bidder or their representatives who intend to bid and who have either purchased tender documents or will pay tender fees for downloaded documents are invited to attend the pre-bid meeting. Corrigendum, if any, to the tender document shall be hosted on the website subsequent to the pre-bid meeting. Bidders are requested to submit their offer strictly in line with this tender document & corrigendum if any.

6. BID SUBMISSION

6.1 The bidders are required to submit the bid in 2(two) parts and in original& duplicate (total 2 copies) at the following address:

Head of Department,
Contracts & Material Department,
BSES Rajdhani Power Limited,

6.2 Technical bid documents along with commercial terms and conditions shall also be submitted in Pen Drive. No price bid shall be submitted in Pen Drive. The PEN Drive should be owned by Bidder. The bidder shall ensure that the Pen Drive is free from all viruses/malware. The pen drive once submitted shall not be returned.

6.3 This is a two part bid process. Bidders are to submit the bids in 2(two) parts. Both these parts should be furnished in separate sealed covers super scribing **NIT no. DUE DATE OF SUBMISSION, with particulars as PART-A Techno-Commercial Bid and Part-B PRICE BID** and these sealed envelopes should again be placed in another sealed envelope which should be super scribed with **– "Tender Notice No.& Due date of opening".** The same shall be submitted before the due date & time specified.

6.3.1 **PART A: TECHNO-COMMERCIAL BID, UNPRICED (Envelop-1):**

The first sealed envelope shall contain an Unpriced Techno-commercial bid in paper form (hard copies) and envelope super-scribing **PART-A Techno-Commercial Bid**. The details to be submitted in techno-commercial bids are given below:

a) General information about bidder
b) Documentary evidence in support of all the qualifying criteria as per clause 4.0,
c) EMD of requisite amount
d) Non-refundable separate demand draft for Rs. 5900/- In case the forms are downloaded from the website
e) Technical Literature if any.
f) Details of experience of works of the same or similar nature. Copy of work orders and performance certificates.
g) Power of attorney
h) Acceptance to Commercial Terms and Conditions viz Delivery schedule/period, Payment terms, BG etc
i) Any other relevant document to support bidder meeting QR

Techno-Commercial Bid should not contain any cost information whatsoever and shall be submitted within the due date. After techno-commercial evaluation, the list of techno-commercially qualified bidders will be posted immediately on the BSES website.
The bidder should submit complete tender document along with all corrigendum (if any) published against this NIT at our website, signed and stamped with bidder's seal as an acceptance of all the terms & conditions of the Tender.

6.3.2 **PART B: PRICE BID (Envelop-2):**

The second sealed envelope shall contain Price bids in paper form (hard copies and envelope super-scribing **PART-B Price Bid** on it. The details to be submitted in the Price bid are given below:

a) **PRICE BID** shall Comprise of Prices **strictly** in the Format enclosed in SECTION VI. Any change in price bid format, content may lead to rejection of the bid.

b) Price Bid will be opened after techno-commercial evaluation of all the bids and only of the qualified bidders.

6.3.3 FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION

Reverse Auction (RA) shall be conducted for finalization of contract and the details of the price bid shall not be shared with bidders. The qualified bidders will participate in reverse auction through SAP-SRM tool. The RA process shall be governed by the terms and conditions enclosed as Annexure-IV in this tender document. Training/details shall be provided to bidders before participation in auction. In case RA is not conducted /concluded for any reasons, a "final no regret" financial bid in a sealed envelope will be called for from all qualified bidders. Notwithstanding anything stated above, the Company reserves the right to assess bidders' capability to perform the contract, should the circumstances warrant such assessment in the overall interest of the Company. In this regard, the decision of the Company shall be final and binding on the bidders.

7. TIME SCHEDULE

The activities and their timelines are given hereunder which needs to be adhered by the bidders.

S. No.	Activity	Description	Due date
1	Submission of Technical & Commercial Queries, if any	All Queries related to NIT	20.08.2025
2	Pre-Bid Meeting	Discussion queries on pre-bid	22.08.2025
3	Submission of Techno-Commercial & Price Bid	Unpriced Techno-Commercial & Price Bid in separate sealed envelopes	01.09.2025
4	Opening of Techno-Commercial Bid	Opening of PART-A	01.09.2025
5	Opening of Price Bid	Opening of PART-B of only the techno- commercially qualified bidders (List of bidders will be published at our Website)	To be informed separately
6	Reverse Auction	As per RA Terms	Schedule will be intimated to eligible bidders through

S. No.	Activity	Description	Due date
			email from email id: BRPL.Eauction@relianceada.com

8. AWARD DECISION

8.1 Company intends to award the business on a lowest bid basis at circle level, so bidders are encouraged to submit the bid competitively. The decision to place order/LOI solely depends on Company on the cost competitiveness across multiple lots, quality, delivery and bidder 's capacity, in addition to other factors that Company may deem relevant.

8.2 The Company reserves all the rights to award the contract to one or more bidders who meet the execution requirement or nullify the award decision without assigning any reason thereof.

8.3 In case the performance of any contractor is found unsatisfactory during the execution process, the award will be cancelled and BRPL reserves the right to award the work to another contractor(s) who will be found eligible/fit.

8.4 The abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BRPL on this shall be final and binding on the bidders.

8.5 The bidding firms are advised to quote their Margin / Administrative Service Charges accordingly. BRPL reserves the right to reject the bids quoted with abnormally higher or abnormally lower individual activity rates. The criteria decided by BRPL on this shall be final and binding on the bidders and will not be open for discussion under any circumstances

9. MARKET INTEGRITY

9.1 We have a fair and competitive marketplace. The rules for the bidders are outlined in the Terms & Conditions of the tender documents. Bidders must agree to these rules prior to participating in the tender. In addition to other remedies available, we reserve the right to exclude a bidder from participating in future markets due to the bidder's violation of any of the rules or obligations contained in the Terms & Conditions. Bidder(s) who violate the marketplace rules or engage in behaviour that disrupts the fair execution of the marketplace restricts a bidder from participation in future tenders of BRPL to a length of time as decided by BRPL, depending upon the seriousness of the violation . Examples of violations include, but are not limited to:

a) Failure to honour prices submitted to the market place.

b) Breach of the terms published in Request for Quotation/NIT

c) Misrepresentation of facts, submitting false and fabricating documents

10. CONFIDENTIALITY

10.1 All information contained in this tender document is confidential and may not be disclosed, published or advertised in any manner without written authorization from BRPL. This includes all bidding information submitted.

10.2 All tender documents remain the property of BRPL and all bidders are required to return these documents to BRPL upon request.

10.3 Bidder(s) who do not honour these confidentiality provisions will be excluded from participating in future bidding events.

10.4 The bidder shall sign a Non-Disclosure Agreement (NDA) in the format attached in tender document and submit along with its bid.

11. CONTACT INFORMATION

11.1 Technical & Commercial clarification, if any, regarding this tender shall be sought in writing and sent by e-mail to the following e-mail IDs:

Address	Name/ Designation	E-mail Address / Phone Number
Technical		
O&M Deptt, 2nd Floor, B Block, BSES Rajdhani Power Ltd BSES Bhawan, Nehru Place, New Delhi – 110019.	Ms. Mamta Gupta, Head – RCM	Mamta.gupta@reliancegroupindia.com 011-4920 9094
	Mr. Varun Chandel Head – BET	Varun.Chandel@reliancegroupindia.com 011-4920 9916
	All technical queries shall also be marked copy to Commercial team as per the details below.	
Commercial		
C&M Deptt, 1st Floor, C Block, BSES Rajdhani Power Ltd BSES Bhawan, Nehru Place, New Delhi – 110019.	Ms. Divya Gupta, GM – (Contracts)	Divya.gupta@reliancegroupindia.com 011-4910 7238
	Mr. Amitava Nandi, AsVP – (Contracts)	Amitava.Nandi@reliancegroupindia.com 011-4920 9619

BSES Rajdhani Power Ltd.

BRPL

SECTION – II

INSTRUCTIONS TO BIDDERS

12. GENERAL

BSES RAJDHANI Power Ltd (BRPL), hereinafter referred to as the "Company" is desirous for awarding work of "Business Functions for Electricity Distribution work in BRPL" as notified in this tender document.

12.1 All the Bids shall be prepared and submitted in accordance with these instructions.

12.2 Bidder shall bear all costs associated with the preparation and delivery of its Bid, and the Company will in no case shall be responsible or liable for these costs.

12.3 The Bid should be submitted by the Bidder in whose name the bid document has been issued and under no circumstances it shall be transferred /sold to the other party.

12.4 The Company reserves the right to request for any additional information/documents and also reserves the right to reject the proposal of any Bidder, if in the opinion of the Company, the data in support of RFQ requirement is incomplete.

12.5 The Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the Bid Documents. Failure to furnish all information required in the Bid Documents or submission of a Bid not substantially responsive to the Bid Documents in every respect may result in rejection of the Bid. However, the Company's decision in regard to the responsiveness and rejection of bids shall be final and binding without any obligation, financial or otherwise, on the Company.

12.6 The company reserves the right to split the order among various successful bidders in any manner it chooses without assigning any reason whatsoever

13. SCOPE OF WORK

Detailed specification/scope of work is provided in Section V of this tender document.

14. DISCLAIMER

14.1 This NIT is not an agreement and further it is neither an offer nor an invitation by BRPL to bidders or any other person for award of contract. The purpose of this NIT is to provide bidders information that may be useful to them in the preparation and submission of their bids.

14.2 This Document includes statements, which reflect various assumptions, which may or may not be correct. Each Bidder should conduct its own estimation and analysis and should check the accuracy, reliability and completeness of the information in this Document and obtain independent advice from appropriate sources in their own interest.

14.3 Neither Company nor its employees will have any liability whatsoever to any Bidder or any other person under the law or contract, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage whatsoever which may arise from or be incurred or suffered in connection with anything contained in this Document, any matter deemed to form part of this Document, provision of Services and any other information supplied by or on behalf of Company or its employees, or otherwise arising in any way from the selection process for the Work.

14.4 Though adequate care has been taken while issuing the Tender document, the Bidder should satisfy itself that Documents are complete in all respects. Intimation of any discrepancy shall be given to this office immediately.

14.5 This Document and the information contained herein are Strictly Confidential and are for the use of only the person(s) to whom it is issued. It may not be copied or distributed by the recipient to third parties (other than in confidence to the recipient 's professional advisors).

14.6 It shall be deemed that by submitting a bid, a bidder agrees to release BRPL and its employees, agents and advisors irrevocably unconditionally fully and finally from any and all liability for any claims losses damages costs expenses or liabilities in anyway related to or arising from exercise of any rights and all performance of any obligations under this NIT and or in connection with the bid process to the fullest extent permitted by applicable law and waives any and all rights and all claims it may have in this respect whether actual or contingent whether present or in the future

14.7 BRPL and its employees and advisors also accept no liability of any nature whether resulting from negligence or otherwise arising from reliance of any bidder upon the contents of this NIT. BRPL may in its absolute discretion but without being under any obligation to do so, update amend or supplement the information assessment statement or assumptions contained in this NIT.

14.8 The issue of this tender document does not imply that BRPL is bound to qualify any bidder or to award the contract to any bidder. BRPL reserves the right to reject all or any of the bids without assigning any reasons whatsoever.

15. COST OF BIDDING

The Bidder shall bear all cost associated with the preparation, submission and processing of its Bid and the company will in no case be responsible or liable for the costs.

16. TENDER DOCUMENT

16.1 The Scope of Work, Bidding Procedures and Contract Terms are described in the Bidding Documents. In addition to the covering letter accompanying Bidding Documents, the Bidding Documents include:

16.2 The bidder is expected to examine the tender documents, including all Instructions, Forms, Terms and Specifications. Failure to furnish all information required by the tender documents or submission of a bid not substantially responsive to the tender documents in every respect may result in the rejection of the Bid.

17. AMENDMENT OF TENDER DOCUMENT

17.1 At any time prior to the deadline for submission of Bids, the Company may for any reason(s), whether at its own initiative or in response to a clarification requested by a prospective Bidder, alter/amend/modify the tender documents by corrigendum /amendment.

17.2 The corrigendum / amendment shall be part of tender document, pursuant to Clause 5.1, and it will be notified

a) by way of uploading the corrigendum/amendment on BSES website (in case of public tender),

b) in writing by e-mail to all the Bidders who have received the Bidding Documents by email. (in case of limited tender)

All such corrigendum & amendments will be binding on the bidders.

17.3 In order to provide prospective Bidders a reasonable time in which to take the Amendment into account in preparing their Bids, the Company may, at its discretion, extend the deadline for the submission of Bids.

18. PREPARATION OF BIDS & LANGUAGE

18.1 The Bid prepared by the Bidder, and all correspondence, documents etc. relating to the Bid exchanged by the Bidder and the Company shall be written in English Language. Any printed literature furnished by the Bidder may be written in another Language, provided that this literature is accompanied by English translation, in which case, for purposes of interpretation of the Bid. In case of ambiguity in the English translation, interpretation of the Company as regards to translation will be final.

19. DOCUMENTS COMPRISING THE BID

19.1 The Bid prepared and submitted by the Bidder shall comprise the following components:

a) Techno-Commercial Bid & Price Bid as elaborated in RFQ. (STRICTLY AS PER FORMAT)

b) All the Bids must be accompanied with the required EMD &Tender Fees against each tender.

20. BID FORM

20.1 The Bidder shall complete “Original” Bid Form and submit it along with details mentioned in Techno-Commercial bid (without filling price).

21. BID PRICES

21.1 Bidders shall quote for the entire Scope of work with prices for individual items. The bidder is required, at his expense, to obtain all the information he may require to enable him to submit his tender including necessary visits to the site to ascertain the local conditions, procurement of necessary materials, labour, etc., requirements of the local/government/public authorities in such matters.

22. BID CURRENCIES

22.1 Prices shall be quoted in Indian Rupees Only.

23. PERIOD OF VALIDITY OF BIDS

23.1 Bids shall remain valid & open for acceptance for a period of 180 days from the date of opening of the Bid.

23.2 Notwithstanding above, the Company may solicit the Bidder‘s consent to an extension of the Period of Bid Validity and the bidder shall be liable to extend the same at the sole cost and consequences of the bidder and no claim from the company in this regard shall be maintainable.

24. ALTERNATIVE BIDS

24.1 Bidders shall submit Bids, which comply with the Tender Documents. Alternative Bids will not be considered. The attention of Bidders is drawn to the provisions regarding the rejection of Bids in the terms and conditions, which are not substantially responsive to the requirements of the Tender Documents.

25. FORMAT AND SIGNING OF BID

25.1 The original Bid Form and accompanying documents (as specified in Clause 9.0), clearly marked "Original Bid", must be received by the Company at the date, time and place specified in Section-I, RFQ.

25.2 The original copy of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. Such authorization shall be indicated by written Power-of-Attorney accompanying the Bid. All pages of the bid shall be signed by the signatory accompanied with seal of the Agency.

25.3 The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person or persons signing the Bid.

26. SEALING AND MARKING OF BIDS

26.1 Bid submission: One original (hard copies) and one duplicate (total two copies) of all the Bid Documents shall be sealed and submitted to the Company before the closing time for submission of the bid.

26.2 The Bidder has the option of sending the Bids in person. Bids submitted by Email/Telex/Telegram /Fax will be rejected. No request from any Bidder to the Company to collect the proposals from Courier/Airlines/Cargo Agents etc shall be entertained by the Company.

27. DEADLINE FOR SUBMISSION OF BIDS

27.1 The Original bid must be timely received by the company at the address specified in Section –I, RFQ.

27.2 The Company may, at its discretion extend the deadline for the submission of bids by amending the Tender Documents in accordance with Clause 6.0, in which case all rights and obligations of the Company and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

28. ONE BID PER BIDDER

28.1 Each Bidder shall submit only one Bid by itself. A Bidder who submits or participates in more than one Bid will cause all those Bids to be rejected.

29. LATE BIDS

29.1 Any Bid received by the Company after the deadline for submission of Bids prescribed by the Company, pursuant to Clause 16.0, will be declared "Late" and rejected and returned unopened to the Bidder.

30. MODIFICATIONS AND WITHDRAWAL OF BIDS

30.1 The Bidder is not allowed to modify or withdraw its Bid after the due date of bid submission.

31. EVALUATION OF BID

31.1 The bids will be evaluated techno-commercially on compliance to tender terms and Conditions.

31.2 BRPL reserves the right to ask the bidders to provide any additional information including breakup of the prices as quoted by them against line items.

32. CLARIFICATION OF BIDS

32.1 To assist in the examination, evaluation and comparison of Bids, the Company may, at its discretion, ask the Bidder for a clarification of its Bid. All responses to requests for clarification shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted

33. PRELIMINARY EXAMINATION OF BIDS / RESPONSIVENESS

33.1 Company will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.

33.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected.

33.3 Company will determine the substantial responsiveness of each Bid to the Tender Documents including execution capability and acceptable quality of the services offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Tender Documents without deviation.

33.4 Bid determined as not substantially responsive will be rejected by the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

34. EVALUATION AND COMPARISON OF BIDS

34.1 The evaluation of Bids shall be done based on the delivered cost competitiveness basis.

34.2 The evaluation of the Bids shall be a stage-wise procedure. The following stages are identified for evaluation purposes: In the first stage, the Bids would be subjected to a responsiveness check later on the Techno-Commercial Proposals and the Conditionality of the Bidders would be evaluated.

Subsequently, the Financial Proposals along with Supplementary Financial Proposals, if any, of Bidders with Techno-commercially Acceptable Bids shall be considered for final evaluation.

34.3 The Company's evaluation of a Bid will take into account, in addition to the Bid price, the following factors, in the manner and to the extent indicated in this Clause:

a) Contract completion schedule

b) Conformance to Qualifying Criteria

c) Deviations from Tender Documents

d) Conformity and compliance to the conditions/details provided in pre-bid meeting

e) Change in the quantity from mentioned in the tender

34.4 The cost of all quantifiable deviations and omissions from the specification, terms and conditions specified in Tender Documents shall be evaluated.

34.5 The Company will make its own assessment of the cost of any deviation for the purpose of ensuring fair comparison of Bids.

34.6 Adjustments in price, if any, based on the above procedures, shall be made for the purposes of comparative evaluation only to arrive at an “Evaluated Bid Price”. Bid Prices quoted by Bidders shall remain unaltered.

35. CONTACTING THE COMPANY

35.1 From the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Company on any matter related to the Bid, it should do so in writing.

35.2 Any effort by a Bidder to influence the Company and/or in the Company‘s decisions in respect of Bid evaluation, Bid comparison or Contract Award, will result in the rejection of the Bidder‘s Bid.

36. THE COMPANY 'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

36.1 The Company reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action.

37. AWARD OF CONTRACT

37.1 The Company will award the Contract to the successful Bidder whose Bid has been determined to be the lowest-evaluated responsive Bid, provided the Bidder has been determined to be qualified to satisfactorily perform the Contract. Company reserves the right to award order to other bidders in the tender, provided it is required for need of the work. The full or part of the contract may be awarded to other bidder(s) on differential rates.

38. THE COMPANY'S RIGHT TO VARY QUANTITIES

38.1 The Company reserves the right to vary the quantity i.e. increase or decrease the Numbers/ quantities without any change in terms and conditions before the award of Contract. Further BRPL may increase or reduce the area/ scale of operations / increase or decrease the Numbers/ quantities after the start of work execution under the contract and the size of contract / contract value shall be adjusted accordingly. In case of decrease in base resources decided mutually then contract value will be adjusted accordingly.

39. LETTER OF INTENT/ NOTIFICATION OF AWARD

39.1 The letter of intent/ Notification of Award shall be issued to the successful Bidder whose bids have been considered successful for award of work/order.

39.2 The successful Bidder shall be required to furnish acceptance of LOI / notification of award within 7 days of issue of the letter of intent /Notification of Award by Company.

40. CORRUPT OR FRAUDULENT PRACTICES

40.1 The Company requires that the Bidders observe the highest standard of ethics during the entire period of work execution under the Contract. In pursuance of this policy, the Company:

a) Defines, for the purposes of this provision, the terms set forth below as follows:

"Corrupt practice" means behaviour on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; and "Fraudulent practice" means a misrepresentation of facts in order to influence a award process or the execution of a contract to the detriment of the Company, and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Company of the benefits of free and open competition.

b) Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

c) Will declare a firm ineligible either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.

40.2 Furthermore, It shall be the responsibility of the Bidders to read and understand & aware of the provision stated in the Terms and Conditions of tender before participating in the tender.

41. PROCESS TO BE CONFIDENTIAL

41.1 Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the Company's processing of Bids or award decisions may result in the rejection of the Bidder's Bid.

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SECTION – III

SPECIAL TERMS AND CONDITIONS (SCC)

SECTION – III SPECIAL TERMS AND CONDITIONS (SCC)

These Special Terms and Conditions of Contract (SCC) shall be read in conjunction with the Terms and Conditions of the Contract, General Conditions of Contract (GCC), Scope of Work and other documents forming part of the contract wherever the context so requires. Notwithstanding the subdivision of documents into separate sections and volumes, every part of each such document shall be deemed to be supplementary to and complementary of every other part.

1. DEFINITIONS

1.1 Engineer-in-charge (EIC) / Officer-in-charge (OIC)

The term “Engineer-in-charge (EIC)" / “Officer-in-charge (OIC)” shall mean the Company's nominated representative for the purpose of supervision of the execution of the Contract. The same shall be mentioned in the Contract.

2. SCOPE OF WORK

2.1 The scope includes providing services for Business Functions for Electricity Distribution work as per detailed scope of work as enumerated in Section – V.

3. EFFECTIVE DATE, TIME AND VALIDITY

3.1 The order/agreement shall become effective for all purposes from the date to be specified under the agreement and continue to remain in force for the period of three (3) years. Notwithstanding the continuous/periodic review/assessment of contractor’s performance by BRPL, at its discretion, the annual performance of the Contractor will be evaluated /reviewed year on year basis after completion of every year for continuity of validity of the agreement.

3.2 That further Renewal and extension of the agreement shall be the sole prerogative of BRPL. BRPL reserves the right to renew the agreement.

3.3 Illustrative Conditions for Renewal and Extension of Agreement Beyond Agreement Duration:

BRPL may, at its sole discretion, consider renewal and extension of the agreement beyond agreement duration. Such a decision for extension, if envisaged, may be taken 1 month before the expiry of the agreement.

However, BRPL may, at its discretion, renew even within One Month of expiry of agreement. BRPL reserves the right not to renew and extend the agreement beyond agreement duration.

3.4 BRPL shall notify the Contractor of any possible extension or request the Contractor to furnish additional information, as may be required, for granting such extension.

4. ORDER VALUE

4.1 Value of the Contract will be contracted out on the basis of finalized rates.

4.2 The Contractor shall not be entitled to adjustment in the Service Fees during the term of this Agreement for increase due to

a) increased labour costs including minimum wages or costs related to vehicles or other equipment's provided,

b) changes in insurance premiums, and/or

c) changes in legislations or regulations relating to the Service.

4.3 The rates shall remain firm and fixed for the entire duration of the contract and are not subject to change on any account except due to ;

a) Statutory variation in statutory labour compliances including hike in minimum wages as released by Govt of NCT of Delhi , duties, taxes & levies related to this contract shall be reimbursed on an actual basis during contract period without any service margin.
b) Deployed resources, where Minimum Wages is not applicable, shall be assessed annually by the bidder and a suitable compensation as mutually agreed with the company, on actual, shall be reimbursed separately without any service margin.

5. RATES & ESCALATION

5.1 The Rates/Agreement Consideration are firm and fixed for the Agreement period. The Rates shall not be subject to escalation or increases on any account/reason(s) whatsoever.

a) Statutory variation in statutory labour compliances including hike in minimum wages as released by Govt of NCT of Delhi , duties, taxes & levies related to this contract shall be reimbursed on an actual basis during contract period without any service margin.

b) Deployed resources, where Minimum Wages is not applicable, shall be assessed on actual, shall be reimbursed separately without any service margin annually by the bidder and a suitable compensation as mutually agreed with the company,

5.2 The rates set out above are also inclusive of reasonable incidental expenses incurred by Contractor on the following:

I. Cost of Labour, tackles and supervision.

II. All taxes and levies, including but not limited to GST, etc as applicable during the currency of the contract.
III. Mobile and Conveyance of the Contractor's employees up to place of work and/ or from one place to another place for carrying out the job.
IV. Uniform with all accessories for the team as per the sample decided.
V. Rates shall be valid for all heights and locations.
VI. All other expenses incidental to the job.

5.3 The Company shall pay only once against the service provided irrespective of the fact that the Contractor might have to take more than one attempts for providing the service.

5.4 Compliance with all labour laws including Minimum Wage Act, Bonus Act, The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 etc in respect of employees engaged by the Contractor for the discharge of services as per this agreement.

6. CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG)

6.1 Contractor shall furnish the CPBG in the prescribed format within 15 days from the date of issue of LOI / Work Order for due performance of the provisions of Work Order/Agreement.

6.2 The CPBG shall be of 7.5% of initial average annual contract value inclusive of taxes & duties and shall be valid till agreement period, plus three (3) months or latest RBI guidelines (if any) whichever is higher towards claim period, if not otherwise specified in agreement. This amount shall remain fixed during the currency of the agreement.

6.3 CPBG value to be enhanced 7.5% if initial annual contract value increases by more than 5%.

6.4 The CPBG shall be issued from any nationalized / scheduled bank as per company format.

6.5 The Company shall reserve the right to invoke the CPBG unconditionally and without recourse to the Contractor, if there is failure to perform any part of the Agreement for whatsoever reason. This clause is pertaining to performance of contractual obligations and the decision of Company shall be final in this regard.

6.6 In the event of any claim or any other outstanding Contractual obligations remaining unfulfilled, the Contractor shall be required to extend the CPBG till the settlement of all claims and completion of all Contractual obligations at the cost and consequences of contractor.

6.7 In the event, in Company's sole judgement, the Contractor has fulfilled all its obligations under this Agreement, The CPBG shall be released without any interest after the expiry of CPBG and its claim period as mentioned above upon compulsory submission of i) No Demand Certificate ii) Indemnity Bond (which shall be supported by a bank guarantee for a mutually agreed amount and period from the date of termination of the Contract, and which bank guarantee may at the sole discretion of the Company, be encashed to recover any and all losses (including any damages, liabilities, costs, expenses, interest, fine and/ or penalties) imposed on, sustained, incurred or suffered by, or asserted against Company, upon which encashment the bank guarantee shall be forthwith replenished to the full amount as aforesaid) iii) Work completion certificate issued by BRPL iv) NOC issued by BRPL compliance cell

6.8 If the CPBG is or becomes invalid for any reason (other than its expiry), the Contractor shall immediately notify the Company/BRPL and provide within five (5) days a replacement CPBG in the form set out in the Contract/Agreement.

6.9 Not later than sixty (60) Business Days before the expiry of the CPBG, the Contractor shall, upon request of the Company/BRPL obtain extension of the validity of such CPBG for the period stated in such request by the Company/BRPL and provide a copy of such renewed CPBG.

6.10 It is Contractor's responsibility to incur charges / cost to maintain and for extension of CPBG without claiming reimbursement from the company/BRPL.

7. PAYMENT TERMS

7.1 All monitoring, measurement, billing & payment processes shall be on IT enabled platform of BRPL as per Company's guidelines issued from time to time and bidders to ensure adherence. The invoice shall be submitted in the format specified in Annexure 9. The covering letter of the invoice shall be as per format specified in Annexure 8s

7.2 Contractor shall upload correct monthly running bills along with all supporting documents in online BTS (Bill Tracking Systems) software or any other IT enabled platform of BRPL as per Company's guidelines issued from time to time for certification / approval purpose and bidders to ensure adherence. Further the contractor shall also submit original bill (hard copy) along with supporting documents at Vendor Support Cell of BRPL. The bills shall be made in favor of BSES Rajdhani Power Ltd, BSES Bhawan, Nehru Place, New Delhi - 110019.

7.3 Invoices raised for work carried out under this order, in the manner indicated above, will be either returned to the contractor with observations by BRPL within 7 days of its receipt or duly certified by Engineer-in-charge i.e. Circle Head.

7.4 Company shall make payments, without any interest/charges and after deduction of taxes, penalties as applicable, against the bills within 30 days from the date of receipt of the bills, duly verified and certified by Engineer-in-Charge.

7.5 The billing period shall be till the end of the calendar month for all the bills.

7.6 The bill shall consist of the prescribed documents on standard stationary designed by the Company. Contractor shall collect the details of such documents and formats from the Company.

7.7 The Contractor shall submit to the Company proof of all taxes paid, PF / ESI deposited & Employee salary paid in previous month along with the bills of the current month.

7.8 Notwithstanding anything with the release of payment of bills by the Company to the Contractor, the Contractor shall at all times ensure the due and timely payment of wages to all persons, including workmen, employed by the Contractor pursuant to this Agreement and compliance with other applicable statutory requirements within time limits. Nothing contained herein shall establish any link between release of payment of the bill by the Company to the Contractor and the payment of any salary, wages or any other dues whatsoever by the Contractor to its employees and workmen.

7.9 Contractor shall, at no point of time, claim or have the right to claim any additional fees, expenses or charges of any nature whatsoever, other than the Rates set out in the contract.

7.10 The company may modify the procedure for the submission of bills. The Contractor shall be obliged to submit its bill as per the procedure stipulated by the company from time to time.

8. INSURANCE

8.1 The contractor shall take suitable insurance policy for its men and materials (Term Insurance for life, GPA, Mediclaim policy, Workmen Compensation Policy etc.) as listed below for the resources deployed by him:

8.1.1 Insurance Policies:

a) Term Insurance for life

Before commencing the execution of the work the Contractor shall take Term Insurance Policy for life for the staff engaged/deployed by them for the work under agreement, to insure against any loss of life which may occur during the agreement for the work of the Company. The policy shall have coverage of Rs. 10 Lakh

b) Group Personal Accident Insurance

Before commencing the execution of the work the Contractor shall take Accidental insurance policy for the staff engaged/deployed by him for the work under agreement, to insure against any loss of life which may occur during the agreement for the work of the Company. The policy shall have coverage of Rs. 5 Lakh (Table C- Death + Permanent Total Disability + Partial permanent Disability due to external accidents). Permanent total disability coverage shall be 125% of the basic sum assured of Rs 5 Lakh.

The Contractor shall be responsible for on the spot same day claim settlement with the victim's legal heirs without waiting for settlement by insurance claim and without any liability on BRPL. The premium amount for both the above policies shall be borne by the Contractor. The Contractor shall furnish copy of policy within 15 days of start of work under the contract.

8.2 Medical Insurance Policy:

Contractor shall take a mediclaim policy including family floater of minimum sum assured value Rs. 2.00 lakhs for the resources who are not covered under ESI.

8.3 NOT IN USE

8.4 For all the insurance policies (whether taken by the Company or Contractor), the Contractor shall be responsible for settlement of claims with the underwriters without any liability on the company and will arrange replacements / rectification expeditiously without a waiting settlement of insurance claim, at contractor's own cost and this shall not entitle the Contractor for any extension of time.

9. PENALTY

9.1 Penalty related to score card shall be as under:

Score Card for Meter reading and Bill Distribution

Performance of the contractor shall be measured on a scale of 100 on the basis of Key Performance Indicators (KPIs). Further scorecard will be applicale from the 2nd month of the start of contract.

A Weighted Average Score shall be computed using the aforesaid weight age and score every month.

BSES reserves the right to add/change/delete to the list of existing KPI, modify weight age for any parameter and change the basis for assigning scores, at any point of time during the execution of the contract. This will be communicated in writing to the contractor by the Company.

In the meantime, score card will be prepared and shared with vendors on regular basis and needful communication based on score card results will be done.

A committee will be formed for review of score card parameters along with quantum of penalty to be imposed based on score card. Committee will give it's suggestions for amendment/improvement, if required.

Performance Review Procedure

The scorecard of the contractor shall be computed/released and monitored by BET/Head (Business)/Head Retail/Head RCM or his nominated official on a monthly basis. The procedure for reviewing the performance shall be as follows:

A high-level committee comprising of senior level officers of the user department, C&M and/or CEO Cell shall review performance of all those contractors monthly, whose scores are falling in penalty/incentive zone. In-Charge of the concerned division/work area will also be invited to the meeting. The proceedings will be coordinated and conveyed by the official responsible for computing/releasing and monitoring of the score card. The Score card may be modified retrospectively or prospectively as per discretion of BRPL during the tenure of contract.

First review of the performance shall be held a month after the start of the contact on receipt of the scorecard for the first month. Key Performance Indicators and Scores for the preceding month shall be deliberated in every review meeting and the contractor will be guided and enquired about the ways to improve its performance scorecard. Subsequently, as and when deemed appropriate, the company will initiate the following corrective action if the Weighted Average Score of the contractor is below the stipulated performance standards
It implies that if a contractor falls in a penalty zone for more than 3 times in a year, his contract may get terminated. In case the duration of the contract is for a period of more than one year the process specified in previous para will be applied for a period of one year thereafter, it will be repeated for the subsequent years.

Adherence to Service Level Agreement

For non-adherence to SLA and matter referred to DERC, double the amount payable by DISCOM shall be charged from Contractor

Format of score card is attached

BSES Rajdhani Power Ltd.

A. Meter Reading Score Card:

Performance Evaluation Score Card for MRBD Vendors							
Sr. No.	**Parameters**	**Evaluation Criteria**	**Information source**	**Score Weightage**			**SCORE ASSIGNMENT**
A	**Operational Performance**			**75**	**10**	**5**	**0**
1	Downloading %	Total downloading % achieved as per Target Given - Cyclewise	RCM	30	DL % = > 100% of Target	DL % >=99 &< 100 of target	DL % < 99 of Target
2	Ok % reading	Total OK readings % achieved as per monthly target (Monthly Target = AOP Target of downloading % + 0.50% but <= 100)	RCM	10	DL % = > 100% of Target	DL % >=99 &< 100 of target	DL % < 99 of Target
3	Reduction in provisional		BET				
3.1	1st Time	Total % provisional added in current month		4	<1%	>=1% &< 1.2	>=1.2%
3.2	2nd Time	Total % cases where reading not taken for 2 times		5	<0.2%	>=0.2% &<0.3%	>=0.3%
3.3	Provisional hold cases (Provisional >= 3 times)	Total % cases where reading not taken for >=3 times		6	0%	N/A	>0%
4	Adherence to schedule (Packing of cycles within predefined timelines)	Instances reported of delay in cycle packing	RCM	10	On time all cycle packing	If any cycle packing delays for only 1 day	In all other cases
5	Submission of cross verification Audit report	Cross verification report of 10% of the total not read & Manual cases of each cycle	Divisional Head	5	10% of total cases	N/A	If report not submitted or is < 10% of total cases
6	Pasting of Disconnection Notices where non-accessibility to meter continues and reading request form in case of PL	Total notices pasted in all the provisional cases	Divisional Head	5	Pasted in 100% provisional cases	Pasted in >=90% provisional cases	If not pasted or pasted in <90% provisional cases
B	**Enablers for Contract performance**			**25**			
7	Reward and Recognition policy based on score card has to be on monthly basis	Agency has to implement reward and recognitions policy based on score card/performance of individual	Vendor	5	Done	N/A	Not done
8	Display of I-cards by vendor workforce	Verification of I-cards at field by the COs on monthly basis of at least 5 employees	Divisional Head	5	No instance of vendor	N/A	1 or more instances of

					workforce without I-card		workforce without I-card
9	PF A/C opened for employees	Contractor shall open PF A/C for all employees	Vendor	5	Should cover 100% workers	N/A	If 100% not covered
10	Timely submission of invoice	Date of receipt of invoice (within one week of completion of work)	Divisional Head	5	Submission of invoice by due date	N/A	Submission of invoice after due date
11	Statutory compliance (Includes ESIC,Insurance)	Contractor shall take necessary steps for statutory compliances	HR	5	Should cover 100% workers	N/A	If 100% not covered

B. Bill distribution Score Card

S.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT		
A	**Operational Performance**			**75**	**10**	**5**	**0**
1	% No. of delivered Bills with acknowledgement	Total bills delivered with acknowledgement	Divisional Head	15	>=99% Delivered	>=98% and <99% Delivered	<98%
2	% No. of delivered Bills without acknowledgement	Total bills delivered without acknowledgement	Divisional Head	10	<=1% Delivered	>1% and <=2% Delivered	>2%
3	% of bills delivered through android based App.	>60% in 1st year >75% in 2nd Year >95% in 3rd Year	RCM	10	% = > 100% of Target	% >=99 &< 100 of target	% < 99 of Target
4	Submission of cross verification report (Cross verification report of 10% of the total undelivered bills of each cycle)	% Count of cases attended for cross verification	Divisional Head	10	10% of total cases	N/A	If report not submitted or is < 10% of total cases
5	Adherence to schedule	Bill distribution of cycles within predefined timelines	RCM	10	On time (i.e. within 2 days)	If delay is for only 1 day of any cycle	In all other cases
6	KYC of Consumers	KYC through Bill Distributor and update the Telephone No / Mobile No of Consumers	Divisional Head	10	>=99% KYC Completed	>=98% and <99% KYC Completed	<98%
7	Consumer complaints of "Bill not received"	Total complaints received in system of Bill Not Received	BET	10	0 Complains	N/A	If complaints is more than 0
B	**Enablers for Contract performance**			**25**			
8	PF A/C opened for employees	Contractor shall open PF A/C for all employees	Vendor	5	Should cover 100% workers	N/A	If 100% not covered

9	Display of I-cards by vendor workforce	Verification of I-cards at field by the AMPS on monthly basis of at least 5 employees	Divisional Head	5	No instance of vendor workforce without I-card	N/A	1 or more instances of workforce without I-card
10	Reward and Recognition policy based on score card has to be on monthly basis	Agency has to implement reward and recognitions policy based on score card/performance of individual	Vendor	5	Done	N/A	Not done
11	Statutory compliance (Includes ESIC,Insurance)	Contractor shall take necessary steps for statutory compliances	HR	5	Should cover 100% workers	N/A	If 100% not covered
11	Timely submission of invoice	Date of receipt of invoice (within one week of completion of work)	Divisional Head	5	Submission of invoice by due date	N/A	Submission of invoice after due date

Scorecard for Recovery

S.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT		
A	**Operational Performance**			**100**	**10**	**5**	**0**
1	Collection Efficiency	Total collection efficiency achieved for the month against monthly AOP target	BET	70	>=98 %	<98% &>=94%	Below 94%
2	Disconnection Notice pasted in case of PL or non accessibility of meter ,report has to be accompanied by photo	Total notices pasted	Divisional Head	30	Pasted in 100% cases	Pasted in >=90% cases	If not pasted or pasted in <90% cases

BSES Rajdhani Power Ltd.

Score card for Enforcement

S. No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT		
A	Operational Performance			100	10	5	0
1	Manpower availability	Instances reported in following categories by team leaders					
1.1		Not providing inspection team members for odd hours (5:30 PM to 09:00 AM) or holiday	Enforcement-I	35	No instance	N/A	1 or more such instances
1.2		Non providing substitute in absence of any personnel / manpower	Enforcement-I	35	No instance	N/A	1 or more such instances
2	Instances of mistakes / errors / delays	Instances reported in following categories by AO	Enforcement-II	30	No instance	1 Instance	more than 1 instances

9.2 Penalty related to HR issues & ID Cards shall be applicable as defined in GCC.

9.3 Penalty for non-compliance of statutory regulations shall be applicable as defined in GCC.

9.4 Penalty for misconduct/failure in performance of task under the agreement shall be applicable as defined in GCC.

9.5 Also, penalty for misconduct for meter reading will be as under:

1. Code of conduct of MR shall be enforced by the vendor. During the period of contract execution, the behavior of Meter Readers shall be entirely professional.
2. Misconduct shall refer to the following:

a. Interaction with the customer in a non-professional way, including any form of verbal/physical abuse to customer, premises and/or meter, including tampering or damaging of meter.

b. Any form of harassment to customer i.e. asking for bribes, reaching customer premises outside the defined working hours, asking the customer for any favours etc.

c. Additional interaction with customer not under purview of MR activities.

d. Wrong recording of data as per MRI process and wrong recording of exceptions and other information.

e. Connivance with customers for misrepresentation of data i.e. not downloading the meter or not reading the meter.

f. Provide other customer services with or without a charge unless directed by BRPL.

g. Accessing BRPL's IT Infrastructure within data centre or anywhere else in BRPL premises.
h. MR personnel not having Identity cards displayed in a visible manner, when engaged in field activities of meter-reading.
i. MR personnel not wearing uniform when engaged in field activities of meter-reading.
j. Any complaints received by BRPL either directly from the customer or observations through audit or any other sources shall be reviewed by a high-level committee. The decision of the committee on the final action on vendor shall be binding.

Table- 2 PENALTY FOR MISCONDUCT

S No	Performance Measure	Penalty
1	Any misconduct as defined above	• Rs 500 per incident. • In case of more than 1) 4 complaints per annum OR 2) 1 complaint per quarter Additional penalty of Rs 50,000 and possible termination of the contract.

Any penalty imposed by BRPL on account of misconduct shall be deducted from the salary of the relevant personnel and an Affidavit to this effect must be submitted to BRPL. The person must be immediately removed from meter-reading activities.

9.6 Penalty for misconduct for Bill Distributor - Code of conduct of BD shall be enforced by the vendor. During the period of contract execution, the behavior of Bill Distributors shall be entirely professional. Misconduct shall refer to the following:

a. Interaction with the customer in a non-professional way, including any form of verbal/physical abuse to customer, premises and/or meter, including tampering or damaging of meter.

b. Any form of harassment to customer i.e. asking for bribes, reaching customer premises outside the defined working hours, asking the customer for any favours etc.

c. Additional interaction with customer not under purview of BD activities.

d. Provide other customer services with or without a charge unless directed by BRPL.

e. Accessing BRPL's IT Infrastructure within data centre or anywhere else in BRPL premises.

f. BD personnel not having Identity cards displayed in a visible manner, when engaged in field activities.

g. BD personnel not wearing uniform when engaged in field activities of meter-reading.

h. Incorrect reporting of Bill Distribution performance i.e., claiming distribution of bills even if they have not been distributed.

i. Wrong or incorrect capture of acknowledgment for e.g. BD personnel signing himself/herself on the PoD sheet instead of taking customer's signature or capturing incorrect phone number etc.

j. BRPL shall conduct audit and quality checks on Bill Distribution on a periodic basis to ascertain the overall quality and performance of field activities.

k. Any complaints received by BRPL either directly from the customer or observations through audit or any other sources shall be reviewed by a high level committee. The decision of the committee on the final action on vendor shall be binding.

The penalty to be imposed in case of misconduct is shown as follows:

TABLE 4 PENALTY FOR MISCONDUCT

S No	Performance Measure	Penalty
1	Any misconduct as defined above	• Rs 500 per incident. • In case of more than 1) 4 complaints per annum OR 2) 1 complaint per quarter Additional penalty of Rs 50,000 and possible termination of the contract.

Any penalty imposed by BRPL on account of misconduct shall be deducted from the salary of the relevant personnel and an Affidavit to this effect must be submitted to BRPL.

9.7 Penalty for violation of safety & quality norms shall be applicable as defined in Annexure-III, EHS Conditions of the Contract.

9.8 If usage of cables for meter reading exceeds one cable per meter reader in any consecutive two-month period, an escalating penalty shall apply for each additional cable used. A warning will be issued for the first violation. For the second violation, a penalty of 1.5 times

the cost of the cable will be levied. For each subsequent violation, a penalty of 2 times the cost of the cable will be applied. Management reserves the right to review the vendor's performance in the event of repeated non-compliance.

9.9 Total monthly aggregated Liquidated Damages and Penalty against various clauses of the contract shall be limited to maximum 10% of the monthly billing Value.

9.10 The contract is strictly on the basis of scope of work as per DERC supply code schedule of charges and performance standards. Any penalty imposed by DERC shall be passed on to contractor which will be over and above the penalty mentioned in clause 9.9 above

10. NOT IN USE

11. DERC GUIDELINES & REGULATIONS

The bidder shall make themselves fully aware & familiarise with prevailing DERC guidelines/regulations.

12. MANPOWER AND EQUIPMENT ON BOARDING

12.1 Company may conduct a comprehensive written and practical assessment of the personnel being offered by the Contractor

12.2 The assessment shall cover Technical knowledge and Behavioural conduct of the personnel

12.3 The assessment and trainings may be scheduled with mutual agreement of Company and Contractor

12.4 In case the Contractor wishes, training can be imparted to the offered personnel on periodic basis.

12.5 In case a person fails to clear the assessment in two consecutive attempts, the personnel may be debarred for two (2) years from being deployed on any of the BSES work

12.6 The Contractor shall replace any such personnel within 10 days from notification of debarment from BSES.

BRPL

BSES Rajdhani Power Ltd.

SECTION – IV

GENERAL TERMS & CONDITIONS(GCC)

BRPL

SECTION – IV GENERAL TERMS & CONDITIONS(GCC)

This GCC shall form an integral part of the Agreement and will be of full force and effect as if they were expressly set out in the body of the Agreement.

Reference to any legislation or law to any provision thereof shall include references to any such law as it may, after the date hereof, from time to time, amended, supplemented or re-enacted, and any reference to a statutory provision, shall include any subordinate legislation made from time to time under that provision.

1. DEFINITION & INTERPRETATION

1.1 Definition

In the Agreement (as defined below) the words and expressions defined below shall have the meanings assigned to them herein except where the context requires otherwise:

1.1.1 "Accounting Year" means the financial year commencing from 1 April of any calendar year and ending on 31 March of the next calendar year.

1.1.2 "Applicable Laws" means all Law / Laws in force and effect, as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including any revisions, amendments or re-enactments including without limitation regulations, rules and notifications made there under and judgments, decrees, injunctions, writs and orders of any court or regulators or quasi-judicial body or any appropriate authorities, as may be in force and effect during the subsistence of the Contract. It includes Law/Laws of Country/State legislation, statues, ordinance, notification, circular, regulations and other Laws, and bye Laws of any legally constituted public authority.

1.1.3 "Change in Law" means the occurrence of any of the following after the execution of agreement:

(i) The enactment of any new Indian Law;

(ii) The repeal, modification or re-enactment of any existing Indian Law;

(iii) The commencement of any Indian Law which has not entered into effect until the date of performance the Contract;

(iv) Change in the interpretation or application of any Indian Law by a court as compared to such interpretation or application twenty-eight (28) days prior to the last date of submission of Tender;

(v) It also includes changes in the tax rates upward or downward.

1.1.4 “Change in Service” means any addition to, deletion from, suspension of or other modification, to the Services, or to the quality, function or as delineated in this agreement, including any such addition, deletion, suspension or other modification, which requires a change in one or more of the service specification and the completion schedule.

1.1.5 “Communication” means instruction or information or written notice issued on letter head or through electronic mail exchange between Parties and excludes verbal or short messaging services (SMS). The notice shall be served by delivering a copy by electronic mail, or registered post/speed post etc. Unless otherwise stated in the agreement, all communications to be given under the Contract shall be in writing. Communication may be sent to competent authority or authority delegated to such officer/employee. Communication shall be on letter head of Party signed by competent authority/authorized signatory of the Party.

1.1.6 “Company/Owner/Purchaser/First Party " the terms used in this agreement shall refer to BSES RAJDHANI Power Limited (BRPL) having its office at BSES Bhawan, Nehru Place, New Delhi - 110019 and shall include its authorized representatives, agents, successors and assignees.

1.1.7 “Contractor/Agency/Vendor” means the successful bidder to whom this Agreement is awarded. It is entity named in the Execution Cover and includes assignees, administrator, executors, successors, associated company/subsidiary/joint venture/firm/representative of the Contractor. It is also termed as ‘Contractor’ or ‘Agency’.

1.1.8 Contract” /” Agreement/”Work Order” means the agreement between the Company and the Contractor for the performance of the Services, including the Contract / Agreement/ Work Order duly signed and executed between the Parties, the letter of acceptance, the Conditions of Contract, the schedules, Annexures, the Company/BRPL’s requirements, including but not limited to the tender, other tender documents and such further documents which are listed in the Contract / Agreement/Work Order and includes any amendment thereto made in accordance with the provisions hereof giving binding effect to the terms and conditions agreed by the Parties. This includes Work Order / Letter of Intent(LOI) issued to the Contractor by the Company/BRPL.

1.1.9 “Agreement Period” shall mean duration of Services to be performed and includes extension thereof after mutual consent of both Parties.

1.1.10 "Agreement Value/Consideration" means the price of the defined Services including taxes payable to the Contractor for the performance of the Services subject to such additions thereto and deductions there from as may be made under the provisions of this Agreement. The Agreement Value is in consideration of providing the Service by the Contractor as per scope of work and as per Service specifications stipulated in the Agreement; the Agreement Value includes all and any fees, charges, local cess, taxes (GST and Income Tax), levies together with all cost and expenses. The Agreement Value may also term as 'Service Fee(s)' or 'Agreement fees'/Consideration elsewhere in the Agreement. Agreement Value is fixed lump sum for the Agreement Period unless mentioned in Agreement elsewhere.

1.1.11 "Force Majeure" shall have the meaning as ascribed in this agreement and annexures thereto.

1.1.12 "Good Industry Practice" means the exercise of the highest degree of skill, diligence, prudence and foresight in compliance with the obligations under the Contract which would be expected from a skilled and experienced Contractor engaged, being internationally accepted and customized in day to day performance in industry including for the supply of Manpower.

1.1.13 "HSE Conditions" shall mean the BRPL's health, safety and environment conditions containing the requirements and conditions to be met with respect to safety, health and environment.

1.1.14 "KPI" shall mean Key Performance Indicator as set out in the Contract/Agreement, its schedules/annexures etc. The performance of the Manpower employed by the Contractor for execution of Services shall be measured through KPI. The payment to Contractor shall be based on Manpower's performance as measured through KPI. It includes metrics in numerical, frequency and measuring process. Total manpower shall be monitored & calculated skill wise but it will be cumulative on monthly basis

1.1.15 "Manpower" means a person/s, labour (including Contractor's staff / personnel) known, introduced, security personnel employed and deployed by the Contractor in Contractor's provision of the Services who has skill, efficiency and mannerism to execute, perform Services under this Contract as per Scope Of Work of the Contract. The Manpower deployed shall have valid licenses, PAN card details / KYC information.

1.1.16 "Contract cum Performance Bank Guarantee (CPBG)" means the bank guarantee to be procured in accordance with terms of agreement for the performance of the Contractor's obligations under the Contract. The CPBG format is furnished in the Annexure, annexed to agreement.

1.1.17 "Service(s)" / "Works" shall mean Company/BRPL's requirements describing in detail including the nature of the Services and activities to be performed by the Contractor and its Manpower, in accordance with specifications, the duration of such requirement, and Services performed, the expected time of commencement and completion, detailed responsibilities and other relevant particulars. It is 'scope of work' which is to be executed, performed successfully and satisfactorily by the Contractor in accordance with the Contract and ancillary services as may be Communicated by the BRPL from time to time under the Contract Period.

1.1.18 "Site" means the designated place/office or establishment or construction site, office, branch, including right of way and/or places provided by the BRPL where the Services is to be executed and any other place as may be specifically designated in the Contract/Agreement as forming part of the Site or designated as such by the Company/BRPL.

1.1.19 "Sub-Contractor" means a Sub-Contractor whom a part of the Contract is Sub Contracted by the Contractor with the prior written approval of the Company/BRPL, and the permitted legal successors in title to such person, but not any assignee of such person.

1.1.20 "Sub-Contract" shall mean obligations under the Contract have been awarded by the Contractor to Sub-Contractor.

1.1.21 "Tax Invoice" /" Running Bill" (RA Bill/bill) shall have the meaning ascribed to it under GST Laws.

1.2 **Interpretation**

In the Contract except where the context requires otherwise:

1.2.1 Words indicating one gender include all genders

1.2.2 "Written" or "in writing" means hand-written, written, or electronically made and resulting in a permanent record

1.2.3 Any reference to any provision of an act of Parliament or of a state legislature shall be construed, at the particular time, as including a reference to any modification, extension or re-enactment thereof, to all instruments, orders or regulations then in force

1.2.4 The singular shall include plural and vice versa, and words denoting natural persons shall include partnerships, firms, companies, corporations, joint ventures, trusts, associations, organizations or other entities

1.2.5 The headings are inserted for convenience and shall not limit, alter or affect the meaning of the Contract.

1.2.6 The terms defined in schedule and the BRPL's Requirements shall have the same meaning ascribed thereto when used elsewhere in the Contract and vice versa;

1.2.7 The words "include" and "including" shall be construed without limitation

1.2.8 The schedules/annexures shall form an integral part of the Conditions of Contract and shall be in full force and effect as though they were expressly set out in the body of the Conditions of Contract.

1.2.9 The word “consent” wherever used, shall mean prior written consent;

1.2.10 In the event any portion or all of the Contract is held to be void or unenforceable, the Parties agree to negotiate in good faith to arrive at an amicable understanding which shall accomplish the intent of the Parties as originally set forth in the Contract;

1.2.11 No failure on the part of any Party to exercise, and no delay in exercising, any right hereunder shall operate as a waiver thereof, and no single or partial exercise of any such right shall preclude any other or further exercise thereof or the exercise of any other right

1.2.12 References to recitals, Articles or schedules in the Contract shall, except where the context otherwise requires, be deemed to be references to recitals, Articles and schedules of or to the Contract; and

1.2.13 In case the day on or by which any thing is to be done is not a Business Day, that thing must be done on or by the immediately occurring next Business Day

2. PRIORITY OF CONTRACT DOCUMENTS

2.1 The several documents forming the Agreement are to be taken as mutually explanatory of one another, but in case of ambiguities or discrepancies, the same shall be explained and adjusted by the company, who shall, accordingly, issue suitable instructions thereon to the Contractor. In such event, unless otherwise provided in the agreement or explained by way of instructions by the company, as mentioned above, the priority of the documents forming the Agreement shall be as follows:

(i) Contract Agreement/Work Order.

a) Special Conditions of Contract

b) General Conditions of Contract

(ii) The Letter of Acceptance/ Intent

(iii) Agreed Minutes of the Tender Negotiation Meetings

(iv) Agreed Minutes of the Tender Technical Meetings

(v) The Priced Bill of Quantities

(vi) The Technical Specifications / Scope of work

(vii) The Tender document, including all Appendices and/or Addenda, Corrigendum the latest taking precedence.

2.2 In the event of any conflict between the above-mentioned documents, the more stringent requirement or conditions which shall be favorable to the company shall govern and the decision of company/BRPL shall be final and binding upon the parties.

3. AMENDMENT

3.1 Any modification, amendment or other change to the Agreement shall be affected only by a written instrument signed by the authorized representatives of both, the Company and the Contractor.

4. LANGUAGE AND MEASUREMENT

4.1 All correspondence and documents relating to this order placed on the Contractor shall be written in English language. Metric System shall be followed for all dimension, units etc.

5. EXAMINATION OF SITE & LOCAL CONDITIONS

5.1 The contractor is deemed to have visited all the sites that comes under Company's licensed area under the Contract and therefore, ascertained all site conditions and information pertaining to the services to be provided under this contract. The company shall not accept any claim whatsoever arising out of the difficulties at site/terrain/local conditions, if any.

6. TAXES & DUTIES

6.1 Prices shall be inclusive of all taxes and duties including labour cess (except GST). However, Income Tax(TDS) as per applicable rate in accordance with Income Tax Act will be deducted from contractor's bills.

6.2 GST at actual shall be paid extra on submission of GST Registration and self-declaration on Contractor's letter head stating that you have deposited/or will deposit the Tax as per the applicable GST laws. Contractor shall furnish its GST registration number.

6.3 Any statutory variations i.e. increase/decrease in Taxes / Duties introduced by central Govt. / State Govt. shall be reimbursed/recovered to/from Contractor against documentary evidence and proof.

6.4 As Per Notification No. 39/2021 # Central Tax dated 21st December, 2021 w.e.f 01/01/2022 registered person (ie, Recipient/Purchaser) can avail tax credit on those invoices only which have been reflected in GSTR 2A or GSTR2B (it means 100% matching of invoice is required). Also, GST has to be deposited by Supplier/Contractor by filing of GSTR- 1 and GSTR-3B.

6.5 In view of above, if the same is not complied with by the supplier/Contractor and the Recipient/Purchaser is not in position to avail / utilize Input Tax Credit due to non-compliance or non-filing of GSTR-1 and GSTR-3B for the month/quarter (as applicable) in which the supply was made, then Recipient/Purchaser has right to hold 100% GST amount from next payment due of the subsequent month till the time default is not cured.

6.6 For releasing of the payment kept on hold on account of non-compliance of GST Act, supplier/Contractor shall submit payment proof i.e GST Portal screenshot reflecting name of Recipient/Purchaser alongwith GSTR-1 and GSTR-3B for month/quarter (as applicable) in which the same has been discharged. Payment shall not be released, till the time necessary proof showing the discharge of GST liabilities by the contractors for the period in default are submitted to the Company.

6.7 Further, the recipient/purchaser shall also be entitled to recover any financial loss suffered by the Company (including tax, interest, penalty and lapse of input credit) due to non- compliance or non-filing of GSTR-1 and GSTR-3B by the supplier/Contractor.

6.8 In case where delivery of goods is being made on FOR site basis, the Supplier/Contractor is responsible to comply with rules applicable for E-way bill. Any violation in provision of E-way Bill will attract penalty and seizure of Transit Material. Any Penalty and Pre-Deposit due to violation of rules/provision shall be paid and borne by Supplier/Contractor. Also, Supplier/Contractor is responsible to get the goods released from the concerned authority. Delay in supply due to seizure of goods shall attract liquidated damages as per Order / Agreement provisions.

7. PAYMENT

7.1 Subject to the Contractor fulfilling its obligations under the Contract, the Company shall pay to the Contractor the Contract Value as per the terms of the Contract. The Company shall, notwithstanding any provision to the contrary included in the Contract, be entitled to deduct from and/or set off against any amount due or become due, whether related to this contract or other contracts awarded to contractor. However, any and all amounts which the Contractor is liable to pay to the Company, the contractor shall make payment as per the agreed schedule to avoid any set off / deductions.

In the event of any direct or indirect loss (including any damages, liabilities, costs, expenses, interest, fine and/ or penalties) imposed on, sustained, incurred or suffered by, or asserted against the Company, that may have arisen out of or as a result of an act or omission of the Contractor, the Company may, at its sole discretion, set-off such loss against any sums payable to the Contractor. Any exercise by the Company of its rights under this Clause 7.1 shall be without prejudice to any other rights or remedies available to it hereunder or otherwise.

7.2 Subject to the provisions of the Contract, the Contractor shall submit to the Company, monthly on-account Running Bills on or before the 10th of every month in respect of theServices executed by the Contractor in the preceding month. If the Contractor fails to submit any Tax Invoice (Running Bill) by the 10th of any month, then the Company shall have the right to consider such Tax Invoice (Running Bill) only in the immediately succeeding month. The Running Bills shall only be for such Services, as, in the opinion of the Company, the Contractor has executed in accordance with the Contract, based on the certification of Services by the Company in accordance with the Contract. Within 30 days from the receipt of correct Running Bill along with relevant documents, payment shall be released to Contractor's designated bank account through RTGS /online payment as per payment terms under the Contract.

7.3 The Running Bills to be submitted by the Contractor shall be in the format approved by the Company. Each Running Bill submitted by the Contractor under the Contract shall be supported with relevant documents as instructed by the Company from time to time. On receipt of the Running Bill by the Company, the Company shall scrutinize the same to check for any errors and to verify that the amount claimed under the Running Bill is in conformity with the Contract. The Running Bill shall be payable only after certification of Service(s) and approval of the Running Bill for payment by the Company.

7.4 All monitoring, measurement, billing & payment processes shall be on IT enabled platform of BRPL as per Company's guidelines issued from time to time and bidders to ensure adherence.

7.5 Contractor shall upload correct monthly running bills along with all supporting documents in online BTS (Bill Tracking Systems) software or any other IT enabled platform of BRPL as per Company's guidelines issued from time to time for certification / approval purpose and bidders to ensure adherence.

7.6 The Contractor shall ensure that their billing documents support cost / expenses booking at Divisional level / Sub Divisional level as required by the Company.

8. TAX INVOICE SUBMISSION PROCEDURE AND CERTIFICATION

8.1 Tax Invoice shall be submitted to the Company for certification. Contractor must pay due attention for submission of Tax Invoice in time and along with relevant Documents to Company.

8.2 Tax Invoice shall be certified by Company after verifying relevant original Documents submitted by Contractor. If original Document associated with Tax Invoice is misplaced or lost during transit or for any genuine reason(s) attributable to Contractor, the reason(s) should be informed to Company in writing in stipulated period as instructed by Company. A true copy of certified Document with an indemnity bond or Bank Guarantee, as the case may be, must be submitted in the format provided by the Company.

8.3 Incomplete Tax Invoice will not be considered for processing of payments in terms of the Contract. Company reserves right to recover payable amount or part of Tax Invoice from available financial security or other dues of the contractor with the Company. Contractor shall be paid in terms of the Contract based on certification of Tax Invoice along with associated relevant Document(s) by the Company only.

9. TIME ESSENCE OF CONTRACT

9.1 Time is the essence of the contract and the contractor shall be responsible for performance of his works in accordance with the specified schedule. If at any time, the contractor is falling behind the schedule for reasons attributable to him, he shall take necessary action to make good for such delays by increasing his work force or by working overtime or otherwise to accelerate the progress of the work and to comply with schedule timelines and shall communicate such actions in writing to the company, to the satisfaction of the Company that his action will compensate for the delays. The contractor shall not be allowed any extra compensation for such actions.

9.2 Time shall be the essence of the Contractor. Contractor shall complete his work in accordance with the specified time-lines/ Schedules as per the terms of the contract or as may be instructed by the Company from time to time.

10. LIQUIDATED DAMAGE

10.1 Contractor shall ensure that the work under the agreement is carried out in accordance with the terms and conditions of the agreement. The decision of the authorized personnel / Engineer – in- charge as regards performance of the contract will be final and binding. If the work under the agreement is not carried out to the satisfaction of the authorized personnel/Engineer – in- charge of BRPL including events of delay for reasons attributable to the Contractor, the Contractor shall be liable to pay and/or reimburse to the Company a sum:

10.1.1 Equivalent to charges for completion /rectification of work plus 30% overhead charges, which will be recovered from the Contractor's invoice/outstanding payment/CPBG;

10.1.2 Equivalent to the penalties defined in various clauses of tender/contract.

10.2 The parties agree that the above amounts, including the amounts set out in the provisions relating to the penalty, are a reasonable estimate of the additional expenses required to be incurred by the Company due to the breach by the Contractor of the terms and conditions of this agreement. The Company shall be entitled to set off the entire amounts due from the Contractor against the amount payable by Company to the Contractor and CPBG.

11. PERIOD OF MOBILISATION

11.1 Contractor shall mobilize its resources to carry out the assigned services under this Agreement immediately/in advance so that services are made available from the date of start.

12. OPENING OF SITE OFFICE:

12.1 The Contractor shall also open and maintain a site office in the area and depute its authorized representative there.

13. ACCESS TO THE SITE

13.1 The Company shall provide to Contractor the right of access to the Site progressively for the Execution of the Works. The Contractor acknowledges that its access to the Site shall not be exclusive to the Contractor but subject to the restrictions as contained in the Contract as well as the following:

a) Any public passage or right existing over any part of the Site from time to time;

b) The rights and obligations of persons or authorities under any Applicable Laws; and

c) The rights of the Company's Representative, Consultants or any other representative of the Owner or any statutory authorities to have access to the Site for inspection of the Works

13.2 If the Contractor foresees any delay in the Execution of the Works due to failure on the part of the Company to provide right of access to the Site, the Contractor shall immediately give written notice to the Company's Representative substantiating its claim for any delay in the execution of the works due to delay in providing the Site. After receipt of such notice, the Company's Representative shall determine extension of time, if any, to be granted to the Contractor and notify the Contractor accordingly. The Contractor acknowledges and agrees that it shall not be entitled to any monetary claim under any circumstances whatsoever due to any delay in handing over of the Site by the Company.

13.3 The Contractor shall not demolish, remove or alter any structures or other facilities on the Site without the prior written approval of the Company's Representative. The Contractor shall further ensure that all garbage resulting from the Execution of the Works is removed or disposed off, in accordance with Applicable Laws.

14. INSPECTION & QUALITY CONTROL

14.1 Inspection shall be performed by BRPL or its appointed authorized inspection agency. The contractor at his sole expenses shall correct defective works. Such rectification needs to be done / completed within the timelines specified by BRPL.

15. DEMOBILISATION/ HANDOVER ON CONTRACT COMPLETION

15.1 The contractor shall ensure that all the premises/equipment/services are in good working condition and are with full configuration while handing over back to the Company/new Contractor at the end of the contract.

15.2 The demobilization/ handover period will be a period of upto 30 days starting from the date of expiry of the contract. The Contractor shall have to complete the demobilization process including closing all pending calls, and handing over all site-related information to the new Contractor/BRPL during this period.

15.3 Within 30 days of the expiry of the contract, the Contractor's representative and BRPL's representatives or the new Contractor may carry out a Joint survey/physical inspection to identify the status of the premises/equipment/services at their locations. If any of the premises/equipment/services are found non-working/ irreparable / unsatisfactory, it is the responsibility of the contractor to make the same good as part of the existing contract.

15.4 No payments shall be admissible for the demobilization period/activities.

15.5 In case the Contractor is not able to close the pending work as identified in Joint survey/physical inspection during the demobilization period, BRPL at its sole discretion can get the work done / Services rendered/ equipment restored/ repaired/substituted by new Contractor/the third party at the risk and cost of the Contractor and the same will be deducted/recovered from the bills of the contractor or the security amount , CPBG , retention amount or otherwise as per terms of the contract and no claim from the Contractor's side , of any nature, including the claim citing the award of work to third party and, consequences thereof, shall not be maintainable.

15.6 Payments for the last month shall be cleared only after all the pending works have been closed successfully as indicated above.

15.7 Ceiling on deductions/penalty stipulated in this contract, if any, shall not be applicable on deductions stipulated herein during demobilization/ handover on contract completion.

16. REPORTS AND INFORMATION

16.1 The Contractor shall be obliged to submit or furnish to Company, all or any information as desired by company, in the form of a report or otherwise. The report may be required at regular interval as specified/required by company. The information shall be provided in a format to be specified by the company to the Contractor. However, company, reserves the right to revise this format which would be communicated to the Contractor and it shall be valid and binding obligation on the Contractor to submit the desired information in the revised format.

17. STATUTORY OBLIGATIONS

17.1 The Contractor shall ensure the due compliance of all the applicable statutory acts, including but not limited to the following acts, where special attention of the Contractor is required to be drawn towards the compliance of provision (along with the latest amendments/additions) including any statutory approval required from the Central/State Governments, Ministry of Labour.

a) The Child Labour (Prohibition and Regulation) Act, 1986.
b) The Agreement Labour (Regulation and Abolition) Act, 1970.
c) The Employee's Pension Scheme, 1995.
d) The Employee's Provident Funds and miscellaneous provisions Act, 1952.
e) The Employees State Insurance Act, 1948.
f) The Industrial Disputes Act, 1947.
g) The Maternity Benefit Act 1961.
h) The Minimum Wages Act, 1948.
i) The Payment of Bonus Act, 1965.
j) The Payment of Gratuity Act, 1972.
k) The payment of Wages Act, 1936.
l) The Delhi Shops & Establishment Act, 1954.
m) The Workmen's Compensation Act. 1923.
n) The Company's Liability Act, 1938.
o) The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
p) The Delhi Preservation of Trees Act 1994

17.2 Further the Contractor shall be liable to comply with all the amendment in existing acts / upcoming new comprehensive labour acts/codes related to applicable labour laws.

17.3 The Contractor shall, prior to commencement of the jobs under this agreement, furnish to the Company the Registration No and Codes of permanent Provident Fund and ESI of its employees.

17.4 Contractor shall bear the entire responsibility, liability and risk arising from or in relation to its workforce under different statutory acts, and rules and regulations, issued thereunder, including, but not limited to, Workmen's Compensation Act, ESI Act, Factories Act 1948, the Contract Labour (Regulation and Abolition) Act 1970, as amended from time to time, and any other relevant laws/regulations as the case may be. Contractor shall also be solely responsible for the payment of all benefits and entitlements, including but not limited to Provident Fund, Bonus, Retrenchment Compensation, leave etc. applicable as per the various statutory laws/regulations and the Contractor shall keep the Company indemnified in this regard. The Company shall be entitled to deduct from any money due to or become due to Contractor, any money paid or payable by way of compensation as aforesaid or cost or expenses in connection with any claims thereto and Contractor shall abide by the decision of the Company as regards the sum payable by Contractor under the provisions of this clause

17.5 The Contractor shall obtain all registration/permissions licenses etc., which are/may be required under any labour or other legislations for providing the services under this Agreement.

17.6 Contractor shall take insurance policy under the Workmen Compensation Act to cover workers, not covered under ESI Act 1948, engaged by it and Accident Liability Insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during service. Copies of these insurance policies will be submitted to company for reference and records and these insurance policies shall be kept valid at all times.

17.7 In case it is desired by any Labour authorities to produce the records with respect to salary/ PF/ESI/EDIL/Bonus etc, the said record/register will be made available by the Contractor.

17.8 The contractor shall follow all law of the land and prevailing orders issued by various Govt. Departments like Department of Power / DERC/ NGT/ Department of Forest/ Department of Environment / DPCB / CPCB/ Court orders etc.

18. PENALTY FOR NON-COMPLIANCE OF STATUTORY REGULATIONS

18.1 If any non-compliance of any Statutory Obligation is observed then an amount equivalent to 1.5 times of the value of the non-compliance will be retained from outstanding (monthly) payment bill, however; if non-compliance is continued, penalty will be levied as follows:

a) Retained amount will be converted into penalty if Non-compliances are not closed within 60 days

b) Termination of agreement in case non-compliances are not cleared after show cause in writing.

c) The imposition of the penalty is without prejudice to the BRPL's right to terminate the Contract. The closure of the work and final settlement of the contract order shall be effected only after issuance of NOC by BRPL.

19. PENALTY FOR MISCONDUCT/FAILURE IN PERFORMANCE OF TASK UNDER AGREEMENT

19.1 The Contractor and its manpower shall adhere all code of conduct/ Schedule/ SOP/ Instructions associated with the task to be performed under the agreement.

19.2 During the period of validity/execution of task under agreement, the behaviour of manpower deputed by Contractor shall be entirely professional and shall not commit any misconduct.

19.3 Misconduct shall refer to the following:

a) Interaction with the customer in a non-professional way, including any form of verbal/physical abuse to customer or misuse/damage/tempering of premises and/or meter.

b) Any form of harassment to customer i.e. asking for bribes, reaching customer premises outside the defined working hours, asking the customer for any favours etc.

c) Additional interaction with customer not under purview of task to be performed under agreement.

d) Provide other customer services with or without a charge unless directed by BRPL.

e) Accessing BRPL's IT Infrastructure within data centre or anywhere else, in BRPL premises.

f) The contractor's deputed manpower do not wear the uniform as per the terms and conditions of the contract during the performance of services under the contract.

19.4 BRPL shall conduct audit and quality checks on the activities to be performed by Contractor and/or the personnel deputed by Contractor under Agreement on a periodic basis, to ascertain the overall quality and performance offield activities.

19.5 Any complaints received by BRPL either directly from the customer or observations through audit or any other sources shall be reviewed by BRPL. The decision of the committee on the final action on Contractor shall be binding.

19.6 The person responsible for such incidence of misconduct must be immediately removed by Contractor from Company's services under the contract and should also never be deployed for providing any other services to the Company. If needed contractor shall file police FIR against such person

19.7 The Contractor shall collect the following documents from the manpower deputed under this agreement, within two weeks of mobilization and shall deposit the same with BRPL as & when demanded, as follows:

(i) Educational Qualification Certificate: Certificate and mark-sheet of all manpower demonstrating the highest educational qualification of all personnel, making them competent for the task assigned.
(ii) Permanent Address Proof: Supporting document for permanent address proof of all personnel.
(iii) Identity Proof: Copy of PAN/ Adhaar card should be submitted as identity proof for all personnel.

19.8 Contractor shall deploy the manpower in mutual consultation with BRPL. BRPL reserves the right to reject deployed manpower, in case the same is not found suitable.

19.9 The Contractor shall conduct relevant background checks and prepare Background Reports through an authorized agency of all manpower deployed for the performance of task under agreement in BRPL within one month of deployment

19.10 Such reports shall be shared with BRPL as requested. Contractor shall submit an Affidavit clearly stating that back-ground check for all personnel is complete and back-ground reports have been prepared to this effect within one month of deployment.

20. STATUTORY PERMISSION/ APPROVALS

20.1 The Contractor shall take all steps as may be necessary to comply with the various applicable laws/rules including the provisions of agreement labour (Regulation & Abolition Act) 1970 as amended, minimum wages Act, 1984, Workmen Compensation Act, ESI Act, PF Act, Bonus Act and all other applicable laws and rules framed there under including any other statutory compliance/approval required from the Central/State Govt., Ministry of Labour.

20.2 The Contractor must also submit the following before award of First Work Order under agreement and these shall be renewed time to time:

a) Certificate of registration under Contract labour (R & A) Act 1970.

b) PF Code No. and all employees to have PF A/c No. under PF Act, 1952.

c) All employees to have a temporary or permanent ESI Card as per ESI Act.

d) ESI Registration No.

e) GST registration number

f) PAN No.

g) Electrical License as applicable

h) Labour License under Labour Act (R & A) Act 1970. A copy of Labour License shall be deposited by Contractor with all Engineer-in-charge responsible for execution of the job before start of the work by the contractor, as per guidelines of HR department.)

20.3 The Contractor must follow/adhere/perform the following task:

a) To take Third party Insurance Policy before start of work.

b) To follow Minimum Wages Act prevailing in the state.

c) Salary / Wages to be distributed not later than 7th of each month.

d) To maintain Wage- cum - Attendance Register.

e) To maintain First Aid Box at Site.

f) To Submit Latest P.F. and E.S.I. challans pertaining to the period in which work was undertaken along with a certificate mentioning that P.F. and E.S.I. applicable to all the employees has been deducted and deposited with the Authorities within the time limits specified under the respective Acts.

g) To frame and adhere the Workmen Compensation Policy in compliance with the law.

h) To obtain Labour license before start of work.

i) Registration of Contractors & Contractual Employees under Building & other Construction Worker Welfare Cess Act 1996 & The Building & \ other Construction Workers (Regulation of Employment & Conditions of services) Act 1996, as applicable

j) Registration under "The Delhi Building and other Construction Worker (Regulation of Employment and Conditions of Services) Rules 2002(B.O.C.W.)", as applicable

Before commencing the work it would be mandatory for the Contractor to furnish the Company the permanent PF code no and ESI of the employees.

20.4 Contractor ensures that Manpower deployed at the site must adhere to terms & conditions as set out in the Contract.

20.5 The Contractor shall give a written declaration / undertaking on or before 15th of the following month that he has complied with the following:

a) Has paid minimum wages to his manpower along with its proof.

b) Deduct and deposited ESI/PF contribution. Copy of the same shall be submitted

20.6 Contractor shall comply with all the amendments to existing acts, upcoming new comprehensive labour acts related to applicable labour law, wage code etc

21. PERMITS, LICENSES & APPROVALS

21.1 It shall be the Contractor's exclusive responsibility to obtain all requisite approvals, permits or licenses required for the performance of the Services. However, upon the request of the Contractor, the Company may, where it is necessary to do so, provide reasonable assistance to the Contractor, at the risk and cost of the Contractor, in applying for and obtaining such permits, licenses or approvals. Any delay in obtaining any such permits, licenses and approvals shall not relieve the Contractor from any of its obligations under the Contract.

21.2 The cost of obtaining the above mentioned permits, approvals and licenses and follow-up of the applications for such permits, approvals and license shall be borne by the Contractor.

21.3 It shall also be the Contractor's exclusive responsibility to obtain those requisite approvals, permits or licenses required for the performance of the Services which needs to be obtained by the Company. However, the cost of obtaining such permits, approvals and licenses shall be borne by the Company. Company shall provide reasonable assistance to the Contractor in applying for and obtaining such permits, licenses or approvals. Any delay in obtaining any such permits, licenses and approvals shall not relieve the Contractor from any of its obligations under the Contract.

22. REPRESENTATION, WARRANTIES AND GUARANTEES

The Contractor hereby represents warrants and guarantees that:

22.1 It is a legally recognized entity under the laws of India;

22.2 The Agreement contains valid and binding obligations and is enforceable in accordance with the terms hereof;

22.3 It has studied the technical feasibility, Site conditions and other prevailing conditions and all other operational details and based on these studies carried out, has agreed to provide to the Company the services as contemplated in this Agreement;

22.4 It has appraised itself of all applicable rules and regulations, and shall at all times comply with such rules and regulations;

22.5 It shall procure vehicles and hire manpower suitable for the purposes of rendering services as contemplated in this agreement;

22.6 The Services would be conducted in a safe and efficient manner at the Site and at all times in compliance with Good Industry Practices and requirements of the Company, and in any event, in accordance to this Work Order/agreement;

22.7 It shall procure all consents, licenses, permits, approvals and certificates and authorizations as may be required from any governmental authority for the performance of services at the Site;

22.8 It shall duly pay the duties, taxes and levies as are set out in this agreement or otherwise, which are to be paid by the Contractor;

22.9 There is no action, suit or proceeding, at law or in equity, or to the best of knowledge of Contractor, any official investigation before or by any governmental authority, arbitration tribunal or other body pending or, to the best of its knowledge, threatened against or affecting it or any of its property, rights or assets, which could reasonably be expected to have material adverse effect on its ability to perform its obligations under this Agreement or on the validity or enforceability of this agreement;

23. EVENTS OF DEFAULTS

Company may, without prejudice to any of its other rights or remedies under the Contract or in law, terminate the whole or any part of this Contract by giving written notice to the Contractor, if in the opinion of Company, contractor has neglected to proceed with the Contracts with due diligence or commits a breach of any of the provisions of this Contract including but not limited to any of the following cases:

23.1 Failing to complete execution of Contract as per the terms and conditions specified in the Contract.

23.2 Failing to complete Contracts in accordance with the approved schedule of Contract.

23.3 Failing to comply with any reasonable instructions or orders issued by Company in connection with the Contract.

23.4 Failing to comply with any of the terms or conditions of this Contract.

23.5 In the event Company terminates this Contract, in whole or in part, on the occurrence of any event of default, Company reserves the right to engage any other vendor or agency to complete the Contract or any part thereof, and in addition to any other right Company may have under the Contract or in law including without limitation, including the right to penalize for delay under clause “Liquidated Damage” of this Contract , the contractor shall be liable to Company for any additional costs that may be suffered/borne by Company for the execution of the Contract.

23.6 Failure on the part of the Contractor to maintain its confidentiality obligations and or compromising its integrity, which are required to be of highest standards, in so far as the present scope of work is concerned.

24. RISK & COST

24.1 If the Contractor fails to execute the work as per specification/Agreement/as per the direction of Engineer-in-change within the scheduled period and/or even after the extended period, the company shall be having the right to cancel/terminate the agreement and the company reserves the right to get the work executed from any other source at the Risk & Cost of the Contractor. The Extra Expenditure so incurred shall be debited to/recovered from the Contractor.

25. LIMITATION OF LIABILITY

25.1 The Contractor's liability (except Third Party Liability; covered under the agreement and addendums thereto) for all damages, losses, acts or omissions, howsoever occasioned, shall not, at any time exceed an amount equivalent to Contract Value.

25.2 Notwithstanding anything stated in the agreement, the limitation of Liability shall not be available/applicable in case of wilful default/breach/negligent act/misconduct on the part of the Contractor and/or its employees.

26. TERMINATION

26.1 TERMINATION BY COMPANY FOR NON PERFORMANCE

26.1.1 During the course of the execution, if at any time the Company observe and forms an opinion that the work under the order is not being performed satisfactory and the performance of the Contractor not found satisfactory, the Company reserves its right to cancel/ terminate this Agreement giving 30 days' notice without assigning any reason and the Company will recover all damages including losses occurred due to loss of time from the Contractor. On receipt of such notice the Contractor shall immediately stop all activities related to the work terminated. This is without prejudice to other rights under the terms of contract. The Contractor shall hand over the Company all drawing/documents prepared for this contract up to the date of cancellation of order.

26.2 PREMATURE TERMINATION

26.2.1 The order can be terminated by the Company before the expiry of its term under the following conditions:

(i) The Contractor repudiates this order or otherwise evidences intention not to be bound by this order;

(ii) The Contractor assigns, mortgages, or charges or purports to assign, mortgage, or charge any of its obligations or rights in contravention to the provisions of this order; or, transfers or negates any of its obligations in contravention to the provisions of this order.

(iii) The Contractor breaches the Secrecy/Non-disclosure Clause/Confidentiality obligations.

(iv) If at any stage during the tenure of the work order, Contractor is found to be involved or indulging or even attempting illegal, unlawful action or activities or some fraudulent or even trying to take or ask bribe from any customer or to give bribe official/staff or misuse or abuse any meter or property of the Company.

(v) The Company shall be entitled to deduct from any money due or to becomes due to the Contractor, money paid or payable by way of compensation as aforesaid or cost or expenses in connection with any claims thereto. The Contractor shall abide by the decision of the Company as to the amount payable by the Contractor under the provision of this clause.

26.3 TERMINATION BY COMPANY FOR CONVENIENCE

26.3.1 The Company shall, in addition to any other right enabling it to terminate the Contract, have the right to terminate the Contract at any time without assigning any reason, by giving a written notice to the Contractor. The Contract shall stand terminated on receipt of such notice but such termination shall be without prejudice to the rights of the Parties accrued on and before the date of termination.

27. GOVERNING LAW AND ARBITRATION

27.1 Governing Law: This Work Order/Agreement shall be governed by the laws of India and each party submits to the exclusive jurisdiction of the courts in New Delhi.

27.2 Dispute Resolution Mechanism. All disputes and differences arising out of or in connection with this Agreement shall be resolved amicably by mutual discussion within 30 days. If the dispute cannot be resolved by mutual discussions and agreement, the parties will take such dispute to an arbitral panel comprising Sole Arbitrator jointly appointed by the parties to agreement.

27.3 In the event parties fail to appoint the sole arbitrator within 30 days from the date of request made by party, the Sole Arbitrator shall be appointed as per the provisions of The Arbitration and Conciliation Act 1996 as amended upto date. The arbitration shall be conducted in New Delhi in accordance with the provisions of the Arbitration and Conciliation Act 1996. The award of the arbitral panel shall be final and binding on all parties. The arbitration proceedings shall be conducted in English. The venue and seat of Arbitration shall be in Delhi Only. The cost of arbitration shall be shared equally between the parties unless otherwise directed by the Arbitrator.

28. FORCE MAJEURE

28.1 General

28.1.1 An "Event of Force Majeure" shall mean any event or circumstance not within the reasonable control, of the Party affected, but only if and to the extent that:

(i) Such event or circumstance, despite the exercise of reasonable diligence, could not have been prevented, avoided or reasonably foreseen by such Party;

(ii) Such event or circumstance materially and adversely affects the ability of the affected Party to perform its obligations under this agreement, and the affected Party has taken all reasonable precautions, due care and reasonable alternative measures in order to prevent or avoid the effect of such event on the affected party's ability to perform its obligations under this Agreement and to mitigate the consequences thereof. For the avoidance of doubt, if such event or circumstance would not have materially and adversely affected the performance of the affected party had such affected party followed good industry practice, such event or circumstance shall not constitute force majeure.

(iii) Such event is not the direct or indirect result of the failure of such Party to perform any of its obligations under this Agreement; and

(iv) Such Party has given the other Party prompt notice describing such events, the effect thereof and the actions being taken in order to comply the relevant clause

28.2 Specific Events of Force Majeure

28.2.1 Subject to the provisions of the agreement, Events of Force Majeure shall include only the following to the extent that they or their consequences satisfy the above requirements:

28.2.2 The following events and circumstances:

(i) Effect of any natural element or other acts of God, including but not limited to storm, flood, earthquake, lightning, cyclone, landslides or other natural disasters, and\ Explosions or fires or flood

(ii) Public disorder, insurrection, rebellion, sabotage, riots or violent demonstrations of a local character;

(iii) Declaration of the Site as war zone.

(iv) Any order, regulation, directive, requirement from any Governmental, legislative, executive or judicial authority.

28.3 Notice of Events of Force Majeure

28.3.1 If a force majeure event prevents a party from performing any obligations under the Agreement in part or in full, that party shall:

(i) Immediately notify the other party in writing of the force majeure events within 2 working days of the occurrence of the force majeure event

(ii) Be entitled to suspend performance of the obligation under the Agreement which is affected by force majeure event for the duration of the force majeure event

(iii) Use all reasonable efforts to resume full performance of the obligation as soon as practicable

(iv) Keep the other party informed of all such efforts to resume full performance of the obligation on a regular basis

(v) Provide prompt notice of the resumption of full performance or obligation to the other party.

28.4 Mitigation of Events of Force Majeure

28.4.1 The Contractor shall:

(i) Make all reasonable efforts to prevent and reduce to a minimum and mitigate the effect of any delay occasioned by an Event of Force Majeure, including applying other ways in which to perform the agreement;

(ii) Use its best efforts to ensure resumption of normal performance after the termination of any Event of Force Majeure and shall perform its obligations to the maximum extent practicable as agreed between the Parties; and

(iii) Keep the Company informed at regular intervals of the circumstances concerning the event of Force Majeure, with best estimates as to its likely continuation and what measures or contingency planning it is taking to mitigate and or terminate the Event of Force Majeure.

28.5 Burden of Proof

28.5.1 In the event that the Parties are unable in good faith to agree that a Force Majeure event has occurred to an affected party, the parties shall resolve their dispute in accordance with the provisions of this agreement. The burden of proof as to whether or not a force majeure event has occurred shall be upon the party claiming that the force majeure event has occurred and that it is the affected party.

28.6 Termination for Certain Events of Force Majeure

28.6.1 If any obligation of any Party under the Agreement is or is reasonably expected to be delayed or prevented by a Force Majeure event for a continuous period of more than 1 (one) month during the Term of the Agreement, the Agreement shall be terminated at the discretion of the Company and neither Party shall be liable to the other for any consequences arising on account of such termination.

28.6.2 The Company reserves the right to demand the Contractor's services on holidays as well as beyond the normal working hours.

28.6.3 The Contractor will ensure that none of their person is engaged in any unlawful activities subversive of the Company's interest failing which suitable action may be taken against the Contractor as per the terms and condition of this order.

28.6.4 The Contractor shall be liable for payment of all taxes and duties as applicable, to the State/ Central Govt. or any local authority.

28.6.5 The Contractor's employees shall not be treated as Company's employees / persons for any purpose whatsoever & facilities/ benefits applicable to the Company's employees shall not be applicable to Contractor's employees. If due to any reasons whatsoever the Company is made liable to meet any obligation under any of the laws & enactment etc, for any reason whatsoever the same shall be recovered from the Contractor either from the present and future amount payable to him or as per law.

29. NOTICE & COMMUNICATION

29.1 Any notice or other formal communication to be given under this agreement shall be in writing and signed by or on behalf of the party giving it and shall be sent by registered post, A.D. to the addresses of Contractor or BRPL as mentioned herein above or to any other addresses as agreed by the parties, in writing from time to time. Any notice or other formal communication can also be sent through official e-mail ID of authorized person of Contractor or BRPL.

30. SAFETY CODE

30.1 The Contractor shall ensure adequate safety precautions at site, as required under the law of the land to facilitate safe working, during the execution of work under agreement/work order and shall be entirely responsible for the complete safety of their workmen as well as other workers at site and premises during performance of work under agreement.

30.2 The Contractor shall observe the safety requirements as laid down in the agreement and in case of sub-contract/assignment (only after written approval of company), it shall be the responsibility of Contractor that all safety requirements are followed by the employees and staff of the sub-contractor.

30.3 The Contractor employing two hundred employees or more, including employees deputed under agreement, shall have a safety officer in order to ensure the implementation of safety requirements of the agreement and if the Contractor having lesser number of employees, including agreement workers, shall nominate one of its employees to act as safety coordinator who shall liaise with the safety officer on matters relating to safety and his name shall be displayed on the notice board at a prominent place at the work site.

30.4 The Contractor shall be responsible for non-compliance of the safety measures, implications, injuries, fatalities and compensation arising out of such situations or incidents.

30.5 In case of any accident, the Contractor shall immediately submit a statement of the same with BRPL and the safety officer, containing the details of the accident, any injury or causalities, extent of properly damage and remedial action taken to prevent recurrence and in addition, the Contractor shall submit a monthly statement of the accidents to BRPL at the end of each month.

30.6 The contractor / safety officer shall be responsible for providing training to all staff & workers, safety compliances , testing and fitness of all T&P , PPE, annual safety audit reports etc in line with CEA norms

31. WORKMEN COMPENSATION

31.1 The Contactor shall take insurance policy at his own cost under the Workmen Compensation Act to cover such workers who are not covered under ESI by the Contractor however engaged to undertake the jobs covered under this order and a copy of this insurance policy will be given to Company for reference and records. This insurance policy shall be kept valid at all times. In case there are no workers involve other than those who are covered under ESI by the Contractor, the Contractor shall certify for the same.

31.2 The Contractor shall keep the Company indemnified at all times, against all claims of compensation under the provisions of Workmen Compensation Act 1923 as amended from time to time or any compensation payable under any other law for the time being involving workmen engaged by the Contractor in carrying out the job involved and against costs and expenses, if any, incurred by the Company in connection therewith and without prejudice to make any recovery.

31.3 The Company shall be entitled to deduct from any money due to or to become due to the Contractor, moneys paid or payable by way of compensation as aforesaid or cost or expenses in connection with any claims thereto and the Contractor shall abide by the decision of the Company as to the amount payable by the Contractor under the provisions of this clause.

32. THIRD PARTY INSURANCE

32.1 The Contractor shall, before the commencement of work, take a Third Party Insurance of an adequate value, at his own cost and expenses, securing all the risks/losses/damages which may be caused to any third party and/or BRPL and/or its employees/associates, because of the omission/performance of tasks by the Contractor under this agreement. The full and final settlement of claims raised by third parties shall be the sole responsibility of the Contractor without any liability to BRPL.

32.2 It is further agreed by the Contractor that in case of defect/damage to the system because of default on the part of the Contractor, the Contractor shall, at its own cost, be liable to replace/rectify the same at the earliest or make good the loss suffered by BRPL

33. HUMAN RESOURCE ISSUES

33.1 The Contractor would execute the works under agreement through its own resources.

33.2 The Contractor shall bear all expenses/cost to be incurred towards salary, allowances, perks, travelling allowances, advances, insurance, safety measures, annual increment, security, transportation, conveyance reimbursement, telephone expenses, leave pay and all other misc. expenses etc. of their employees/ workmen during the validity/tenure of the Agreement or any renewed tenure thereto. Also, the Contractor shall be solely responsible for making payment for Hospitalization, Compensation thereof in case of any accident & injury.

33.3 The Contractor to deploy its manpower immediately for carrying out the work as specified in the tender document.

33.4 The Contractor shall ensure that there are no disputes regarding service, payment etc. of the persons engaged by it, anytime during the tenure/validity of the contract. At no point of time during the tenure/validity of contract, the Contractor's employees shall insist upon the Company for employment, wages, and allowances or any other related matter, payment etc.

33.5 The Contractor shall not deploy the manpower below the age of 18 years or above the age of 58.

33.6 The Contractor shall not deploy the female manpower between 7 PM to 6 AM.

33.7 The Contractor shall be directly responsible for any / all disputes arising between Contractor and its persons and keep the Company indemnified against all losses, damages and claims arising thereof. The Contractor shall resolve all disputes of its manpower. All the legal dues of the manpower of Contractor is to be paid on or before due date as per applicable laws or within 8 days from date of the termination of manpower.

33.8 All safety wears required for the Contractor's manpower during the execution of work must be provided by the Contractor at its own cost and the Contractor shall ensure that its employees regularly use such safety gears.

33.9 The Contractor shall be responsible for discipline of its manpower and shall ensure that the personnel deputed should adhere to the disciplinary procedure set by the Company. The Contractor shall ensure that none of its associate/personnel is engaged in any unlawful activities or any other activity subversive of the Company's interest, failing which the same shall be termed as breach of the terms of agreement and annexures thereto and suitable action may be taken against the Contractor as per the terms & conditions of the Agreement. The Contractor will ensure that none of the manpower engaged by it will demonstrate before the offices of the Company in any manner whatsoever. In case any of the manpower engaged by Contractor is found indulging in such activities, the same shall be termed as breach of the terms of agreement and annexure thereto and the Contractor will take suitable action against such of their employees and submit the ATR with company.

33.10 The Contractor shall ensure compliance with minimum wage requirements of the correct category and shall ensure the following:

33.10.1 Timely payment of minimum wages to deployed manpower as per the rate notified from time to time by the Government of National Capital Territory of Delhi.

33.10.2 Compliance with all other relevant PF, ESI, Insurance and other laws as applicable per statute.

33.10.3 To retain Challans/Receipt issued by Statutory Authorities like Regional Provident Fund Commissioner (RPFC)/including its own Pension Provident Fund Trust for previous month & proof of payment towards compliance of other statutory provisions like E.S.I., GST etc.

33.10.4 Contractor will also produce challan/receipt with respect to payment of GST as a proof for such statutory payment.Contractor shall comply with provisions of the Payment of Wages Act 1936, Minimum wages Act-1948, Employee's Provident Fund & Miscellaneous Provision Act 1952, ESI Act 1948, Company's Liability Act 1936, Industrial Dispute Act 1947, Maternity Benefit Act 1961, Contract Labour (Regulations & abolition) Act 1970, Delhi Shops & Establishment Act or any modification thereof, THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 or any other Act relating to rules made hereunder from time to time. For the said purpose the Contractor shall get itself covered under the Employee's Provident Fund & Miscellaneous provision Fund 1952 & ESI directly with the appropriate Regional Provident Fund Commissioner, if not done so far and shall intimate to the Company the Code No. allotted by the RPFC & ESI Authorities within one month from the date of commencement of the work under agreement.

33.11 Contractor shall organize periodic awareness session on POSH, 2013 and strict compliance to POSH, 2013. contractor shall have a detailed HR policy for retirement, training, safety, job suitability, health etc. for it's employees. Further the Contractor shall have proper grievance redressal process for addressing HR issues raised by it's employees.

33.12 **ID CARD:**

33.12.1 The Contractor will not issue any ID cards to the manpower deputed under agreement, on its own. All ID Cards for the workforce will be issued by BRPL Security ID Card Cell only. The Contractor should maintain the records of Identity Cards of their employees and whenever any employee quits/is removed then his/her Identity card should be collected & submitted to BRPL Security ID Card Cell. Penalty will be imposed on the Contractor in case of violation of the above rule. Contractor shall submit the details/ list of the employees that they are going to be deputed with BRPL Security before the commencement of the work under agreement.

33.13 The penalty clause related to employee's ID card shall be as under:

33.13.1 It is agreed by the Contractor that within five (5) days from the commencement of agreement/ date of award of work order/ date of renewal of agreement, the Contractor shall be bound to intimate BRPL, the details of manpower deputed by Contractor for the performance of task under this agreement in BRPL specified format.

33.13.2 It is agreed by the Contractor that in case of change of manpower deputed by the Contractor under this instant agreement, the Contractor shall, promptly but not later than twenty-four (24) hours of such change, intimate BRPL in writing about the said change and submit the revised details in the BRPL specified format.

33.13.3 It is further agreed by the Contractor that it shall, promptly but not later than seven (7) working days from the commencement of agreement/ date of award of work order/ date of renewal of agreement, ensure the issuance of the photo identity cards, issued by BRPL Security, to all the personnel deputed by the Contractor. The ID Cards shall also bear the name of the Company/ Contractor, the contact details of the personnel and the Company and shall ensure that all the personnel, during the performance of task under the agreement, shall wear/ display those ID Cards.

33.13.4 In addition to the events of default as specified in the agreement and annexures thereto including as specified above, it has been agreed by the parties to the agreement that the following events shall also be counted as events of default and the Contractor shall ensure not to commit the same:

a) of staff found working without valid ID Cards (ID Cards issued by BRPL Security) / Not carrying ID cards to the workplace.

b) of staff carrying validity lapsed (expired) ID Cards as against the number of staff billed for

c) of staff found carrying Contractor issued ID Cards, instead of through BRPL Security - CONTRACTORs cannot issue ID cards for the manpower deployed on BRPL work.

d) That the failure by the Contractor in compliance of the terms stated in section above and/ or the commission of defaults as notified above, i.e. non issuance of ID Cards, non-display of ID Cards by the personnel of the Contractor and/ or the commission of any of the defaults, shall attract an agreed penalty for the sum of Rs. 1000/- per person per day and the same shall be deducted/recovered from the monthly bill of the Contractor, without any advance intimation to Contractor by BRPL.

e) Certification of penalty (defaults and sum penalized) shall be through BRPL Security, along with intimation to concerned User Department, C&M, F&A. A notice shall be sent to Contractor/ agency.

f) That in addition to the penalty as specified above, in case of any blacklisted manpower/personnel is found working/deputed by the Contractor, with BRPL for the performance of work under agreement, the same shall be termed as breach of terms of agreement and annexures thereto and shall, in addition to other penalties and rights available with Company/BRPL, levy a penalty of 1% of the contract value or Rs Fifty Thousand (50000), whichever is lower, and deduct/recover from the monthly bill of the Contractor.

g) In case of second or subsequent default as specified above, within 6 months from the first default, the same, without prejudice to other penalties/ remedies that can be imposed/resorted under the terms of this agreement, BRPL reserves the right to terminate the contract.

h) It is further agreed by the Contractor that the imposition of penalty and the quantum thereto shall be the sole discretion of BRPL and no claim/dispute by Contractor, challenging the imposition of penalty and/or the quantum thereto shall be maintainable.

i) BRPL may review/revise ID card Policy including penalty during the tenure of agreement. This shall be at the sole discretion of BRPL and Contractor shall be liable to comply in full the revised policy, notified time to time.

j) The Contractor shall submit resumes of its personnel to be deputed/Supervisors within 2 days of Award of Agreement/Work Order for approval and selection by BRPL. BRPL shall conduct interview and select the personnel to be deputed/Supervisors and provide inputs to Contractor for further action and deployment.

k) The Contractor shall collect the following documents from the personnel deputed under agreement, within two weeks of mobilization and shall deposit the same with BRPL, as follows:

(i) Educational Qualification Certificate: Certificate and mark-sheet of all manpower demonstrating the highest educational qualification of all personnel, making them competent for the task assigned.

(ii) Permanent Address Proof: Supporting document for permanent address proof of all personnel.

(iii) Identity Proof: Copy of PAN card should be submitted as identity proof, for all personnel.

33.13.5 Contractor shall share the above information on demand from BRPL.BRPL reserves the right to reject deployed manpower, in case the same is not found suitable.

33.14 The Contractor shall conduct relevant background checks and prepare Background Reports through an authorized agency of all personnel deployed for the performance of task under agreement in BRPL within one month of deployment.

33.14.1 Such reports shall be shared with BRPL as requested. Contractor shall submit an Affidavit clearly stating that back-ground check for all personnel is complete and back-ground reports have been prepared to this effect within one month of deployment.

33.14.2 In case the Contractor does not provide his employees with PIC (Personnel Identity Card), the same shall be provided by the Company and the cost plus 30% overheads shall be recovered from the contractor's bills. This shall be in addition to the right of company to impose/recover penalty over contractor for such default.

33.15 Failure by the Contractor's personnel to wear PIC shall attract a penalty of Rs.1,000/- per incident per day.

33.16 In case, any of the manpower has been found not serving his part of duty on any day as per the instructions, Contractor will be fined at the rate of Rs 500/- per person per day.

33.17 A separate penalty as per score card shall be levied.

33.18 There will not be duplicity of penalty for the same default.

34. DEPLOYMENT OF RESOURCES

34.1 Number of resources to be deployed by the Contractor at all-time shall be specified by the bidder as per the format in Section-V, scope of work.

34.2 The contractor shall deploy adequate resources for the smooth execution of work assigned to them. The contractor shall provide complete details including name, address, and Aadhar Card number of resource deployed.

34.3 The contractor shall deploy qualified & experienced resources comprising engineers, supervisors, diploma holders, skilled, semi-skilled & unskilled staff in accordance with the requirements of electricity rules, safety laws and other applicable regulatory laws. The contractor shall also ensure to meet the requirements of performance standards as mentioned in this document. If at any stage, the Company/Engineer In-Charge finds the resources not suitable or not up to the mark, the Contractor shall deploy the alternate resources immediately.

34.4 Distribution of electricity is an essential service as well as a public utility service. It is imperative to secure the electric network of our license area so that uninterrupted distribution of power supply to essential services like Delhi Metro, Police, hospitals, etc. is maintained. Proper security measures are essential due to the extremely sensitive and critical nature of these services. Therefore, Contractors shall be responsible for maintaining Personal Identification Data of all staff deployed by him at our premises in electronic or any other form as prescribed by the company. In addition to this, the Contractor shall also submit a record of his deployment in various locations to BRPL on a daily basis if required by the Divisional In-charge.

34.5 The resource deployed by the contractor shall exercise highest level of integrity at work place and shall not involve in any type of malpractice. In case any resource of the contractor is found involved in any malpractice, the contractor shall indemnify the company for the loss incurred by the company on account of such malpractice/misconduct. Since this scope of work and the assistance contemplated under the present contract or in the nature of statutory assistance towards preventing the theft of electricity under the provisions of the electricity act 2003 the integrity levels of the Contractor and /or the agency which is awarded the contract is expected to be of the highest standards.

34.6 In case the contractor or the resource deployed by him unable to execute the work assigned to it as per satisfaction of the company or the workmen of the Contractor refuses to work, going on strike or for any other reason likely to lead to loss of productivity, the company shall have right of engaging any other agency or resorting to any other suitable means without giving any reason and to recover the cost incurred out of the amount payable or become due to the contractor.

35. REPLACEMENT OF RESOURCE(S)

35.1 Should the Company consider at its sole judgment that the persons deployed by the Contractor are not suitable for the job for whatsoever reason, the Company will have the option either (i) to seek prompt replacement deputing the other person at the cost of Contractor or (ii) to terminate this work order/agreement in part or as a whole.

35.2 If the Company finds any employee of the Contractor guilty of any misconduct, incompetence or negligence, the Contractor shall, if so intimated by the Company, withdraw such employee from the work of company and replace him with a qualified and competent manpower. Contractor shall keep the Company informed of all manpower replacements and all such data shall be submitted with the person nominated by Company along with personal & qualification details of such persons deputed as replacement.

35.3 If any employee of the Contractor found indulged in unfair practices or causing direct or indirect damage to Company's Image/Property/Revenue, immediate action shall be taken by the Contractor and the Contractor shall suitably compensate the company for all loss incurred by the Company. Contractor shall have retrenchment / removal policy in place to handle such matters.

36. CONTRACTOR'S OBLIGATIONS

General Obligations

36.1 The performance of Services as completed by the Contractor shall be wholly in accordance with the Contract and fit for the purposes for which they are intended to and as defined in the Contract. The Services shall include any Service which is necessary to satisfy the Company's requirements and as implied by the Contract.

36.2 The Contractor shall execute the Services within the time frame for completion as specified in the order/agreement and Scope of Work. Without prejudice to the provisions of the Contract, before commencing the Services, the Contractor shall satisfy itself regarding the BRPL's requirements. The Contractor shall give notice to BRPL, within forty-eight (48) hours of the receipt of BRPL's requirements, of any error, fault or other defect in the BRPL's requirements or such items of reference.

36.3 The Contractor takes full responsibility for the adequacy and stability of Services to be performed at the Site.

36.4 The Contractor shall at all times endeavour to adopt best practices as is prevalent in like industry and shall always be required to achieve the desired quality and confirm to the schedule of Service(s) at no additional cost to the company/BRPL.

36.5 The Contractor is deemed to have satisfied itself as to the correctness and sufficiency of the BRPL's requirements and other terms of the Contract relating to its risks, liabilities and obligations set out in or implied by the Contract and all matters and things necessary for the proper performance of the Services.

36.6 The Contractor acknowledges the responsibility of the following during the performance of the Services:

36.6.1 The proper transportation of Manpower and materials upto the Site and back.

36.6.2 Availability of skilled Manpower in time.

36.6.3 Compliance with the HSE Conditions and adherence to Contractual terms;

36.6.4 Protection of the environment and adjacent structures and taking steps for remedying any damage caused to the environment or adjacent structures during the performance of the Services by the Manpower;

36.7 The Contractor shall, whenever required by the BRPL, submit details of the arrangement and methods which the Contractor proposes to adopt for the performance of the Services. No alteration to these arrangements or methods shall be made without the approval of BRPL.

36.8 Train its Manpower in the manner as reflected in their training manual, requirements of BRPL and as per the best industry practice before the deployment at the Site. Contractor shall maintain training records. Contractor ensures to replace Manpower of same specification in order to reliever / absenteeism of Manpower. In the event of replacement of Manpower, comply with all the pre and post requisite details of deployment, including but not limited to, furnishing of all the required registrations, licenses and medical examinations at the cost of Contractor without reimbursement from Company/BRPL.

36.9 Contractor agrees to provide all preliminary information or data as may be required by the Company/BRPL within fifteen days of issuance of the signed LOI/Work order or as per mutually agreed timelines.

36.10 In case the Contractor comes across with any ambiguity and/ or discrepancy in the BRPL's requirements, it shall immediately Communicate such ambiguity and/ or discrepancy to BRPL, for seeking appropriate instructions to resolve such ambiguities and discrepancies.

36.11 Contractor to maintain sufficient cash flow as working capital to meet daily expenses for the Manpower.

36.12 Contractor to coordinate and maintain close liaison with local police and administrators. Contractor to visit Site periodically and as per specific request of Company/BRPL.

36.13 Notwithstanding anything contrary in the Contract, Contractor must make judicious and economical use of resources of the company/BRPL at the Site, including, but not limited to resources such as space, water and electricity. In the opinion BRPL discover the misuse of resources by the Manpower, after serving notice to the Contractor if Contractor fails to adhere to this Article, BRPL reserves right to recover a suitable amount as per BRPL discretion. BRPL decision in this regard shall be final & binding.

36.14 The Contractor shall not use the name of the company/BRPL in any manner for credit arrangement or otherwise and it is agreed that the company/BRPL shall not in any way be responsible for any debts, liabilities or obligations of the Contractor or its Manpower.

36.15 In case, if the company/BRPL is of the opinion, after due consultation with the Contractor, that extra Manpower or material / equipment is/are required for reasons of improving the quality and nature of Services at the Site, the Contractor shall arrange for the same timely at the same price specified in the Contract.

36.16 Contractor to ensure that the Manpower deployed should have bank account which their payment must be directly credited to their bank account by the Contractor. The Contractor shall submit the copy of its instructions to the bank to transfer the salary / wages to the account of its Manpower deputed under the contract to the company/BRPL on or before 7th day of every month for the previous month's salary transfer of individual Manpower to their bank.

36.17 Contractor to maintain list of Manpower in shifts and attendance muster at the Site entrance for Manpower deployed under the Contract.

36.18 The Contractor shall provide such uniforms as approved by the company/BRPL.

36.19 Immediately on commencement of the Contract, Contractor shall provide complete bio data of each Manpower employed at Site and shall ensure that the information provided in respect of each Manpower is verified and correct.

36.20 Staff working hours will be governed by the Factories Act and Applicable Law as per State where Site is located and Manpower have been deployed.

36.21 Contractor must ensure that child labour is not to be deployed at the Site.

36.22 A detailed Site specific deployment chart shall be submitted by the Contractor to Company within 5 working days before commencement of Services.

36.23 Contractor must ensure to conduct at least bi-weekly surprise checking at Site where their Manpower is deployed and performing Services to ascertain performance as per Contract. Contractor shall provide adequate quick response team and surveillance team for this purpose

36.24 Contractor shall develop its own network and arrangements and shall be solely responsible to recruit its own personnel for providing Services.

36.25 If required and on specific instructions by the company/BRPL, Contractor shall periodically rotate the Manpower after every 12 months or period as requested by the company/BRPL. BRPL to Communicate the same to the Contractor atleast 20 working days before rotation of Manpower is intended.

36.26 Manpower so deployed at the Site shall carry out only those Services that are stipulated under the terms of the Contract and shall not do any other job for reward or otherwise, except than those stipulated.

36.27 In case of accident of whatsoever nature at the Site where the Manpower is injured or dies, it would be the sole responsibility of the Contractor without any risk and cost of the BRPL.

36.28 Contractor to submit documents related to Manpower along with Contractor's organisation chart, authorised signatories & etc., before commencement of Services under the Contract.

36.29 In case death, injury to any Manpower of the Contractor, Contractor is sole responsible under Workmen Compensation Act and any other Applicable Law. Contractor must not violate any statutory provisions / Applicable Law and shall keep BRPL indemnified, in full, from any claim associated with injury/death to its employee deployed under the agreement. Contractor to compliant with all Applicable Laws. Any breach in statue / Applicable Law , BRPL reserves right to recover reasonable compensation at the discretionary of BRPL.

36.30 Contractor to provide master plan for deployment of Manpower and related resourced to the Company/BRPL before commencement of the Services. Along with this Contractor shall provide documentations in details covering Manpower details as requested by BRPL.

Compliance with Applicable Laws by Contractor

36.31 The Contractor shall fully familiarize itself and conform in all aspects with all Applicable Laws. The Contractor shall be bound to give all notices, file all returns, etc., required by Applicable Laws, as aforesaid and to pay all fees and charges in respect thereof. Contractor must have experienced manpower with knowledge to handle all statutory compliance related matters

36.32 The Contractor shall not be absolved from any of its obligations under Applicable Laws or the Contract or claim any additional amount from the Company/BRPL or seek any extension of time due to its ignorance of any Applicable Law.

36.33 The Contractor shall indemnify the company/BRPL against all costs, expenses, penalties and liabilities incurred/ suffered by any of the Company due to non-compliance of any Applicable Law by the Contractor in relation to the performance of the Services.

36.34 Contractor is required to obtain requisite license issued by the licensing officer/competent authority in the Government office before commencement of Services.

36.35 Contractor shall ensure that it remains in compliance with Applicable Laws at all times and maintained registers and records with all particulars as may be specified in the Applicable Laws.

36.36 Payment of gratuity (if any) to Manpower will be sole responsibility of the Contractor.

36.37 Contractor to submit details of payments made to PF and ESIC authorities with a list of Manpower deployed at the Site with copy of deposit challans. List of Manpower with PF and ESIC numbers to maintained up to date by Contractor and if required to be shared with BRPL.

Contractor's Other Obligations

36.38 The Contractor shall also provide the necessary proof of remittances of EPF, Pension amount and ESIC for the previous month, along with their invoices for the current month to Company. Without such proof, the invoices will not be processed for payment.

36.39 The employees deployed by the Contractor shall be employees of the Contractor.

36.40 At no point in time shall any employee of the Contractor claim to be the employee of the Company.

36.41 The Contractor is committed to recruit and provide qualified, experienced, well-trained, physically & mentally fit personnel in accordance with the Company's standard, duly verified by the local police Station as regards their antecedents and backgrounds.

36.42 The Contractor shall ensure that, the Contractor's manpower deployed at the Company shall be in good health, shall have proper eyesight and shall not have any medical problems which may endanger his life and the life of the other Company employees appointed at the said location. The Contractor shall ensure that, the Contractor's personnel deployed at the Company shall be entirely responsible for the stock of the commodities stored at the said location. To ensure such safety, the Contractor shall, before deploying any employee in the premises, shall have him medically examined by a registered medical practitioner at its own cost and expenses and produce a medical certificate certifying that the said employee is medically fit. It is further agreed that without such medical certificate, Company shall not permit any such Contractor's personnel to work in its premises. It is further agreed that Company may, from time to time, call upon the Contractor to have all or any of its Contractor's personnel examined.

36.43 The Contractor shall uphold the strictest disciplinary standards for all their personnel and any transgressions are dealt with immediately, and to the fullest extent that the law allows

36.44 The Contractor shall provide uniforms to the its manpower and shall provide an authority letter to the its manpower and they shall carry the same when they are on duty at the Company.

36.45 Whenever any Contractor's personnel go on leave, the Contractor will arrange for a suitable replacement immediately.

36.46 The Contractor shall deploy electronic attendance marking system for their Resources and maintain records for the same. The same has to be produced if demanded by the Company.

36.47 The Contractor shall fully guide, supervise and monitor the Contractor's manpower deployed in Company locations by its Supervisors.

36.48 Supervisors will inspect every location at least once every 15 days during day/night to check the level of control exercised by Contractor's personnel. The Supervisors will take digital photographs of Contractor's personnel in the location during their inspection. The photographs will contain date and time stamp to identify the date the photographs are taken and send the photographs to Company along with their inspection report on weekly basis.

36.49 The Contractor undertakes to provide required resources to maintain desired service level. In case of any failure in services due to paucity of resources, BRPL shall be within its rights to make necessary deductions in addition to such rights as available under contract.

36.50 TIMELY DISBURSEMENT OF WAGES

36.50.1 The Contractor shall ensure that monthly wages/salary disbursed to its manpower timely but not later than 7th of each month. Though the company endeavours to process Contractor’s bills on time as per the payment timelines mentioned in agreement (payment terms), under no circumstances delay in disbursement of wages shall be acceptable, it is the Contractor’s responsibility to ensure the same, accordingly the bidders are expected to quote their rates to fulfil their obligations towards the timely disbursal of wages and all other benefits including PF/ESI/Bonus/leave pay/allowances etc.

36.50.2 It may please be noted that BRPL reserves the right to terminate the agreement in case of second or subsequent repeated instances of delay in disbursal of the wages.

37. THE COMPANY/BRPL’S OBLIGATIONS/RESPONSIBILITIES

37.1 BRPL may check the competencies of the manpower for the work for which they are deputed to ensure that requisite skill and competency levels are being met with by the Contractor.

37.2 BRPL shall not exercise direct control (including matters of payments, discipline and removal/termination) and supervision over the Contract Manpower and that shall be done by the Contractor. However, BRPL shall have a right to assess the abilities and skills of the Manpower deployed by the Contractor to ensure the quality of Service provided under the Contract, without actually managing or directing such Contract Manpower.

37.3 The contractor shall ensure to maintain the registers like muster roll, wage register, etc., and shall share the copy of the same with BRPL as and when demanded,

37.4 The Company/BRPL reserves the right to engage other party(ies) to perform similar or identical Services to be performed by Contractor under this Contract / Agreement for which Contractor shall not have any objections.

37.5 BRPL reserves right to review the resources requirement for the performance of assigned task, on periodically or preferably on monthly basis for their respective performance. The Contractor, without any objection, shall deploy resources on time accordingly. The Contractor to deploy resources within 2 days (including Central and State holidays) to Site / establishment as notified by BRPL in writing. Failure to do so shall result into delay in deploying resources for the completion of the assigned task, the reasonable compensation shall be applicable in terms of the Contract.

37.6 BRPL shall at all times have access to any Site where the Manpower is engaged and performing any of the Services and BRPL shall have the right to inspect performance at Site. Any deviation or gap or discrepancies arises while executing Services shall be communicated to Contractor within 3 working days. The Contractor within next two working days shall provide reasonable feedback with evidence if any to BRPL. If Contractor does not respond to the Communication in time under this sub Article, it tantamount to breach of the Contract and shall attract reasonable compensation in terms of the Contract.

BRPL

38. INDEMNITY

38.1 The Contractor shall indemnify, defend, save and hold harmless the Company (and its directors, affiliates, officers, agents and employees), on demand, from and against any and all losses (including any damages, liabilities, costs, expenses, interest, fine and/ or penalties), of whatever kind and nature (including reasonable legal fees and expenses), incurred or suffered by, or asserted against the Company (whether in respect of the Company's claims or otherwise), that may have arisen out of or as a result of any suits, proceedings, actions, demands or third party claims on account of negligence, fraud, wilful misconduct, act, omission or inaction by the Contractor or its employees under this Agreement. Without prejudice to the generality of the foregoing, the Contractor shall keep the Company indemnified against all losses as a result of any specific instances or obligations assumed by the Contractor under this Contract. Agencies shall also wholly indemnify and compensate company against any theft, misappropriation, fraudulent act or omission, any collusion by the Agency with customer/s, intentional recording of incorrect reading/DATA, or any other offence under the applicable laws or breach of obligation under the present agreement, and would also render itself liable to appropriate legal action being initiated against it by the Company.

38.2 The Contractor shall also be responsible and liable to company for any loss or damage caused to company for any negligence or inaction, damage to the property of company caused by the Contractor or its employees.

39. SECRECY & CONFIDENTIALITY

39.1 The technical information, data and other related documents forming part of order and the information obtained during the course of investigation under this order shall be the Company's exclusive property and shall not be used for any other purpose except for the execution of the order. The technical information drawing, records and other document shall not be copied, transferred, or divulged and/or disclosed to third party in full/part, not misused in any form whatsoever except to the extent for the execution of this order.

39.2 These technical information, drawing and other related documents shall be returned to the Company with all approved copies and duplicates including data/drawing/plans as are prepared by the Contractor during the executions of this order, if any, immediately after they have been used for agreed purpose.

39.3 In the event of any breach of this provision, the Contractor shall indemnify the Company against any loss, cost or damage or claim by any party in respect of such breach.

39.4 The Contractor shall not use the name/logo/emblem of the Company in any manner either for credit arrangement or otherwise and it is agreed that the Company shall not in any way be responsible for the debts, liabilities or obligations of the Contractor and/or his employees.

39.5 The Contractor hereby covenant that the Contractor shall be responsible for theft, if any committed, by his staff and the Contractor shall indemnify Company from and against all claims, demands, actions, suits and proceedings, whatsoever that may be brought or made against the Company by or on behalf of any person, body, authority whatsoever and whomsoever and all duties, penalties, levies, taxes, losses, damages, costs, charges and expenses and all other liabilities of whatsoever nature which the Company may be liable to pay, incur or sustain by virtue of or as a result of the performance or non- performance or observance or non- observance by the Contractor of any of the terms and conditions of this agreement. The Company shall have full power and rights at its discretion to pay or defend or compromise any suits, claims or demands brought or made, whether pending or threatened touching upon this agreement as it may consider necessary or desirable and shall be entitled to recover from the Contractor all sums of money including all legal costs, charges and expenses incurred by virtue of any such compromises which shall not be called into question by the Contractor but shall be final and binding on the Contractor.

39.6 Contractor shall submit signed NDA as per the format 4.3 attached.

40. NON-EXCLUSIVITY

40.1 The award of the work order/agreement to the Contractor shall not preclude the Company from awarding the same order for similar work at the same rates, or on any terms and conditions to other party or parties. The Company at its discretion may place the order on any other party.

41. SEVERABILITY

41.1 If any provision of this Agreement is or becomes invalid or unenforceable by the courts of any jurisdiction to which it is subject, such invalidity or unenforceability shall not prejudice the remaining provisions of this Agreement, which shall continue in full force and effect.

42. ASSIGNMENT & SUBLETTING

42.1 The Contractor shall not, without company's prior consent in writing assign or sublet or transfer any portion of services awarded to the Contractor as envisaged herein and falling under this contract. Moreover, any such consent shall not relieve the Contractor from any obligation, responsibility, or duty under this Contract.

43. ASSIGNMENT BY THE COMPANY

43.1 The rights and obligations of BRPL under the Contract shall be assignable to Affiliates, associate company, joint venture or any other company including change in Management Control and BRPL's lenders without consent of the Contractor. Upon written notice of seven Business Days (07 days) by BRPL, the Contract shall be deemed to have been assigned to the third party under this Article. This Article fulfils its meaning notwithstanding the notice is not accepted by the Contractor and BRPL shall not be obliged to the Contractor after seven days (07) of issue of any further notice.

44. NOT USED

45. NO JOINT VENTURE

45.1 The Contractor shall not constitute a joint venture, consortium or other unincorporated grouping of two or more Persons, following the execution of the Contract, without the prior written approval of the Company.

46. WAIVER OF RIGHTS

46.1 No delay or forbearance by company in exercising any right or power under this Agreement shall be construed as a waiver of such right or power, nor shall any single or partial exercise of such right or power preclude any further exercise of such right of power.

47. THE COMPANY'S RIGHT TO VARY QUANTITIES

47.1 The Company reserves the right to vary the quantity i.e. increase or decrease the Numbers/ quantities without any change in terms and conditions during the execution of the Order. BRPL may increase or reduce the area/ scale of operations after starting of execution of the contract and the size of contract may be adjusted accordingly.

48. CONTRACTOR'S EQUIPMENT

48.1 All Contractor's Equipment and Temporary Works provided by the Contractor or any permitted Subcontractor, shall, when brought on to the Site, be deemed to be exclusively intended for execution of the Works and not be removed without the consent, in writing, of the Company's Representative.

48.2 Upon completion of the Works, the Contractor/permitted Subcontractor shall remove from the Site, all its Equipment and Temporary Works and its unused materials.

48.3 The Company shall not at any time be liable for the loss or damage to any of the constructional plant, Temporary Works or materials.

48.4 The Contractor shall, upon written request by the Company's Representative, produce to the Company's Representative, all documents evidencing title to or the contractual arrangement giving the right to the Contractor to use the Contractor's Equipment. In the event of failure to comply with such request within seven (7) days, then without prejudice to any other rights, the Company shall be entitled to withhold the payments due to the Contractor under the Contract.

49. AVAILABILITY OF TOOL &PLANT (T&P)

49.1 The contractor shall provide T&P to their staff as mentioned in Scope of work. The contractor shall provide all tools in the beginning of contract and shall ensure the proper availability of tools and tackles as per that list throughout the contractual period. These tools shall be of make as specified in the Scope of work. It shall be responsibility of contractors to replenish and maintain the existing T&P on regular basis.

49.1.1 All the T&P shall be tagged / marked as "BRPL-AMC-Div Name-Serial No." , For eg. LNR Divn T&P shall be tagged / marked as "BRPL-AMC-LNR-001" The tagging/ marking shall be done wherever possible

49.1.2 A certificate from Engineer-In Charge to this effect under point no. I above and that T&P have been provided to all working staff.

50. FREE ISSUE MATERIAL

50.1 The Company, may provide free issue materials to Contractor in those cases only where it is specifically mentioned in the Contract. Transportation of free issue materials from site / store or place of availability at site to the work area shall be in scope of the contractor.

50.2 Contractor shall submit Reconciliation Statement of these free issue materials along with monthly bill. Reconciliation Statement will show issued quantity of free issue materials/ quantity consumed in work and quantity balance in contractor's stock.

50.3 The Contractor shall have to furnish an Indemnity Bond for materials which are free issued by the Purchaser. Further the contractor shall be responsible for the safe custody of materials till the materials are utilized, fabricated, erected and accounted for in all respects.

51. VENDOR CODE OF CONDUCT

51.1 Contractor confirms to have gone through the Policy of BRPL on legal and ethical code required to be followed by Vendors encapsulated in the "Vendor Code of Conduct" displayed on the official website of BRPL (www.bsesdelhi.com) also, which shall be treated as a part of the agreement.

51.2 Contractor undertakes that he shall adhere to the Vendor code of Conduct and also agrees that any violation of the Vendor Code of Conduct shall be treated as breach of the agreement.

51.3 In event of any such breach, irrespective of whether it causes any loss/damage, company (BRPL) shall have the right to recover loss/damage including liquidated damages from Contractor.

51.4 The Contractor herby indemnifies and agrees to keep indemnified the company (BRPL) against any claim/litigation/liability/penalty including litigation cost arising out of any violation of Vendor Code of Conduct by the Contractor or its officers, agents & representatives etc.

50A. ADOPTION OF LABOUR LAW COMPLIANCE POLICY

The Contractor shall, within 7 (seven) days of the execution of the Agreement, cause its Board of Directors (or equivalent management body) to approve and adopt the labour law compliance policy attached as Format 4.8 of the tender document. It is clarified that, in case of any ambiguities, conflicts and/ or discrepancies between this Agreement and such policy (as may be amended from time to time), this Agreement shall prevail.

52. DISCLOSURE OF RELATIONSHIP

52.1 The Contractor acknowledges & undertakes that the Contractor or any partner of the Contractor or director of the Contractor is not related to any of the officers of the Company or the Company's Representative, or alternatively, is a close relative of an officer of the Company or the Company's Representative and has no financial interest/stake in the Company's business. The Parties agree that breach of the above provisions shall entitle the Company to terminate the Contract under Clause 23, without payment of any compensation to the Contractor. The Contractor agrees and acknowledges and shall ensure that its employees, directors and partners do not develop any such interest during the Contract Period.

53. MSME

53.1 If the Contractor is covered under the definition of supplier/Contractor under the purview of Micro, Small & Medium Enterprises Development Act, 2006, it shall declare so at the time of its registration as vendor with the Company failing which it will be presumed that it is a non-MSME unit.

53.2 Contractor shall provide to Company the proof of classification of its enterprise and filing memorandum with the authorities concerned under the Micro, Small & Medium Enterprises Development Act, 2006 (herein referred to as "the MSMED Act") within one week of receipt of the Contract.

53.3 The Contractor further declares and undertakes to intimate Company of any change in its status or constitution under this section from time to time under this Contract. The Contractor must provide MSME registration number along with PAN card and GST registration number on Tax Invoice failing which the Contractor shall not claim any benefit under the MSMED Act.

53.4 The Contractor to furnish the undertaking to the Company in this regard.

54. COVID GUIDELINES

54.1 Looking to the prevailing Covid19 situation, Contractor will ensure that the work carried out in the field by their staff shall be as per the guidelines issued by MHA / BRPL/ Engineer-in- charge from time to time. Further Contractor shall be required to provide to their staff masks/ sanitizers/ all PPEs required for working in Covid19 situation. The Contractor shall further ensure to work as per the guidelines issued by BRPL and the instruction of the Engineer in charge.

55. CLEANLINESS & PRECAUTIONS TO BE TAKEN WHILE DOING WORK AT SITE TO PREVENT DUST POLLUTION

55.1 All debris shall be removed and disposed off at assigned areas on daily basis. Surplus excavated earth shall be disposed of in an approved manner. In short, the contractor shall be fully responsible for keeping the work site clean at all times. In case of non-compliance, company shall get the same done at Contractor's risk and costs.

55.2 While carrying out any civil work including road/ pit digging, plinth/ fence making, road restoration etc contractor shall adhere to below mentioned guidelines.

a) No construction material/ debris shall be stored on metalled road.

b) Wind breakers of appropriate height on all sides of ear marked area using CGI sheets shall be raised to ensure that no construction material dust fly outside ear marked area.

c) The construction material i.e. coarse sand, stone aggregates, excavated earth, cement and any other material to and from the site shall be transported under wet and covered condition to ensure their non-slippage en-route to avoid air contamination.

d) The contractor shall provide mask and helmet to every worker working on the construction site and involved in loading/unloading and carriage of construction material and construction debris to prevent inhalation of dust particles.

e) Over loading of vehicles shall be strictly prohibited

f) The construction material at site shall be stored under wet and covered condition.

g) The dumping sites for temporarily storing the excavated earth shall be properly levelled, watered and rehabilitated by plantation to avoid flying of dust.

h) The worker at the site shall be sensitized to adopt / observe the dust controlled measures in true spirit.

i) If any C&D waste is generated at site the same will be transported to the C&D waste site only and the record for the same will be maintained by the agency.

j) Wet jet in grinding and stone cutting is being permitted at site.

k) The necessary record for dust control is being maintained by the department on day to day basis and being monitored regularly.

l) Contractor shall ensure that no tree shall be harmed and no tree roots shall be destroyed/cut while performing the task under agreement.

m) The contractor shall comply the provisions of The Delhi Preservation of Trees Act 1994.

55.3 The Execution contractor shall be responsible for all the preventive and protective environmental steps as per guidelines. Any violations from the above guidelines have been viewed very seriously by the authorities. Contractor shall be liable for the penalties / other action by the authorities, the contractor shall indemnify BRPL from all liabilities on this account.

56. ENVIRONMENTAL, HEALTH &SAFETY

56.1 The Contractor will ensure that the Environment, Health & Safety (EHS) requirements are clearly understood and faithfully implemented at all levels at site as per instruction of Company/BRPL. Contractors must comply with the requirements, as follows:

56.2 Comply with all of the elements of the EHS Plan and any regulations applicable to the work

56.3 Comply with the procedures provided in the interests of Environment, Health and Safety

56.4 Ensure that all of their employees designated to work are properly trained and competent

56.5 Ensure that all plant and equipment they bring on to site has been inspected and serviced in accordance with legal requirement and manufacturer's or supplier/Contractor s' instructions

56.6 Make arrangements to ensure that all employees designated to work on or visit the site present themselves for site induction prior to commencement of work

56.7 Provide details of any hazardous substances to be brought onsite

56.8 Ensure that a responsible person accompanies any of their visitors to site. All personnel deputed by Contractor under agreement shall be accountable for the following:

a) Use the correct tools and equipment for the job and use safety equipment and protective clothing supplied, e.g. helmets, goggles, ear protection, etc. as instructed

b) Keep tools in good condition

c) Report to the Supervisor any unsafe or unhealthy condition or any defects in plant or equipment

d) Develop a concern for safety for themselves and for others

e) Prohibit horseplay

f) Not to operate any item of plant unless they have been specifically trained and are authorized to do so.

57. ACCEPTANCE

57.1 Acceptance of the CONTRACT implies and includes acceptance of all terms and conditions enumerated in the CONTRACT, in the technical specification and drawings made available to the Contractor consisting of general conditions and complete scope of work.

57.2 Contractor's and Company's contractual obligations are strictly limited to the terms set out in the CONTRACT.

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SECTION – V

SCOPE OF WORK

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SECTION V: SCOPE OF WORK

1. METER READING AND BILL DISTRIBUTION

1. GENERAL

The scope of the contract is strictly defined and contained within the field activities of meter-reading of SLCC and bill distribution activity of SLCC & MLCC BRPL consumers.

Any activity which is directly related to the scope of work as defined below would be considered as part of the scope, for e.g. capturing information related to meter, premises, route sequence, KYC updation, MDI activity etc.

The customer base is detailed in Annexure- 1

2. ADMINISTRATION OF METER READING AND BILL DISTRIBUTION PROCESS

For the purpose of meter reading for SLCC and bill distribution for SLCC & MLCC customers, the license area of BRPL has been divided into four circles: South–I, South-II, West-I & West-II circles.

South-I circle has been further sub-divided into 6 divisions namely Nizammuddin, Nehru Place, Sarita Vihar, New Friends Colony, Alaknanda & Khanpur.

South-II circle has been further sub-divided into 5 divisions namely R.K. Puram, Vasant Kunj, Saket, Chattarpur & Hauz Khas

West-I circle has been further sub-divided into 5 divisions namely Punjabi Bagh, Nangloi, Mundka, Najafgarh & Jaffarpur.

West-II circle has been further sub-divided into 7 divisions namely Dwarka, Janakpuri, palam, Tagore Garden, Vikaspuri, Mohan Garden and Uttam nagar.

Meter Reading and Bill Distribution of each division is managed by a **Data Centre** located at the division office. Bill Distribution activity for MLCC customers is aligned with the Data Centres.

The details of the Data Centre offices and Area offices are mentioned in Annexure 2. Meter Reader and Bill Distributor (MRBD) workforce to be deployed by vendor is aligned to the Data Centre. BRPL can change the number and alignment of data centres at any time.

Further, customers within divisions have been grouped in **cycles**. The meters of customers of a particular cycle should be read within a pre-defined **cycle-time**, which is specified by BRPL in number of days.

Bills for customers of any given cycle are generated and made available for distribution after closure of the meter reading activity of all the customers in the cycle. Hence, schedule dates

of cycle for bill distribution would always be after the respective meter reading cycle dates. Cycle-time may be different for Meter Reading and Bill Distribution.

2.1 Mechanism of Meter Reading: Meter information is downloaded through a hand-held instrument known as a Meter Reading Instrument (MRI) or Android mobiles. Agencies to use PDS/CMRI or any other device for Meter Reading as advised by company time to time.

The preferred mode of capturing data from meter is download (**Download**) from the optical port or the terminal port of the meter, through the MRIs provided by BRPL. In the scenario that the reading cannot be downloaded, reading has to be manually punched (**Manual Reading**) in the MRI and the reason for not downloading along with photo should be clearly captured. In case the reading cannot be recorded (**No Reading**), the reasons for the same should be recorded along with photo.

Please Note: BRPL may ask to start Meter reading with Android based mobiles. The Agency shall be supportive to get the mobile Meter Reading activity through their field staff's Mobile i.e. Meter Reader's Mobile. The Android based Applications will be provided by BRPL.

Information from the meter involves:

1. **Meter Reading**: Consumption information, through download or manual entry in MRI (in case of not being able to download).

2. **Other Information:** Additional information as required by the defined process such as information related to meter and premises.

   Meter Reading performance is assessed for each cycle in each division. The main metric for assessment of performance is download percentage, which is computed as:

   Download Percentage = Number of Downloaded Meters / Number of Downloadable Meters
   Download Percentage is computed for each cycle in each division. Aggregating the performance of each cycle, monthly download percentage for each division is calculated. By combining the download percentage performance of each division, the download percentage of BRPL is ascertained.

   Through engaging specialized vendors in meter reading activity, BRPL wishes to increase download percentage to 99.66% (for South-I), 99.55% (for South-II), 99.60% (for West-I) and 99.62% (for West-II) area by month 12. The target download % trajectory improvement for Year 1 contract is shown in Annexure 3 (For South-I & South-II) and Annexure 4 (For West-I & West-II)

   These targets have been broken down to targets for each cycle in all the divisions. The cycle wise target value is shown in Annexure 5 (for cycles of South-I & South-II area) and Annexure 6 (for cycles of West-I & West -II area)

BRPL shall provide adequate support to vendor for increasing DL% by resolving all field related exceptions reported by vendor.

For efficient route management of the meter reading process, **Route Sequence,** (a unique identifier for each meter) is maintained. Management of route sequence information is critical to successful execution of meter reading. The process for meter reading and the specific information to be captured in MRI is defined by BRPL. BRPL can modify the process of capturing of meter reading information as and when required.

BRPL reserves the right to modify the following, at any time:

i) Numbers and location of Data Centres and customers aligned to each data centre

2) Number of Cycles, cycle-time, start and end date of cycles and customer aligned with each cycle.

3) Information to be captured from customer premises, meters, etc.

2.2 Mechanism of Bill Distribution

Based on the information captured from the meters and subsequent processing, bills are generated. These bills are despatched to Data Centres for delivery to individual customers. Along with the bills, a Proof of Distribution (PoD) sheet is also be provided by BRPL.

Bill Distributors shall pick up the bills for delivery from Data Centres. It is mandatory to obtain a signed acknowledgment (known as Proof of Delivery –PoD) from the customer (signature and mobile number).

In case any additional material is provided for distribution, for e.g. notices, promotional material along with the bills, the same shall be considered a part of Bill Distribution

Bill Distribution activity shall be completed within a pre-specified cycle time. After the bills have been distributed, the acknowledgment details as captured in PoD sheet shall be submitted to Data Centre.

Please Note: BRPL may ask to start Bill Delivery Tracking with Android based mobiles. The Agency shall be supportive to get the Bill Delivery activity through their field staff's Mobile i.e. Bill Distributor's Mobile. The Android based Applications will be provided by BRPL.

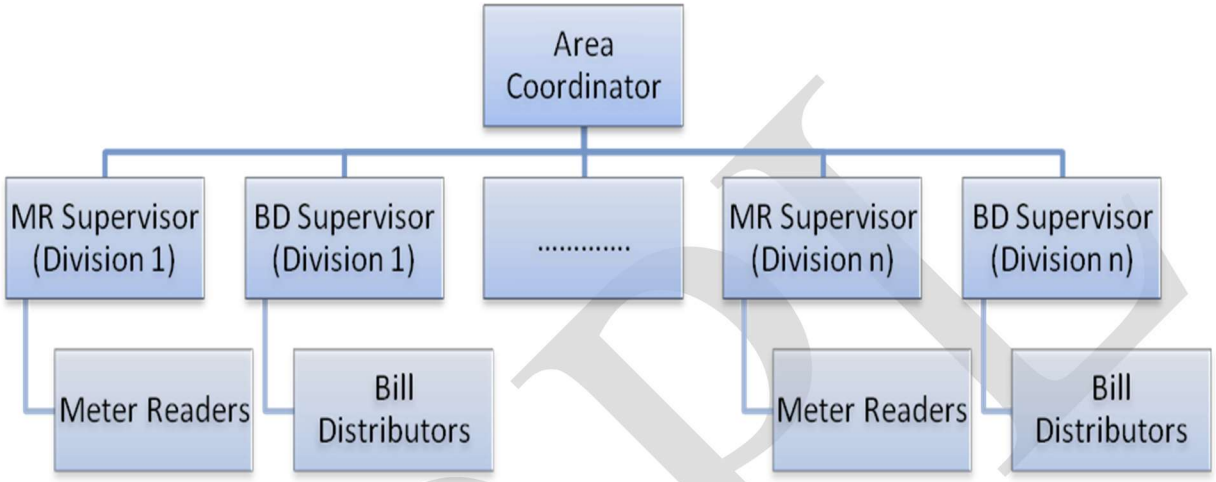
BRPL reserves the right to modify the following, at any time:

a) Numbers and location of Data Centres and customers aligned to each data centre

b) Number of Cycles, cycle-time, start and end date of cycles and customer aligned with each cycle.

c) Information to be captured in the PoD sheet

(B) PROPOSED ORGANIZATION STRUCTURE FOR VENDOR



In order to carry out the above activities, the vendor shall have to deploy a team of Meter Readers, Bill Distributors, 1 Meter Reader Supervisor and 1 Bill Distributor Supervisor per data centre and 1 Area Coordinator.

Meter Readers shall report to the respective Meter Reader Supervisors who in turn shall report to the respective Area Coordinators.

Bill Distributors shall report to the respective Bill Distribution Supervisors who in turn shall report to the respective Area Coordinators.

MR Supervisors shall be responsible for managing meter-reading activities as per target and within defined cycle times for a division whereas Area Coordinators shall be responsible for overall DL% for their respective circles.

BD Supervisor shall be responsible for ensuring that all bills have been distributed, with acknowledgment, within the pre-defined cycle time whereas Area Coordinators shall be responsible for performance of Bill Distribution for the respective circles.

Area coordinator shall ensure accountability and responsibility of deployed work-force. All issues shall be escalated to Area coordinator for resolution. Area coordinator shall interact, and participate in meetings, with Senior BRPL management and Data Center.

Data Centre shall provide guidance on meter-reading and bill distribution activities as and when required.

The minimum qualification criteria for each position is detailed in ANNEXURE 10

Vendor shall deploy the Area coordinator, MR Supervisor and BD Supervisor in mutual consultation with BRPL. BRPL reserves the right to reject the personnel in case not competent.

MRs, BDs, MR Supervisor and BD Supervisor shall be posted in the Data Centre. Area coordinator shall be posted in the South/West Area office

2.3 METER READING ACTIVITY

The details of customers, for meter reading, for any cycle shall be defined through a Meter Reading Order (MRO), generated by the system. The details of the Meter-Reading shall be uploaded to the Meter-Reading Instrument. The Meter-Reader (MR) shall conduct meter-reading and capture all data in the MRI Meter Reading shall include the following activities:

1. The meter reader shall collect charged MRIs with uploaded MRO, which has the base data for capturing meter-reading information, and cable for connecting MRI to meter from the respective division office.
2. The meter reader shall visit customer premises to download meter data.
3. The meter reader shall revisit customer premises as required, to ensure 100% download or as directed by Supervisor/Data Centre.
4. In the event of not being able to download the meter data, the meter reader shall manually record the reading and details in the MRI and capture the exception for manual reading.
5. In the event of not being able to download or manually read the meter, the meter reader shall record all other details and capture the exception for no reading along with photo.
6. The meter reader shall collect additional information as required. This additional information may include, but is not limited to, customer premises, meter, details of new meters in the area, route sequence number, safe/unsafe etc.
7. The meter reader shall deposit MRI with filled data at Data Centre daily.
8. For efficient route management of the meter reading process, **Route Sequence,** (a unique identifier for each meter) is maintained. Management of route sequence information is critical to successful execution of meter reading. The process for meter reading and the specific information to be captured in MRI is defined by BRPL. BRPL can modify the process of capturing of meter reading information as and when required.

List of exceptions in case of Manual reading/ no reading: This is subjected to change as per the requirement.

For Manual Reading case:

a) Consumer Box locked

b) Meter at position difficult to download

c) Meter Communication Problem

d) Box Cable Problem

e) Port Not Accessible

For No Reading Case:

- Premises locked
- Containment Area – Sealed/ Barricaded
- Containment Premise – Meter Inside
- Meter not traceable
    - VN: Vacant/Not in Use
    - Electricity Theft
    - Supply from Other Meter
    - Structure Demolished / Under Construction
- No Power Supply
- Consumer refusal
- No Display
- Consumer Box locked
- Meter at difficult position
- Meter Disconnected
- Meter Burnt - Direct Supply
- Meter Burnt - No Direct Supply
    - Premise Occupied(Y/N)
- Structure Demolished
- MCD Sealed

Meter Mismatch:

Downloaded Reading ->

i. Meter No. in MRO “not equal to” Meter No on meter body

ii. Meter No. in MRO “equal to” Meter No on meter body

but

Meter no. in MRO "not equal to" Meter No. in Meter Memory

Manual Reading ->

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i. Meter No. in MRO “not equal to” Meter No on meter body

Exceptions based on Pre-Audit checks for Downloaded Reading

a) Consumption recorded against disconnected premises

b) Zero consumption and Premises occupied is Yes

c) Abnormally low consumption and Premises occupied is Yes

d) Meter Mismatch (meter no. in Form Y is not equal to meter no. in memory and meter no. on body)

e) Negative consumption when Current reading is downloaded and previous reading was also downloaded

f) MD >=15kW

g) Meter Mismatch (meter no. in Form Y "not equal to" meter no. in memory "not equal to" meter no. on body)

h) Abnormally High Consumption and bill basis is provisional

Exceptions based on Pre-Audit checks for Manual Reading

a) Zero consumption and Premises occupied is Yes

b) Abnormally low consumption and Premises occupied is Yes

c) Consumption against disconnected customer

d) High Consumption and bill basis is provisional

2.4 BILL DISTRIBUTION ACTIVITY

Bills for distribution along with any notices or promotional material shall be provided by BRPL to the Data Center before the start date of the cycle. Along with the bills, a Proof of Distribution (PoD) sheet is also be provided by BRPL.

Bill Distributors shall pick up the bills for delivery from Data Centres. It is mandatory to obtain a signed acknowledgment (known as Proof of Delivery –PoD) from the customer (signature and mobile number).

In case any additional material is provided for distribution, for e.g. notices, promotional material along with the bills, the same shall be considered a part of Bill Distribution

Bill Distribution activity shall be completed within a pre-specified cycle time. After the bills have been distributed, the acknowledgment details as captured in PoD sheet shall be submitted to Data Centre.

BRPL reserves the right to modify the following, at any time:

a) Numbers and location of Data Centres and customers aligned to each data centre

b) Number of Cycles, cycle-time, start and end date of cycles and customer aligned with each cycle.

c) Information to be captured in the PoD sheet.

In case Bill Distributor faces any issues in the field during delivery of bills, he should notify BD Supervisor of the same. BD Supervisor shall highlight these issues to the Data Center.

3. VENDOR'S SCOPE OF WORK

The vendor shall ensure the following:

1. The vendor shall ensure deployment of personnel immediately on issuance of LOI/ work order, or a longer time-frame if specified by BRPL.
2. The deployed manpower for meter-reading activities in BRPL shall be a dedicated workforce and will not participate in other activities except meter reading within BRPL or any other activities outside BRPL.
3. The deployed manpower for bill distribution activities in BRPL shall be a dedicated workforce and will not participate in other activities except meter reading within BRPL or any other activities outside BRPL.
4. The vendor shall conduct relevant background checks and prepare Background Reports through an authorized agency of all personnel deployed in Meter-Reading and Bill Distribution activities in BRPL within 1 month of deployment. Such reports shall be shared with BRPL as requested. Vendor shall submit an Affidavit clearly stating that back-ground check for personnel is complete and back-ground reports have been prepared to this effect.
5. Any penalty imposed by BRPL on account of misconduct shall be deducted from the salary of the relevant personnel and an Affidavit to this effect must be submitted to BRPL within 1 month.
6. The vendor shall deploy vehicle and any other accessories that are suitable in all respects to carry out the meter reading activity on the field.

7. The vendor shall ensure additional mobilization in case of change in cycle time, to ensure that all activities are completed on time.

8. The vendor shall appoint one MR supervisor, one BD supervisor for each data center and one Coordinator at the area level. These positions shall be deployed in mutual consultation with BRPL.

9. The vendor shall collate all information related to deployed workforce and update the same from time to time.

10. The vendor shall maintain attendance of the MR and BD personnel, in a specified format and share the same with BRPL on demand.

11. The vendor shall ensure that the deployed workforce demonstrates professional behavior on the field.

12. When Meter Reading/ Bill Distribution (MRBD) personnel is replaced or leaves, the corresponding Identity card shall be submitted to BRPL.

13. The vendor shall replace any MRBD personnel against whom BRPL reports a case of incompetence, negligence or misconduct.

14. The vendor shall ensure timely payment of salaries to the deployed workforce as per correct category in accordance with minimum wage compliance laws as applicable.

15. The vendor shall ensure productivity and performance of meter-reading activities by paying performance based incentives to the deployed workforce from time to time.

16. Meter-reading and Bill Distribution activity can be conducted from 6:30 am to 8:30 pm. Vendor shall strictly adhere to the same. No activity shall be conducted between 8:30 pm to 6:30 am unless directed by BRPL.

17. The vendor shall also provide on an on-going basis customer information such as broken seals, visible tampering of meters, direct supply by passing the meter, energy theft / tapping from the service lines and other similar discrepancies notice during the meter reading and else the activities which have a direct effect upon an energy bill of the customer. The report shall be submitted in prescribed format.

18. The vendor shall administer the issuance of meter-reading instruments to meter readers in guidance of BRPL. Detailed records to this effect will be submitted to Data Centre on daily basis.

19. Vendor shall optimize route sequencing to get better productivity. Contractor shall provide the Company finalized route sequence initially within two cycles and thereafter for new connections, after every cycle of reading and any changes thereto on cycles. Contractor shall

keep the Company informed of such changes and all such data shall be submitted to the Company along with Meter Reading Data/Report as per schedule.

20. Vendor will attempt to get the reading of all PL cases e.g.on holiday or with prior appointment through phone & ensure that meter reading is obtained against these cases and PL cases are continuously reduced. Contractor shall provide site photographs of the permanent premise locked cases along with final data submission of every cycle if reading could not be taken after all the necessary efforts by agency.

21. Vendor shall arrange to capture the meter reading in case of Height / diffcuit position and same to be reported to BRPL.

22. The vendor must ensure the POD for Bill Distribution shall be maintained Contractor shall furnish a report by the completion of each cycle in the format specified by Company, of distribution of bills.

23. The Scope of Meter Readers & Bill Distributors will not be limited to Meter Reading & Bill Distribution only. This will also include other activity like KYC & GPS Coordinates or any activity assigned by managerial incharge.

24. Vendor has to implement Reward & Recognition policy based on Score Card mechanism already in place. This includes reward and advisory/ action on performances. This needs to be done on monthly basis and the MIS and hard copy of action details of same to be submitted along with monthly invoice with permissible lag of one month. This will be one of the mandatory requirements before release of payment to vendor. On achievement of target the individual will be rewarded in the form of incentive

25. The Vendor is also liable to assist Company in correction of its database by carrying out through address correction/ verification, pole tagging, correct allocation of DT, Phone Number details and Meter Status etc.

26. The vendor shall ensure that the MRI issued to a particular MR is used by that particular MR only.

27. Meter Readers shall return the MRI daily to the division office.

28. Vendor shall conduct repeat visits for ensuring target download percentage and/ or as directed by Data Centre.

29. Details/updates related to route sequence shall be collated by vendor.

30. Site verification reports bearing signature of the concerned meter reader, duly verified by his supervisor have to be completed within two working days or within the period as specified by the AM (PS)/ CO.

31. Any and all other information which cannot be punched in the Meter Reading Instrument should be handed over to Data Centre on manual basis by MR Supervisor.

32. MR Supervisor and BD Supervisor shall bring to the notice of Data Centre any site related problems.

33. The vendor should ensure that while conducting meter-reading activities, meters should be kept in perfect conditions.

34. The vendor shall ensure that the data captured by MR is correct. In case of any misconduct, BRPL has the right to take any or a combination of the following actions:

35. Initiate legal proceedings against the vendor

36. Recover the damages along with penalty as deemed fit from the vendor from the outstanding payment or from future invoices.

37. Terminate the services of the vendor

38. The vendor shall provide a one-time security deposit in the form of an Indemnity Bond for handling meter-reading instruments, within one month of award of the contract. This shall be reimbursable post termination of contract. In case this deposit is not paid by the vendor to BRPL, the same shall be deducted by BRPL during payment of the first set of running invoices. The amount of security deposit is Rs. 18,000 for each Meter Reading Instrument.

39. The vendor shall ensure that the MRIs are maintained in good working conditions. Repair for any damage on account of negligence during usage by the meter-readers shall be charged to the vendor.

40. In case of theft/loss of any MRI, FIR of the same should be registered at the relevant police station and the copy of the FIR shall be submitted to specified personnel of BRPL.

41. The vendor shall highlight any technical issues with respect to MRI to BRPL.

42. The vendor shall highlight any training requirements related to Meter-Reading or Bill Distribution process/administrative procedures to BRPL.

43. The vendor shall ensure that the Bill Distributors take the bills and PoD sheets from their respective Data centers as per schedule.

44. The vendor shall ensure that bill distribution (along with acknowledgment) is completed within the cycle time defined by BRPL.

45. The vendor shall extend all reasonable support to the Company in a drive for recording any other statutory information which Company deems necessary to be collected from the

consumer premises as instructed from time to time to enrich database for improved performance of meter reading and billing like installation of ELCB and reporting of Earth leakage indicator ON etc.

46. The vendor shall submit hard copy POD sheet to Data Centre at the end of each cycle.

47. Apart from administrative and process training, the vendor shall arrange for all trainings to ensure professional conduct of workforce during field activities such as soft-skills training.

48. The vendor shall ensure that all personnel engaged in meter reading undertake the training and tests conducted by BRPL from time to time.

49. The vendor shall submit Invoice in a specified format, by 7th of the month, for every previous month. The invoice shall be verified by authorized personnel in BRPL.

50. No sub-contracting of the work is allowed.

51. The vendor shall provide full co-operation to the company for any queries relating to Meter Reading.

52. BRPL shall follow a policy of zero tolerance towards corruption for vendor personnel.

- In case BRPL demands to verify the background report for any vendor personnel at any point, and Vendor is not able to provide such report, vendor shall have to immediately remove the employee. BRPL reserves the right to take legal action against the vendor in all such cases.
- In case of any misconduct by the vendor personnel named by BRPL, Vendor shall immediately remove the person, lodge an FIR and submit a copy of the FIR to BRPL.

53. The Contractor shall drive KYC through Bill Distributor and update the Landline No / Mobile No /E-mail of Consumers.

54. The contractor shall be responsible for carrying out MDI (Meter Data Integration) activities for consumers within the same band/category.

55. The contractor must ensure that all meter readers are provided with appropriate safety tools and protective equipment while performing field activities to ensure their safety and compliance with safety protocols like tester, gloves etc.

4. ACCESS LIMITATIONS AND SCOPE EXCLUSIONS

1. Meter Readers and Bill Distributors shall not have access to data centers.
2. MR Supervisor, BD Supervisor and Area Coordinator shall visit Data Centers for meetings as and when informed by Data Centre.
3. Meter Readers and Bill Distributors shall not have access to BRPL's IT infrastructure i.e. computers, laptops, servers, data-base and other accessories like printers.
4. MR supervisor, BD Supervisor and Area Coordinator shall have access to a desktop for generation and review of reports and MIS.
5. Transfer of information from computer to MRI prior to meter-reading and from MRI to computer post meter reading is outside the scope of this contract.

7. Meter reader in no case shall break open the seal for downloading.

8. Meter reader shall not engage in any customer interactions except those required to access the meter for downloading information.

9. Bill Distributor shall not engage in any customer interactions except those required for delivery of bill and receipt of acknowledgment.

10. At a later date, if BRPL and the Vendor agree mutually that the vendor workforce shall be used for additional activities not included in scope of work of this contract, the scope of work and rate to be paid shall be decided at that point in time institutionalized through an amendment in the existing contract.

5. BRPL'S SCOPE OF WORK

BRPL shall ensure the following:

1. BRPL shall interview and approve select positions of Area Coordinator and Meter-Reader Supervisor prior to deployment.
2. The Company shall provide PDS/HHD/CMRI required for meter reading. The quantity of PDS/HHD and CMRI will be worked out at the time of execution of contract as per the average productivity of meter readers. The contractors have to submit Indemnity Bond @ Rs 18,000/- per PDS and Rs 22,000/- per CMRI and Data Logger respectively taken from the company in good working condition after the completion of the assignment. The Contractor shall take all the step and measure for healthiness of CMRI and Data Logger. The Company

may also direct Contractor to buy/arrange additional or all the PDS/HHD/CMRI at any point of time during the contract period for which they shall be suitably compensated.

3. BRPL shall on select basis interview meter-readers deployed from time to time to ensure that requisite skill and competency levels are being met with by vendor.
4. BRPL shall provide fully functional MRIs to vendor at all times with adequate battery life, proper display and working key pads.
5. BRPL shall provide adequate charging points for MRIs.
6. BRPL shall upload all information to MRI and prepare the same for meter reading.
7. BRPL shall download all information from MRI.
8. BRPL shall conduct periodic audits and quality checks on meter-reading activities.
9. BRPL shall provide adequate guidance for carrying out meter-reading activities in an efficient manner.
10. BRPL shall provide administrative and process training related to meter-reading. Any changes in process shall be incorporated in such trainings.
11. BRPL shall resolve all site problems at the field to ensure meter download.
12. BRPL shall replace mechanical meters by downloadable meters to ensure higher meter download.
13. BRPL shall ensure that payment to vendor is done within 15 days of submission of invoice.
14. BRPL shall provide printed bills for distribution.
15. BRPL shall provide any additional material for distribution with the printed bills before the start date of bill distribution cycle. Vendor will arrange to deliver additional information attached or to be paased along with bills.
16. BRPL shall provide printed PoD sheets for capturing acknowledgment of the customer.
17. BRPL has right to recover the financial losses incurred due to misconduct from the vendor and take appropriate legal action.
18. Head Retail Business preserves the right to waive off the penalty in any cycle any month where download percentage is less than the Target DL %, due to the reasons beyond control of Vendor". Also please note Penalty for cycle delay attributed to BRPL, can be waived off by Divisional Heads.

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6. PAYOUT MECHANISM FOR METER READING

The payouts for meter reading activity would be as per Table 1. For the purpose of calculation of the payouts, decision of BRPL shall be final and binding. The metrics are applicable for every cycle in each Division. The payment for obtaining a download reading in case of an electronic downloadable meter is Rs. X/meter (which will be discovered through the bid process)

TABLE 1-PAYMENT FOR METER READING

S. No	Type of Meter	Type of Data Capture	Base Rate for Payment
1	Downloadable Meter		
1a		Downloaded	**Rs. X/meter**
1b		Manual Reading, with exception	**Rs. 0.4X/meter**
1c		No Reading, for select exceptions, on post-facto basis	**Rs. 0.4X/meter**
1d		Manual Reading, without exceptions	**Nil**
1e		"No Reading" cases other than specified exceptions	**Nil**
2	Electronic Meter without Download Interface		
2a		Manual Reading	**Rs. X/meter**
2b		No Reading, for select exceptions, on post-facto basis	**Rs. 0.4X/meter**
2c		Manual Reading, without exceptions	**Nil**
2d		"No Reading" cases other than specified exceptions	**Nil**
3	Mechanical Meter		
3a		Manual Reading	**Rs. X/meter**
3b		No Reading, for select exceptions, on post-facto basis	**Rs. 0.4X/meter**

3c		Manual Reading, without exceptions	**Nil**
3d		"No Reading" cases other than specified exceptions	**Nil**
4	Special Meter Reading	Any Reading outside cycle	**1.5X**

The above-mentioned rates are exclusive of GST

Download Percentage = Downloaded Meter/ Downloadable Meter

For an illustration of how download percentage shall be computed, please refer Annexure 7.

During the first month of meter-reading, for all cycles – the meter reader shall record all meters for which no reading could be obtained due to a genuine problem i.e. meter defective (no display), meter burnt and meter at difficult position/height to download as mentioned in the exception list already mentioned in clause 2.5. This shall form a baseline for all cases where BRPL shall have to take action and resolve the same for enhancing download. BRPL shall not pay the vendor for obtaining the "No-Reading" cases with genuine problems in the first month first cycle.

Payment for No-Reading cases shall begin from 2nd month and 2nd cycle onwards. Payment will be done after the corrective action has been completed by BRPL. In case there is delay between reporting and corresponding replacement of the meter, then for each instance the vendor will be paid post-facto.

E.g. If the meter reader records an "exception" i.e. Meter Burnt, Meter at Height, Meter Defective (i.e. no display) and BRPL takes three cycles for replacing meter & entering Meter Change Report in system, and Meter reader captures the exception in all three cycles, then the vendor shall be paid for all the three exceptions captured on a post facto basis i.e. post meter replacement. In such cases the Engineer in charge shall certify on the measurement sheet/ bill that the meter has been replaced.

Apart from the above mentioned payouts, there is an additional provision for payment of incentives and penalty. Incentive and penalty will be computed based on performance in each cycle. All Incentive payments are subject to Timely Cycle Packing within specified number of days. Incentive and penalty would be estimated based on performance in each cycle.

7. PAYOUT MECHANISM FOR BILL DISTRIBUTION

Payment for bill distribution shall be as per Table 3.

TABLE 3 PAYOUT FOR BILL DISTRIBUTION

S. No	Activity	Base Rate for Payment
1	Bill Distribution, with POD within defined cycle time	**Rs. Y/Bill**
1	Bill Distribution, without POD within defined cycle time	**Rs. Y'/Bill**

8. INCENTIVE / DEDUCTION ON THE BASIS OF PERFORMANCE MEASUREMENT/SCORE CARD

Incentive or deduction as specified below shall be made from the monthly payment of Contractor on the basis of his performance on Key performance indicator.

Monthly Score out of 100 - Incentive / Deduction

- More than or equal to 90 - Incentive of 3% on billed amount excluding levies and taxes.
- More than or equal to 80 but less than 90 - Incentive of 1.5% on billed amount excluding levies and taxes.
- More than or equal to 60 but less than 80 - No incentive or deduction.
- More than or equal to 50 but less than 60 - Deduction of 1.5% on billed amount excluding levies and taxes.
- Less than 50 - Deduction of 3% on billed amount excluding levies and taxes.

9. SALIENT FEATURE

1. The Company shall not entertain any claim or loss of ± 10% in the order value of the current year consumer base of the respective categories due to execution of any new initiatives such as e-bill delivery, installations of Smart Meters, Meter Reading through Mobile or any via media which may be suitable as per the new technology. Track of Bill Delivery using mobile application, or any other via media etc., as the Company is committed to facilitate its

consumer as per their convenience. Any such claim shall stand automatically null and void unless accompanied with a formal amendment to the work order.

2. The BRPL may ask to start Meter Reading OR Bill Delivery Tracking with Android based mobiles. The Agency shall be supportive to get the Mobile Meter Reading or Bill Delivery activity through their field staff's Mobile i.e. Meter Reader or Bill Distributor's Mobile. The Android based Applications will be provided by BRPL.

   BRPL will not be liable for any Damage or loss for the devices. The company will reimburse only fixed monthly connection charges (Mobile Network) as per the existing practice.

3. The Contractor will be responsible for any loss/damage of PDS/HHD/CMRI during operation/use of the same by employees of the Contractor. Company shall be compensated suitably by the Contractor for this. Any faulty / damaged PDS/HHD/CMRI shall be submitted within one working day. In cases of theft / stolen of PDS/HHD/CMRI, Contractor is responsible for lodging of FIR and submit the same to CO / Divisional Head for further claim of insurance.
4. Any changes in consumer count resulting from unforeseen circumstances or initiatives such as smart meter implementation or paperless billing will be addressed separately by management.

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2. RECOVERY

1. SLA RECOVERY & DISCONNECTION

1.1 Dues Collection

A Contractor's Scope of work:

1. At all times, to perform fully and properly, all functions required to be performed for the recovery of SLCC segment of consumers of / BRPL, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the resources accordingly. The details of recovery actions with various remarks shall be given to the COMPANY in the required format.

2. Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable. The mobile / HHD shall be provided, wherever required, by the company. The bidder has to ensure proper upkeep of the mobile/HHD during the entire contract period and handover the same in proper working condition to Company at the end of the expiry of the contract.

3. Contractor will follow the following steps to recover the outstanding:

   i. A list of defaulters will be generated by back-end staff for the SLCC/MLCC defaulter consumers as per direction of Divisional Business Head.

   ii. For default amount <5000/-, telecallers to be provided in divisions for calling such consumers as per requirement

   iii. The recovery persons will approach the defaulted consumer on or after the due date of energy bill as directed.

   iv. Recovery person would also make a call to the defaulters for payment reminders as well as to call regular consumers on or before the due date for current bill due as per list allocated by divison business head.

   v. Collection of cheques against the dues, directing consumers to make payment through online mode /Cash counters, reminder visits or serving disconnection notice as per the standard format. Also contractor is advised to promote payment

through online mode.

vi. Arranging site visit reports as per designated formats, as & when required.

vii. The contractor shall ensure weekly meeting with the concerned recovery person of the respective division/circle.

viii. Co-ordinating disconnections with O&M, as directed by the Divisional Business Manager/ Recovery Head.

ix. The contractor shall not collect any amount in cash from Consumers.

x. The Contractor shall ensure regular and prompt recovery actions on daily basis. The intent is to ensure that the contractor shall deliver the data to the company promptly and as per the Schedule.

xi. The Contractor shall ensure to collect defaulter list on daily basis from company recovery module and will revert with updated list on same day.

xii. Contractor shall assist Company to resolve and reduce the number of defaulters as per performance standards.

xiii. Contractor shall assist Company to resolve and reduce the number of never paid and cheque return cases. And also reduce long time pending cases since more than 3 Months of high value consumers on priority.

xiv. The complete details of recovery (Contract No./Meter No./ Consumer Name/ Address/ Date of payment/ Mode of payment/ Date/ Final meter reading etc.) with various remarks shall be given to the COMPANY in the required format

xv. Contractor should not only recover the dues from the consumers but also record & report meter status and conditions in existence at site in order to facilitate necessary corrective actions, if any, which can be initiated by Company

xvi. The Contractor shall also provide on on-going basis customer information such as broken seals, visible tampering of meters, direct supply by passing the meter, energy theft / tapping from the service lines and other similar discrepancies which

have a direct bearing an energy bill of the customer. The report shall be submitted in prescribed format.

xvii. The Contractor is also liable to assist Company in correction of its database by carrying out through address correction/ verification, Phone Number details and Meter Status etc.

xviii. The Contractor must ensure proper recovery of all energy bills/enforcement bills. Contractor shall furnish a report by the completion of each cycle in the format specified by Company, shall be submitted to the divisional Business Head /designated Divisional Recovery head/ Recovery Head .

xix. Contractor shall pack / distribute disconnection Notices/any other notice under acknowledgement of consumer. Cycle wise disconnection notice shall be given to contractor for delivery in one lot.

xx. Contractor shall carryout generation, enveloping and delivery of disconnection /any other notices to a consumer or a group of consumers at specific requisition / instance of the Company.

xxi. For the Service of disconnection Notice / Any other Notice, with acknowledgement the contractor shall submit name, telephone number to whom it was delivered along with the date.

xxii. Contractor to fully understand & recognize that this job assignment is a customer interface process involving image of the Company and therefore the employees deployed shall be adequately qualified, presentable with I-Card, customer friendly and of high integrity. Moreover, Key punching operators, recovery agents and linemen should in the employment roll of the Contractor.

xxiii. Contractor shall furnish report on Daily, Monthly basis upon completion of each cycle and a consolidated report on 7th of every month giving the summary of works done during the previous month, constraints, possible areas of improvement, suggested measures, inputs required etc. as per the formats enclosed.

xxiv. Contractor shall deploy the resources that are suitable in all respects to carry out the proper recovery action. The Company has the right to inspect, either on its own, or by hiring the services of a third party, the resources deployed in order to be

satisfied of their good order and condition. Nothing contained herein shall, in any manner, discharge the Contractor from the obligation to provide for suitable resources. The resources should be rotated periodically.

xxv. Contractor shall initially and on a continuous basis assist the company in the process of cleaning and correcting the database. The reporting shall be done by Contractor in standard format and shall help in processing data cleaning. The Contractor will render all assistance to the Company including field checks, if necessary to expedite the correction at no additional charge.

xxvi. The Contractor shall provide all the assistance to the Company for any queries relating to recovery, disconnection& service of disconnection Notice / any other Notice.

xxvii. The desired work shall be considered to be complete only when it meets desired performance level. The Contractor will submit the data only when it reaches the desired level as communicated to the Contractor from time to time.

xxviii. Contractor shall assist Company in all its endeavors to improve collection efficiency percentage, curb theft of electricity, reduction in defaulters and up-gradation to new & innovative technologies.

xxix. Divisional Recovery Head/ Coordinators will supervise the day to day

functioning of the activity.

xxx. For electrical related work agency shall have electrical license from Govt of NCT of Delhi.

xxxi. The Contractor shall maintain the Field Executive wise performance and maintain a score card for Field Executive and shall submit the same on monthly basis.

xxxii. Any information regarding connections (Live/Disconnected) in the required format to be provided by the agency, as per the direction of / BRPL.

xxxiii. Any incentive scheme formulated by / BRPL, to be implemented by the

agency and reimbursed to the deployed resource.

1.2 Disconnection

A Contractor's Scope of work:

1. In case of disconnection due to non payment, disconnection details to be submitted to Recovery officer on same day in the prescribed format.

2. In case of meter removal due to non payment, meter removal particulars along with meter & service line to be submitted to Recovery officer on same day in the prescribed format.

3. In chronic cases, contractor will also arrange police protection for timely resolution of these cases.

4. Contractor should ensure to upload all the details at the site thru Mobile app / digitally

5. Contractor should ensure to provide sufficient Manpower based on number of defaulters. The agency shall ensure additional mobilization in case of increase in allocation of cases so as to ensure that all activities are completed in time.

6. The Contractor will provide necessary tools & tackles, and all protective and safety equipment like, helmet, safety Belts, rubber shoes, insulated gloves, goggles, proper ladder to linemen for disconnection. The staff must follow all requisite safety regulations strictly. In case of any mishap even after taking all due precautions by theRecovery Contractor, the contractor will indemnify / BRPL against all claims and liabilities which may arise as a Consequence thereto.

7. All unutilized MROs shall be reconciled with Division within 7 days from the date of generation of MRO.

8. All removed meters / service cable / seals shall be reconciled with Division & store within 7 days from removal.

9. The contractor should ensure proper surveillance of connection after disconnection/ meter removal.

10. The contractor should ensure all necessary efforts required to achieve the specified targets as given by / BRPL.

11. The contractor shall mobilize all resources i.e., tools, plants, etc. for the performance of this work at its own and no compensation for this shall be provided by BRPL. . Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable.

12. Contractor shall be responsible to collect and record all such information that is useful for improving recovery.

13. All types of training such as soft-skills training, safety training, procedure for disconnection and induction training to new joinees shall be arranged by the contractor. On the request of the contractor, / BRPL may facilitate the trainings of contractor staff.

14. The Contractor shall maintain digital attendance of the recovery personnel and provide the details as and when asked for by / BRPL.

15. The Contractor shall ensure timely payment of salaries to the deployed workforce in compliance with the Minimum Wage Act

16. FE Score card to be implemented and to be shared with with the company on monthly basis.

17. The Contractor should provide Site Report of disconnected cases i.e TD/PD for dues transfer activity.

18. Also responsible for any other work related to recovery assigned by Divisional Business Manager/ Recovery Head of the Division/ Circle Enforcement Recovery Coordinators / Recovery Head.

19. In case Premises locked, Box Locked or non-accessibility of meter due to obstruction etc. Contractor should paste notice for Disconnection (as per process defined by Company) on some conspicuous part of the premises and revisit these premises at appropriate time (as defined in the process). Contractor will bring in photographs of the no meter, meter

not traceable sites and submit the same with follow up as per schedule, as required for expeditious and conclusive handling of such cases.

20. Contractor will attempt all PL cases in odd hours/holiday/by appointment through phone to ensure the recovery of these cases and PL cases are continuously reduced. Contractor shall provide site photographs of the permanent premises locked cases along with final data submission if recovery action could not be taken after all the necessary efforts by agency.

21. In cases where non accessibility to premises/meter continues, the Contractor shall paste disconnection Notice on some conspicuous part of premises as per DERC guidelines and revisit the premises.

22. Ensure disconnection after expiry of notice period, in case consumer has not come forward for settlement or payment.

23. Day wise performance against allocated cases to be maintained and shared with BRPL on periodic basis, for all executives (including backend staff).

B Execution Program and Co-ordination Procedure:

Immediately upon completion of any and all jobs under the Contract, the Contractor shall submit to the Company's representative a report that sets out in detail the jobs carried out. The Company's representative shall, after being satisfied that the jobs under the Contract have been properly and successfully completed by the Contractor, certify the same. In case the Company's representative is of the view that further action/modifications/corrections need to be carried out, Contractor shall immediately carry out the said action/ modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such action/ modifications / corrections.

C Performance Standards

1. Agency has to take the case to the logical conclusion as per the desired format of the company.

2. The desired work shall be considered to be complete only when it meets desired performance level set by the Company. The performance level measurement will be as follows:

For Field staff:

A: It is desirable that the field executive deployed shall make atleast 20 field visits per day (Monthly Details to be shared).

B: For Back end staff

1 Allocation of cases on Daily basis to Field Executives for the desired results in consultation of Divisional Recovery Head/ Divisional Business Head.

2 100% daily punching and updation of records based on the field input.

3 Preparation of all daily MIS as per the requirement.

4 Analysis of performance charts of field executives.

5 Need to highlight critical cases to higher ups on daily basis.

6 Defaulters notice generation from the system and its distribution as per the instructions of Business Manager/ / Circle Recovery Coordinators.

7 The Contractor will submit summary data after proper Quality Check and duly corrected as specified by the Company. Any error detected afterwards will attract penalty.

8 If the work / data / reports is delayed, Company shall reserve the right to get the same job carried out by itself or through another Contractor and in such case, all expenses incurred plus 50% of expenses incurredshall be recovered from the bills of the Contractor.

9 In case of wrong/non recovering the dues suggesting connivance between recovery agent and consumer, Contractor will have to assist Company in taking

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punitive legal action against agent. Contractor will have to assist and cooperate with Company in recovery of dues from the consumer failing which Company will reserve the right to realize the charges from the Contractor. Company may also instruct the Contractor to terminate the service of the agent.

10 In case Company finds connivance of Contractor with the consumers in such event, Company has the right to recover the dues from the Contractor. Company may also terminate the services of Contractor without prejudice to its right or take legal action as well as recovery of loss from the bills.

11 Contractor shall report all any other connection cycle-wise. (This any other connection could be of those cases where book /cycle needs to be corrected or these could be those which are not in Company's billing net/connection status is disconnected). Non Reporting of any other connection where supply is live at site but case is not in Company's billing net / connection status is disconnected shall attract penalty.

12 In case of any event that any law enforcement forum or a court or similar body imposes penalty on Company for acts which are attributed to non performance/behavior/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.

13 The contractor agrees and acknowledges that any indulgence shown towards the accused would attract penal consequences under the provisions of the electricity act 2003 as the scope of services under this contract involves discharging of statutory responsibilities towards containing theft of electricity.

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3. ENFORCEMENT

Enforcement Activity – The staff deployed by the bidder shall be used for various activities as defined in the scope below depending upon the requirement of the job as per directions of the Engineer-In-Charge. The staff deployed may be rotated due to sensitivity of the Enforcement Activity

1 SCOPE OF WORK

1.1. Contractor's Scope of work

Service Provider shall assist and shall extend its support to Team Leaders/authorized officer, Assessing Officers & Other Officers for smooth functioning of the Enforcement operations to complete the Overall Enforcement activity which includes load booking, punching of files, generation of bills, passing of speaking orders, bill generation & recovery etc in accordance with the rules and regulations framed by Delhi Regulatory Commission and other statutory laws, the details of the same mentioned below.

Service Provider shall provide the assigned services as per the desired performance level to the Company.

1.1.1 For Enforcement - I Dept (Inspection):-

Enforcement - Recovery:-

A. Inspection Assistance:

Service Provider shall assist the Team Leaders/authorized officer in effective discharge of enforcement activities related to inspection in the following manner:-

a) Assist the Authorized officer in Testing of meter through accua-check machine.

b) Assist the Authorized officer in Preparation of Report (Load Report / Inspection of Report / Meter Report / Seizer Memo / Material Evidence / Provisional Bill / Show Cause Notice).

c). Assist the Authorized officer in Connection of meter with accua-check when the meter is required to be checked.

d). Assist the Authorized officer to detect wire of DT where the theft going on.

e). Assist the Authorized officer in removal of material evidence from site (meter & cable
/ wire)

f). Assist the Authorized officer to Seal the Seized material evidence in the bag.

g). Submit the sealed material evidence bag in the Local store as a case property.

h). Submit case files for punching.

i). Collect the suspected meter from Enforcement Teams on daily basis with the help of Lab store in-charge.

j). Send the suspected meter's to NABL Lab for further testing on daily basis in the coordination of Lab store in-charge.

k). Receive the tested meter from NABL lab on daily basis in the coordination of Lab store in-charge.

l). Hand over the tested meter to concern Team Leader's/authorized officer's of Enforcement-I in the coordination of Lab store in-charge for seizing & submitting to Local store.

m). Search the case property required in court / FIR from the main store on daily basis in the coordination of main store in-charge and Produce this case property in the court as material evidence in the supervision of DGM.

n). Return back this case property to main store after producing it in court in the coordination of DGM. Submit the case property in Police station demanded by the IO for registration of FIR in the supervision of DGM.

o). Assist the Authorized officer in Organizing the raid with the help of Delhi Police.

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p). Disconnection and removal of illegal cables of left out alive cables from consumer's site

q) . One supervisor per circle needs to be deployed for effective supervision.

r). The lineman, who should be proficient in climbing on poles to remove service cable even from the height of the pole, shall be equipped with tool kit with bag with ISI mark, having following tools and safety equipment:

1. Supply Tester
2. Plier
3. Key for Meter Box Opening
4. Hammer
5. Chisel
6. Hand Gloves
7. Torch (Rechargeable) LED
8. Clip-on meter/tong tester/clamp tester
9. Heating load of 1KW for meter testing
10. Arrangement - Mayur type jug with drinking water
11. Foldable ladder
12. Safety belt
13. External heating load of 1KW of single phase &(1KWX3) of 3 phase for testing of single or 3 phase meters shall be made available as resources.
14. Any other tools and tackles which may be required to ensure proper safety.
15. Concealed Live Wire Detector

B. Punching Assistance:

Service Provider shall Assist the Teams & Back-end staff of / BRPL in followings manner:

a). Receive & verify the details of case files submitted by the Team Leader/authorized officer of Enforcement-I on daily basis.

b). Download the case wise photo in the system as per the direction of Team Leader/authorized officer capture at site on daily basis.

c). Receive the theft case video prepared during videography on daily basis.
d). Punching of these theft case files in the system on daily basis.

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e). Prepare the ATR & CD of the theft case files & send to Enforcement-II through special messenger for further action on daily basis.

C. Store Assistance:
Service Provider shall assist the Teams & Back-end staff of / BRPL in followings manner:

C 1. At Local Stores:

a). Receive the sealed material evidence submitted by the Teams in the Local store with the help of store in charge.

b). Set the sealed material evidence in bin wise available in the local store as per the instruction of store in charge.

c). Send this receive sealed material evidence to main store for future record till the case will be closed / finalized in the supervision of store in charge.

C 2. At Main Stores:

a). Receive the sealed material evidence submitted in main store by all the store in- charge with the help of main store in-charge.

b). Set the sealed material evidence in bin wise available in the main store as per the instruction of main store in charge.

c). Search the closed / finalized / dropped cases in the bins available in main store as per the list provided of these cases to main store as per the instruction of main store in-charge.

d). Assist in Dismantle this sealed evidence material & help the main store in-charge to prepare the docket of closed / finalized / dropped cases.

e). Send this dismantle material evidence to scrap store in the supervision of main store in charge.

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f). Entry of material evidence received in system on daily basis.

g). Entry of scrap material send to scrap store.

h). Assist Team Leader/Authorized Officer & office staff in providing the detail of material evidence received in store when required in court / FIR cases on daily basis.

i). Re-Entry of material evidence return back in system from court / Police station.

D. Backend Support:

Service Provider will assist the Enforcement Staff of / BRPL in followings manner: DGM/Head-Enforcement Support:

Service provider shall extend the support to Enforcement Officers in their day-to-day activities; e.g. Allocation of complaints to Team Leader's of Enforcement-I on daily basis, Prepare the ATR of cases checked by the Teams of Enforcement-I, and preparation of various MIS and maintaining the records as per instruction of Enforcement Officers. Provide assistance in printing and despatch of Lok Adalats notices when held.

Note:

1. FIR in case of man handling with Service Provider's staff will be dealt and managed by the Service Provider.

2. For disconnection purpose, if service provider doesn't have valid electrical license, they will have to make permanent arrangement with an agency having electrical license and the same shall be communicated to officer in charge in advance.

2.2.1 Enforcement - II Dept (Billing):

Service Provider shall assist the Assessing Officers in followings manner:-

A. RECOVERY ACTIVITES:-

Service Provider shall assist in Enforcement Recovery in the following manner:-

a) Checking of payment status after due date.
b) Printing of Notice under section 56 & dispatch to consumer on daily basis

c) Shortlist cases for recovery action
d) Supply to be disconnected by Recovery team after expiry of Notice under Section 56.
e) All cases are to be punched in SAP/ Recovery App on daily basis
f) In case of resistance supply to be disconnected and meter removed with help of police protection by recovery team.
g) After disconnection TD/ PD is to be punched in SAP
h) Tele-calling of Defaulters
i) MIS to be generated on regular basis
j) After Disconnection, If consumer pays the bill-
  i) For PD Case, Advice business for reconnection
  ii) For TD Case, Advice O&M through business for reconnection through mail.

B. Punching Assistance:
Service Provider Shall assist the Enforcement Officers of / BRPL in following manner:

a). Receiving case files from Enforcement Inspection Teams.

b). Punching in the system with all details.

c). Preparation of MIS Reports

C. Assessment Assistance:

a). Service Provider will assist the Assessing Officer In Generating Show cause notice
b). Service Provider will assist the Assessing Officer In Note sheet preparation
c). Service Provider will assist the Assessing Officer in maintaing the records/ Documentation related to speaking order.

D. Service Provider will Assist the Enforcement Officers for Filing the cases in courts and it will includes the followings:

a). Prepare files for the court as per all requirement.

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b.) send these files to legal dept.

E. Backend Support:

Service Provider will assist the Enforcement Staff in followings

a). Scan all documents and maintain in the systems.

b). Receiving consumer letters and maintain the necessary diary entries/records.

1.3 Execution Program and Co-ordination Procedure:

1.3.1 Service Provider shall deploy adequate number of skilled and efficient workmen, supervisors and engineers so as to ensure that the services as required by the /
BRPL are completed in time, and in any case, as and when directed by the Company. Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable

1.3.2 Immediately upon completion of any and all jobs under this Agreement the Service Provider shall submit to the Engineer in-charge i.e. SR/Manager AM / DGM Circle a report that sets out in detail the jobs carried out. The Engineer in-charge i.e. SR Manager / AM / DGM Circle shall, after being satisfied that the jobs under this Agreement have been properly and successfully completed by the Service Provider, certify the same. In case the Company's representative is of the view that modifications/corrections need to be carried out Service Provider shall immediately carry out the said modifications/ corrections without being compensated for expenses incurred, if any, by Service Provider for such modifications / corrections.

1.4 Performance Standards

1.4.1 The Service Provider will submit data after proper Quality Check and duly

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corrected, ready to be billed, as specified by the Company. Any error detected afterwards will attract penalty. The Service Provider shall ensure that all Enforcement Reports bear the signature of the designated Employee, duly verified by his Sr. Manager / AM.

1.4.2 If the data / reports are delayed, Company shall reserve the right to get the same job carried out through another Service Provider and in such case; all expenses incurred plus 50% expenses incurred shall be recovered from the bills of the Service Provider.

1.4.3 In case of wrong/non reporting of Enforcement activity suggesting connivance between deployed resource and consumer, Service Provider will take punitive legal action against such employee under intimation to company & terminate the service of such employee. Service Provider will have to assist and cooperate with Company in recovery of dues from the consumer failing which Company will reserve the right to realize the charges from the Service Provider.

1.4.4 In case Company finds connivance of Service Provider with the consumers in such event, Company has the right to recover the dues from the Service Provider. Company may also terminate the services of Service Provider without prejudice to its right or take legal action as well as recovery of loss from the bills.

1.4.5 In case of any event that any law enforcement forum or a court or similar body imposes penalty on Company for acts which are attributed due to non performance/behavior/act by the Service Provider or its employees intentionally or unintentionally, the same shall be recovered from the Service Provider.

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4. LIAISONING ASSISTANCE

Activities of LAs (liaisoning Assistant, retired SI of Delhi Police):

i. Execution of the warrants/Summon received from special court time to time.

ii. Enforcement mass raid arrangement of police in the theft prone areas

iii. Surveillance of BRPL material lying in BRPL stores at different location.

iv. Persuasion of the complaint lodged in the police station against the consumer including search of the PO of the theft proclaimed of electricity theft with the coordination of concerned local police.

v. Arrangement of the police in case of any demonstration/dharna by BSES employees.

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5. EX-DELHI POLICE

1. SCOPE OF WORK

a) They will take leading part in entry of inspection team to the premises.
b) They will remain with team and try to ensure that inspection team is safe and not obstructed to discharge their lawful duty.
c) They will try to protect the team in case of mob gathering, gherao etc. and call police assistance for protection by using their influence
d) They will leave the premises after ensuring that all members of the team has safely evacuated the premises after inspection
e) In case of assault on inspection team members they will try to get complaint lodged in police station and try to fulfill initial formalties as per law till other support teams like panel advocate etc. reaches the spot
f) In case any hostile consumer/ user creates law and order issue at the Enforcement office and the Ex Delhi Police Staff in question is present in office then he will assist the office staff in diffusing the situation
g) They will assist the recovery team in disconnection and recovery
h) In case support is sought by Division Business or O&M they may be deputed for assisting the Division team in the required situation
i) Telecalling to deafulters during recovery drive
j) During Special Lok Adalats/ Camps at MLA Office or any other public office they may be deputed for assistance and security purpose.

Common Scope of Work

1.3 Common Scope of Work for All Facility/Contract

A. By Bidder/Contractor

1. Contractor shall be fully responsible for the smooth running of operations of all the services/contract/facility to complete the tasks as per the Company's directions with the requisite number of resource to meet the desired performance level up to the company satisfaction.

2. The resource deployed by agency shall be on 26 days in a month basis as per Minimum Wages Act prevailing NCT of Delhi. All the resources shall be deployed after prior clearance of the Engineer In Charge.

3. Agency will submit all relevant documents as stipulated in the contract to Engineer Incharge for verification before the commencement of the work and thereafter as and when required in addition to Compliance Cell / C&M / Finance / HR Cell

4. The resource shall be deployed after clearance from /BRPL.

5. The Contractor shall issue identity cards bearing the name of the Contractor to its employees and shall provide an authority letter to the them and the employees shall carry the same when they are on duty at the Company.

6. The Contractor shall ensure marking of attendance of its employees in the manual registers maintained at the Company locations. Additionally, wherever Company has installed manual/electronic attendance marking devices, the Contractor is required to mark the attendance of its employees in those devices also at the time interval decided by Company. At the end of the month a copy of the attendance sheet along with the attendance cards of such devices should be forwarded to Company for processing of payment to the Contractor by the Company. Without such attendance proof, no payment would be made.

7. The contractor will submit police verification report for the entire workforce deployed before submission of the first running bill.

8. The contractor agrees and acknowledges that any indulgence shown towards the accused would attract penal consequences under the provisions of the electricity act 2003 as the scope of services under this contract involvesdischarging of statutory responsibilities towards containing theft of electricity.

9. Contractor shall deploy adequate number of skilled and efficient executives so as to ensure that the various jobs are completed in time, and in any case, as and when directed by the Company.

10. Contractor shall submit to the Company written detailed execution plan, manpower deployment plan and details of the manpower at least 7 days prior to

commencement of work under this Work Order and have the same approved by the company.

11. The desired work shall be considered to be complete only when it meets desired performance level set by the HOD

12. The Contractor shall, unless specifically excluded in the Contract, perform all such work and/or supply all such items and materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Completion of the Facilities as if such work and/or items and materials were expressly mentioned in the Contract.

13. The Contractor confirms that it has entered into this Contract on the basis of a proper examination of the data/site visit/full understating of subject relating to the Facilities

14. The Contractor acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Facilities.

15. Scope elaborated above/elsewhere in the contract is bare minimum requirement and anything else is required to make the system complete shall be included in the scope ofthe Bidder

16. To make service better and keep resources motivation high, bidder to make arrangement / provision of monthly reward and recognitiondivision wise in line with the direction of office in-charge

17. Bidder to make provision for refreshment of their resources deployed in / BRPL office along with office boy.
18. To insure better control and monitoring mechanism bidder to depute supervisor division wise/circle wise/activity wise as per the requirement of / BRPL

19. Any additional work beyond the scope enumerated in the Work Order above shall be carried out by the Contractor only after written confirmation from the signatory of the Work Order. The Company shall not entertain any claim or increase in the

order value due to execution of such additional work beyond the scope defined in the Work Order. Any such claim shall stand automatically null and void unless accompanied with a formal amendment to the Work Order.

1. BRPL Scope of work:

1. Infrastructure to be provided to the Contractor:

   a. Suitable office space is to be provided, preferably in division offices, for the smooth functioning of Business operations.
   b. Basic amenities like electricity, drinking water, cooler, fan, tube light is to be provided.
   c. Computers shall be provided with LAN facility with UPS (if centralized UPS is available) as per requirement.
   d. Separate E-mail ID shall be provided, if required.

   e. Stationeries like paper , envelopes, etc shall be provided.

2. The Company shall authorized Photo Identity cards issued by Contractor to his representative, authorizing them for Business action. The employees of Contractor must carry the identity card every time.

1.4 Note :

No additional billing or payment on account of addition/increase in number of consumer and location during the term of contract.

Scope of work mentioned is minimum and indicative only. The same may vary based on business requirements of BRPL.

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ANNEXURE- 1 CUSTOMER BASE OF SOUTH AND WEST AREA

TABLE-5 - METER READING CUSTOMER BASE JUNE'25– SOUTH-I AREA

S.No	DIVISION	Customer Category	No of Consumer
1	Alaknanda	SLCC	1,12,806
2	Khanpur	SLCC	2,37,733
3	Nehru Place	SLCC	56,441
4	Nizamuddin	SLCC	94,431
5	Sarita Vihar	SLCC	1,67,944
6	New friends colony	SLCC	1,23,038
	South-I		**7,92,393**

TABLE -6 - METER READING CUSTOMER BASE JUNE'25 – SOUTH-II AREA

S.No	DIVISION	Customer Category	No of Consumer
1	Saket	SLCC	97,268
2	Vasant Kunj	SLCC	1,44,654
3	Chattarpur	SLCC	1,12,494
4	R.K.Puram	SLCC	62,109
5	Hauz Khas	SLCC	58,929
	South-II		**4,75,454**

TABLE-7 - METER READING CUSTOMER BASE JUNE'25 – WEST-I AREA

S.No	DIVISION	Customer Category	No of Consumer
1	Najafgarh	SLCC	1,92,085
2	Jaffarpur	SLCC	56,767
3	Nangloi	SLCC	1,83,353
4	Mundka	SLCC	1,03,310
5	Punjabi Bagh	SLCC	87,018
	West-I		**6,22,533**

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Table-8 - METER READING CUSTOMER BASE JUNE'25 – WEST-II AREA

S.No	DIVISION	Customer Category	No of Consumer
1	Janakpuri	SLCC	1,48,855
2	Tagore Garden	SLCC	1,63,456
3	Vikaspuri	SLCC	1,32,272
4	Uttam Nagar	SLCC	1,03,671
5	Mohan Garden	SLCC	1,33,342
6	Palam	SLCC	2,43,386
7	Dwarka	SLCC	1,75,552
	West-II		**11,00,534**

TABLE-9- BILL DISTRIBUTION CUSTOMER BASE JUNE'25- SOUTH-I AREA

S.No	DIVISION	Customer Category	Consumer Base for Bill Distribution (Excluding Paperless Bill)	Actual Paperless Bill as of June'25 (SLCC & MLCC)
1	Alaknanda	SLCC & MLCC	88,119	40,408
2	Khanpur	SLCC & MLCC	1,88,261	49,845
3	Nehru Place	SLCC & MLCC	48,577	23,596
4	Nizamuddin	SLCC & MLCC	74,793	33,399
5	Sarita Vihar	SLCC & MLCC	1,29,219	39,512
6	New friends colony	SLCC & MLCC	98,073	38,472
	South-I		**6,27,042**	**2,25,232**

TABLE-10- BILL DISTRIBUTION CUSTOMER BASE JUNE'25 - SOUTH-II AREA

S.No	DIVISION	Customer Category	Consumer Base for Bill Distribution (Excluding Paperless Bill)	Actual Paperless Bill as of June'25 (SLCC & MLCC)
1	Saket	SLCC & MLCC	70,679	38,207
2	Vasant Kunj	SLCC & MLCC	1,10,875	40,472
3	Chattarpur	SLCC & MLCC	82,625	34,238
4	R.K.Puram	SLCC & MLCC	50,301	20,350
5	Hauz Khas	SLCC & MLCC	48,821	29,627
	South-II		3,63,301	1,62,894

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TABLE-11- BILL DISTRIBUTION CUSTOMER BASE JUNE'25 – WEST-I AREA

S.No	DIVISION	Customer Category	Consumer Base for Bill Distribution (Excluding Paperless Bill)	Actual Paperless Bill as of June'25 (SLCC & MLCC)
1	Najafgarh	SLCC & MLCC	1,52,500	43,376
2	Jaffarpur	SLCC & MLCC	49,176	10,219
3	Nangloi	SLCC & MLCC	1,43,319	44,646
4	Mundka	SLCC & MLCC	76,475	29,297
5	Punjabi Bagh	SLCC & MLCC	71,678	26,164
	West-I		**4,93,148**	**1,53,702**

TABLE-12- BILL DISTRIBUTION CUSTOMER BASE JUNE'25– WEST-II AREA

S.No	DIVISION	Customer Category	Consumer Base for Bill Distribution (Excluding Paperless Bill)	Actual Paperless Bill as of June'25 (SLCC & MLCC)
1	Janakpuri	SLCC & MLCC	1,12,356	47,611
2	Tagore Garden	SLCC & MLCC	1,32,721	35,344
3	Vikaspuri	SLCC & MLCC	97,503	37,758
4	Uttam Nagar	SLCC & MLCC	70,128	35,170
5	Mohan Garden	SLCC & MLCC	90,312	43,830
6	Palam	SLCC & MLCC	1,75,030	71,558
7	Dwarka	SLCC & MLCC	1,16,325	62,662
	West-II		**7,94,375**	**3,33,933**

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ANNEXURE- 2 LOCATION OF DATA CENTRES & AREA OFFICES

Sr. No.	Circle	Division	ADDRESS
1	S-1	ALN	E-BLOCK, NEAR GURUDWARA, GREATER KAILASH-2, NEW DELHI-110048
2	S-1	KHP	BSES SUBSTATION BUILDING, SOUTH END APPT, MB ROAD NEW DELHI-110044
3	S-1	NFC	BSES SUB STATION BUILDING, COMMUNITY CENTRE, NEW FRIENDS COLONY, NEW DELHI-110065
4	S-1	NHP	E BLOCK, SUBSTATION BUILDING EAST OF KAILASH BEHIND SAPNA CINEMA, NEW DELHI-110019
5	S-1	NZD	11 KV S/ST NIZAMUDDIN WEST, NEAR PETROL PUMP, NEW DELHI-110013
6	S-1	SVR	CUSTOMER CARE OFFICE, SUB STATION NO.-6, MCIE, NEAR-BADARPUR METRO STATION GATE.NO.2, NEW DELHI-110044
7	S-2	CHP	ADHCHINI GRID BUILDING, AURBINDO MARG, NEW DELHI-110017
8	S-2	HKS	11 KV S/STN BLDG A-1/27, SAFDARJUNG ENCLAVE, NEW DELHI-110029
9	S-2	RKP	S/STN GRID BUILDING, WEST BLOCK, SEC-1 NEAR SEWA SADAN R.K. PURAM, NEW DELHI-110066
10	S-2	SKT	ADHCHINI GRID BUILDING, AURBINDO MARG, NEW DELHI-110017
11	S-2	VKJ	BSES SUBSTATION BUILDING, SECTOR C-6 , NEAR MINI COOPER SHOWROOM, VASANT KUNJ, NEW DELHI-110070
12	W-1	JFR	220 KV GRID SUB STATION, NAJAFGARH, NEW DELHI-110043
13	W-1	MDK	MUNDKA COMPLAINT CENTRE, NEAR PETROL PUMP, MAIN ROHTAK ROAD, NEW DELHI-110041
14	W-1	NGL	S/ST BLDG NO-1 GURU HARKISHAN NAGAR, OPP.GURUDWARA PASCHIM VIHAR, NEW DELHI-110087
15	W-1	NJF	220 KV GRID SUB STATION, POWER HOUSE, NAJAFGARH, NEW DELHI-110043
16	W-1	PJB	OFFICE BLDG, ROAD NO-22, EAST PUNJABI BAGH, NEW DELHI-110026
17	W-2	DWK	C-2 C-POCKET-12, JANAKPURI, NEW DELHI-110058
18	W-2	JKP	G-8 AREA, MAYA ENCLAVE, NEAR SHAHEED PAWAN SAHANI, CHOWK, HARI NAGAR, NEW DELHI-110064

19	W-2	MGN	DISTT.CENTRE JANAK PURI, VIKAS PURI, NEW DELHI-110058
20	W-2	PLM	BSES, G-2 GRID, DASHRATHPURI, NEAR DASHRATHPURI METRO STATION, NEW DELHI-110045
21	W-2	TGN	BSES TAGORE GARDEN OFFICE, NEAR CENTRAL MARKET, TAGORE GARDEN, NEW DELHI-110027
22	W-2	UTN	DISTT.CENTRE JANAK PURI, VIKAS PURI, NEW DELHI-110058
23	W-2	VKP	D BLOCK, VIKAS PURI, OPPOSITE POLICE COLONY, NEAR - NALANDA APPT., NEW DELHI-110018

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ANNEXURE- 3 SOUTH AREA DIVISIONS - MONTHLY TARGET DOWNLOAD PERCENTAGE

		Division wise DL% Target Fy Oct'25 - Sept'26											
Circle	Division	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
S-I	ALN	99.67%	99.68%	99.68%	99.69%	99.69%	99.70%	99.70%	99.70%	99.70%	99.70%	99.71%	99.71%
S-I	KHP	99.36%	99.39%	99.43%	99.46%	99.49%	99.51%	99.53%	99.55%	99.57%	99.58%	99.58%	99.59%
S-I	NHP	99.50%	99.52%	99.54%	99.56%	99.57%	99.59%	99.60%	99.61%	99.62%	99.62%	99.62%	99.63%
S-I	NZD	99.30%	99.34%	99.38%	99.42%	99.45%	99.48%	99.50%	99.52%	99.54%	99.55%	99.56%	99.57%
S-I	SVR	99.48%	99.50%	99.52%	99.54%	99.55%	99.57%	99.58%	99.59%	99.60%	99.60%	99.61%	99.61%
S-I	NFC	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%
South-1		**99.52%**	**99.54%**	**99.56%**	**99.58%**	**99.60%**	**99.61%**	**99.62%**	**99.63%**	**99.64%**	**99.65%**	**99.65%**	**99.66%**
S-II	SKT	99.40%	99.43%	99.46%	99.49%	99.51%	99.54%	99.55%	99.57%	99.58%	99.59%	99.60%	99.60%
S-II	VKJ	99.53%	99.55%	99.57%	99.58%	99.60%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%
S-II	CHP	98.85%	98.93%	99.00%	99.06%	99.12%	99.18%	99.22%	99.26%	99.29%	99.33%	99.36%	99.39%
S-II	RKP	99.26%	99.31%	99.35%	99.38%	99.41%	99.45%	99.47%	99.49%	99.51%	99.52%	99.54%	99.55%
S-II	HKS	99.34%	99.37%	99.41%	99.44%	99.47%	99.50%	99.51%	99.53%	99.55%	99.56%	99.57%	99.58%
South-2		**99.28%**	**99.32%**	**99.36%**	**99.39%**	**99.42%**	**99.46%**	**99.48%**	**99.50%**	**99.52%**	**99.53%**	**99.54%**	**99.55%**
BRPL South		**99.40%**	**99.43%**	**99.46%**	**99.48%**	**99.51%**	**99.53%**	**99.55%**	**99.56%**	**99.58%**	**99.59%**	**99.60%**	**99.60%**

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ANNEXURE- 4 WEST AREA DIVISIONS - MONTHLY TARGET DOWNLOAD PERCENTAGE

		Division wise DL% Target Fy Oct'25 - Sept'26											
Circle	Division	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
W1	NJF	99.11%	99.17%	99.22%	99.26%	99.31%	99.35%	99.38%	99.41%	99.43%	99.45%	99.47%	99.49%
W1	JFR	99.14%	99.19%	99.24%	99.28%	99.32%	99.37%	99.39%	99.42%	99.44%	99.46%	99.48%	99.49%
W1	NGL	99.35%	99.39%	99.42%	99.45%	99.47%	99.50%	99.52%	99.53%	99.55%	99.56%	99.57%	99.58%
W1	MDK	99.49%	99.51%	99.53%	99.55%	99.56%	99.58%	99.58%	99.59%	99.60%	99.61%	99.61%	99.62%
W1	PJB	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%
West-1		**99.38%**	**99.41%**	**99.44%**	**99.47%**	**99.49%**	**99.52%**	**99.53%**	**99.55%**	**99.56%**	**99.57%**	**99.59%**	**99.60%**
W2	JKP	99.43%	99.45%	99.48%	99.50%	99.52%	99.54%	99.56%	99.57%	99.58%	99.59%	99.60%	99.60%
W2	TGN	99.40%	99.44%	99.47%	99.50%	99.52%	99.55%	99.57%	99.58%	99.60%	99.61%	99.61%	99.62%
W2	VKP	99.44%	99.46%	99.49%	99.51%	99.53%	99.55%	99.56%	99.57%	99.58%	99.59%	99.60%	99.61%
W2	UTN	99.58%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.66%	99.66%	99.66%
W2	MGN	99.34%	99.37%	99.41%	99.43%	99.46%	99.49%	99.50%	99.52%	99.54%	99.55%	99.56%	99.57%
W2	PLM	99.29%	99.34%	99.38%	99.41%	99.45%	99.49%	99.51%	99.53%	99.55%	99.56%	99.57%	99.58%
W2	DWK	99.54%	99.57%	99.59%	99.61%	99.63%	99.65%	99.66%	99.68%	99.69%	99.69%	99.69%	99.69%
West-2		**99.43%**	**99.46%**	**99.49%**	**99.51%**	**99.53%**	**99.56%**	**99.57%**	**99.59%**	**99.60%**	**99.61%**	**99.61%**	**99.62%**
BRPL West		**99.41%**	**99.43%**	**99.46%**	**99.49%**	**99.51%**	**99.54%**	**99.55%**	**99.57%**	**99.58%**	**99.59%**	**99.60%**	**99.61%**

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ANNEXURE-5 –SOUTH-I & SOUTH-II AREA DIVISIONS – CYCLE WISE TARGET DOWNLOAD PERCENTAGE

SDO	Div	New Cyc Code	June'25 Actual	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Download Target for 1year	Target growth for 1year
2510	S1ALN	11	**99.75%**	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	**99.75%**	0.00%
2510	S1ALN	12	**99.60%**	99.62%	99.63%	99.63%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.03%
2510	S1ALN	13	**99.65%**	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.00%
2510	S1ALN	14	**99.73%**	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	**99.73%**	0.01%
2510	S1ALN	21	**99.68%**	99.68%	99.68%	99.68%	99.68%	99.68%	99.68%	99.68%	99.68%	99.68%	99.68%	99.69%	99.70%	**99.70%**	0.02%
2510	S1ALN	22	**99.81%**	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	**99.81%**	0.00%
2510	S1ALN	23	**99.76%**	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	99.76%	**99.76%**	0.00%
2510	S1ALN	24	**99.61%**	99.63%	99.63%	99.64%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.02%
2510	S1ALN	JJ	**99.31%**	99.44%	99.48%	99.51%	99.54%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2511	S1KHP	11	**99.08%**	99.25%	99.29%	99.33%	99.37%	99.40%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.30%
2511	S1KHP	12	**99.00%**	99.20%	99.25%	99.30%	99.34%	99.38%	99.43%	99.45%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.34%
2511	S1KHP	13	**99.35%**	99.47%	99.50%	99.53%	99.55%	99.58%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2511	S1KHP	14	**99.39%**	99.50%	99.52%	99.55%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.15%
2511	S1KHP	21	**99.24%**	99.35%	99.37%	99.40%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.20%
2511	S1KHP	22	**99.26%**	99.42%	99.46%	99.49%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2511	S1KHP	23	**99.44%**	99.52%	99.55%	99.57%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.13%
2511	S1KHP	24	**99.23%**	99.34%	99.37%	99.39%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2511	S1KHP	JJ	**99.00%**	99.20%	99.25%	99.30%	99.34%	99.38%	99.42%	99.45%	99.47%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.35%
2530	S1NHP	11	**99.56%**	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.06%
2530	S1NHP	12	**99.55%**	99.59%	99.60%	99.61%	99.62%	99.63%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.06%
2530	S1NHP	13	**99.58%**	99.61%	99.62%	99.62%	99.63%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.04%
2530	S1NHP	14	**99.39%**	99.49%	99.52%	99.54%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2530	S1NHP	21	**99.28%**	99.43%	99.47%	99.50%	99.53%	99.56%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%
2530	S1NHP	22	**98.94%**	99.10%	99.14%	99.18%	99.22%	99.25%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.34%
2530	S1NHP	23	**99.57%**	99.60%	99.61%	99.62%	99.63%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.05%
2530	S1NHP	24	**99.56%**	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.06%

2530	S1NHP	JJ	**99.42%**	99.51%	99.53%	99.56%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.14%
2540	S1NZD	11	**99.42%**	99.51%	99.54%	99.56%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.14%
2540	S1NZD	12	**99.24%**	99.35%	99.37%	99.40%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.20%
2540	S1NZD	13	**99.42%**	99.51%	99.53%	99.56%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.14%
2540	S1NZD	14	**99.39%**	99.49%	99.52%	99.54%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2540	S1NZD	21	**99.47%**	99.54%	99.56%	99.58%	99.59%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.11%
2540	S1NZD	22	**99.29%**	99.43%	99.47%	99.50%	99.53%	99.56%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%
2540	S1NZD	23	**99.09%**	99.26%	99.30%	99.34%	99.37%	99.41%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.29%
2540	S1NZD	24	**99.45%**	99.53%	99.55%	99.57%	99.59%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.12%
2540	S1NZD	JJ	**97.50%**	98.10%	98.25%	98.40%	98.53%	98.65%	98.78%	98.85%	98.93%	99.00%	99.05%	99.10%	99.15%	**99.15%**	1.05%
2541	S1SVR	11	**99.36%**	99.48%	99.51%	99.53%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2541	S1SVR	12	**99.60%**	99.62%	99.63%	99.63%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.03%
2541	S1SVR	13	**99.64%**	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.01%
2541	S1SVR	14	**99.63%**	99.64%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.01%
2541	S1SVR	21	**99.38%**	99.49%	99.51%	99.54%	99.56%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2541	S1SVR	22	**99.46%**	99.54%	99.56%	99.57%	99.59%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.11%
2541	S1SVR	23	**99.53%**	99.58%	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.07%
2541	S1SVR	24	**99.47%**	99.54%	99.56%	99.58%	99.59%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.11%
2541	S1SVR	JJ	**98.49%**	98.78%	98.85%	98.92%	98.98%	99.04%	99.09%	99.13%	99.16%	99.20%	99.23%	99.26%	99.29%	**99.29%**	0.51%
2542	S1NFC	11	**99.81%**	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	**99.81%**	0.00%
2542	S1NFC	12	**99.83%**	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	**99.83%**	0.00%
2542	S1NFC	13	**99.84%**	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	**99.84%**	0.00%
2542	S1NFC	14	**99.85%**	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	**99.85%**	0.00%
2542	S1NFC	21	**99.84%**	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	**99.84%**	0.00%
2542	S1NFC	22	**99.88%**	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	99.88%	**99.88%**	0.00%
2542	S1NFC	23	**99.78%**	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	**99.78%**	0.00%
2542	S1NFC	24	**99.73%**	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.73%	99.74%	**99.74%**	0.01%
2542	S1NFC	JJ	**99.85%**	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	**99.85%**	0.00%

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SOUTH-II-SLCC Monthly Target Download Percentage for one Year																	
SDO	Div	New Cyc Code	June'25 Actual	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Download Target for 1year	Target growth for 1year
2520	S2SKT	11	**99.36%**	99.48%	99.50%	99.53%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2520	S2SKT	12	**99.30%**	99.44%	99.47%	99.51%	99.54%	99.57%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2520	S2SKT	13	**99.39%**	99.49%	99.52%	99.55%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2520	S2SKT	21	**99.09%**	99.25%	99.30%	99.34%	99.37%	99.40%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.29%
2520	S2SKT	22	**99.30%**	99.44%	99.48%	99.51%	99.54%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2520	S2SKT	23	**99.45%**	99.53%	99.55%	99.57%	99.59%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.12%
2520	S2SKT	24	**99.54%**	99.58%	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.07%
2520	S2SKT	25	**99.15%**	99.29%	99.32%	99.36%	99.39%	99.42%	99.45%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.26%
2520	S2SKT	JJ	**98.96%**	99.12%	99.16%	99.20%	99.23%	99.26%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.32%
2521	S2VKJ	11	**99.74%**	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	**99.74%**	0.00%
2521	S2VKJ	12	**99.37%**	99.48%	99.51%	99.54%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2521	S2VKJ	13	**99.48%**	99.55%	99.56%	99.58%	99.60%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.10%
2521	S2VKJ	21	**99.52%**	99.57%	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.08%
2521	S2VKJ	22	**99.50%**	99.56%	99.58%	99.59%	99.60%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.09%
2521	S2VKJ	23	**99.62%**	99.63%	99.64%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.02%
2521	S2VKJ	24	**99.37%**	99.48%	99.51%	99.54%	99.56%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2521	S2VKJ	25	**99.39%**	99.49%	99.52%	99.55%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2521	S2VKJ	JJ	**99.06%**	99.24%	99.28%	99.33%	99.36%	99.40%	99.43%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.31%
2522	S2CHP	11	**99.42%**	99.51%	99.53%	99.56%	99.58%	99.60%	99.61%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.14%
2522	S2CHP	12	**99.07%**	99.24%	99.29%	99.33%	99.37%	99.40%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.30%
2522	S2CHP	13	**98.93%**	99.10%	99.14%	99.18%	99.22%	99.25%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.34%
2522	S2CHP	21	**98.84%**	99.04%	99.10%	99.15%	99.19%	99.23%	99.27%	99.30%	99.32%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.40%
2522	S2CHP	22	**97.80%**	98.28%	98.40%	98.52%	98.62%	98.72%	98.82%	98.88%	98.94%	99.00%	99.05%	99.10%	99.15%	**99.15%**	0.87%
2522	S2CHP	23	**98.00%**	98.48%	98.60%	98.72%	98.82%	98.92%	99.02%	99.08%	99.14%	99.20%	99.23%	99.26%	99.29%	**99.29%**	0.81%
2522	S2CHP	24	**98.84%**	99.04%	99.09%	99.15%	99.19%	99.23%	99.27%	99.30%	99.32%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.40%
2522	S2CHP	25	**98.97%**	99.12%	99.16%	99.20%	99.23%	99.26%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.32%
2522	S2CHP	JJ	**97.18%**	97.87%	98.04%	98.21%	98.35%	98.50%	98.64%	98.73%	98.81%	98.90%	98.96%	99.02%	99.08%	**99.08%**	1.21%
2550	S2RKP	11	**99.30%**	99.44%	99.48%	99.51%	99.54%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2550	S2RKP	12	**99.91%**	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	**99.91%**	0.00%
2550	S2RKP	13	**99.51%**	99.56%	99.58%	99.59%	99.60%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.09%

2550	S2RKP	14	**99.24%**	99.34%	99.37%	99.39%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.20%
2550	S2RKP	21	**97.50%**	98.10%	98.25%	98.40%	98.52%	98.65%	98.77%	98.85%	98.92%	99.00%	99.05%	99.10%	99.15%	**99.15%**	1.05%
2550	S2RKP	22	**99.06%**	99.23%	99.28%	99.32%	99.36%	99.40%	99.43%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.31%
2550	S2RKP	23	**98.94%**	99.10%	99.15%	99.19%	99.22%	99.25%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.34%
2550	S2RKP	24	**99.49%**	99.56%	99.57%	99.59%	99.60%	99.61%	99.63%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.09%
2550	S2RKP	JJ	**98.98%**	99.13%	99.17%	99.20%	99.23%	99.26%	99.30%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.31%
2551	S2HKS	11	**99.40%**	99.50%	99.53%	99.55%	99.57%	99.59%	99.61%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.15%
2551	S2HKS	12	**99.30%**	99.44%	99.48%	99.51%	99.54%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2551	S2HKS	13	**99.07%**	99.24%	99.29%	99.33%	99.36%	99.40%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.30%
2551	S2HKS	14	**99.30%**	99.44%	99.47%	99.51%	99.54%	99.57%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2551	S2HKS	21	**99.50%**	99.56%	99.57%	99.59%	99.60%	99.61%	99.63%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.09%
2551	S2HKS	22	**99.43%**	99.52%	99.54%	99.56%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.13%
2551	S2HKS	23	**99.10%**	99.26%	99.30%	99.34%	99.37%	99.41%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.29%
2551	S2HKS	24	**98.66%**	98.93%	99.00%	99.07%	99.13%	99.19%	99.25%	99.28%	99.32%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.51%
2551	S2HKS	JJ	**98.98%**	99.13%	99.16%	99.20%	99.23%	99.26%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.31%

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ANNEXURE-6 –WEST-I & WEST-II AREA DIVISIONS – CYCLE WISE TARGET DOWNLOAD PERCENTAGE

WEST - I SLCC Monthly Target Download Percentage for one Year																	
SDO	Div	New Cyc Code	June'25 Actual	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Download Target for 1year	Target growth for 1year
2620	W1NJF	11	**99.01%**	99.20%	99.25%	99.30%	99.34%	99.38%	99.43%	99.45%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.34%
2620	W1NJF	12	**98.55%**	98.87%	98.95%	99.03%	99.10%	99.16%	99.23%	99.27%	99.31%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.57%
2620	W1NJF	13	**99.10%**	99.26%	99.30%	99.34%	99.37%	99.41%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.29%
2620	W1NJF	14	**99.16%**	99.30%	99.33%	99.36%	99.39%	99.42%	99.45%	99.47%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.25%
2620	W1NJF	15	**99.02%**	99.21%	99.26%	99.31%	99.35%	99.39%	99.43%	99.45%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.33%
2620	W1NJF	21	**98.68%**	98.95%	99.01%	99.08%	99.14%	99.19%	99.25%	99.28%	99.32%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.49%
2620	W1NJF	22	**98.86%**	99.05%	99.10%	99.15%	99.19%	99.23%	99.28%	99.30%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.39%
2620	W1NJF	23	**99.27%**	99.42%	99.46%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2620	W1NJF	JJ	**98.45%**	98.75%	98.82%	98.90%	98.96%	99.02%	99.09%	99.12%	99.16%	99.20%	99.23%	99.26%	99.29%	**99.29%**	0.54%
2621	W1JFR	11	**99.32%**	99.45%	99.49%	99.52%	99.55%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.20%
2621	W1JFR	12	**98.46%**	98.76%	98.83%	98.91%	98.97%	99.03%	99.09%	99.13%	99.16%	99.20%	99.23%	99.26%	99.29%	**99.29%**	0.53%
2621	W1JFR	13	**99.38%**	99.49%	99.52%	99.54%	99.56%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2621	W1JFR	14	**99.21%**	99.33%	99.36%	99.38%	99.41%	99.43%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.22%
2621	W1JFR	15	**98.48%**	98.77%	98.84%	98.91%	98.97%	99.03%	99.09%	99.13%	99.16%	99.20%	99.23%	99.26%	99.29%	**99.29%**	0.52%
2621	W1JFR	21	**99.28%**	99.43%	99.47%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%
2621	W1JFR	22	**98.71%**	98.97%	99.03%	99.09%	99.15%	99.20%	99.25%	99.29%	99.32%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.47%
2621	W1JFR	23	**98.61%**	98.91%	98.98%	99.06%	99.12%	99.18%	99.24%	99.28%	99.31%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.53%
2630	W1NGL	11	**99.17%**	99.30%	99.34%	99.37%	99.40%	99.42%	99.45%	99.47%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.24%
2630	W1NGL	12	**99.40%**	99.50%	99.52%	99.55%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.15%
2630	W1NGL	13	**98.93%**	99.10%	99.14%	99.18%	99.22%	99.25%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.34%
2630	W1NGL	14	**99.27%**	99.42%	99.46%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2630	W1NGL	15	**99.38%**	99.49%	99.52%	99.54%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%

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2630	W1NGL	21	**99.27%**	99.42%	99.46%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2630	W1NGL	22	**99.22%**	99.33%	99.36%	99.39%	99.41%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2630	W1NGL	23	**99.14%**	99.28%	99.32%	99.36%	99.39%	99.42%	99.45%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.26%
2630	W1NGL	JJ	**99.23%**	99.34%	99.36%	99.39%	99.41%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2631	W1MDK	11	**99.49%**	99.55%	99.57%	99.59%	99.60%	99.61%	99.63%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.10%
2631	W1MDK	12	**99.63%**	99.64%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.01%
2631	W1MDK	13	**99.54%**	99.58%	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.07%
2631	W1MDK	14	**99.67%**	99.67%	99.67%	99.67%	99.67%	99.67%	99.67%	99.67%	99.67%	99.67%	99.68%	99.69%	99.70%	**99.70%**	0.02%
2631	W1MDK	15	**99.43%**	99.52%	99.54%	99.56%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.13%
2631	W1MDK	21	**98.95%**	99.11%	99.15%	99.19%	99.22%	99.26%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.33%
2631	W1MDK	22	**99.18%**	99.31%	99.34%	99.37%	99.40%	99.43%	99.45%	99.47%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.24%
2631	W1MDK	23	**99.30%**	99.44%	99.47%	99.51%	99.54%	99.57%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2631	W1MDK	JJ	**99.61%**	99.62%	99.63%	99.63%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.03%
2640	W1PJB	11	**99.85%**	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	**99.85%**	0.00%
2640	W1PJB	12	**99.87%**	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	99.87%	**99.87%**	0.00%
2640	W1PJB	13	**99.77%**	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	**99.77%**	0.00%
2640	W1PJB	14	**99.80%**	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	**99.80%**	0.00%
2640	W1PJB	21	**99.79%**	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	**99.79%**	0.00%
2640	W1PJB	22	**99.79%**	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	99.79%	**99.79%**	0.00%
2640	W1PJB	23	**99.69%**	99.69%	99.69%	99.69%	99.69%	99.69%	99.69%	99.69%	99.69%	99.69%	99.70%	99.71%	99.71%	**99.71%**	0.02%
2640	W1PJB	24	**99.82%**	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	99.82%	**99.82%**	0.00%
2640	W1PJB	JJ	**99.74%**	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	99.74%	**99.74%**	0.00%

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BSES

BSES Rajdhani Power Ltd.

WEST-II-SLCC Monthly Target Download Percentage for one Year																	
SDO	Div	New Cyc Code	June'25 Actual	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Download Target for 1year	Target growth for 1year
2610	W2JKP	11	**99.29%**	99.43%	99.47%	99.51%	99.54%	99.57%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%
2610	W2JKP	12	**99.09%**	99.25%	99.29%	99.33%	99.37%	99.40%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.29%
2610	W2JKP	13	**99.22%**	99.33%	99.36%	99.39%	99.41%	99.43%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2610	W2JKP	14	**99.59%**	99.62%	99.62%	99.63%	99.63%	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.03%
2610	W2JKP	21	**99.56%**	99.60%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.05%
2610	W2JKP	22	**99.48%**	99.55%	99.57%	99.58%	99.60%	99.61%	99.63%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.10%
2610	W2JKP	23	**99.35%**	99.47%	99.50%	99.53%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2610	W2JKP	24	**99.18%**	99.31%	99.34%	99.37%	99.40%	99.42%	99.45%	99.47%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.24%
2610	W2JKP	JJ	**99.12%**	99.27%	99.31%	99.35%	99.38%	99.41%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.27%
2641	W2TGN	11	**99.13%**	99.28%	99.32%	99.35%	99.38%	99.41%	99.45%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.26%
2641	W2TGN	12	**99.33%**	99.46%	99.49%	99.52%	99.55%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.19%
2641	W2TGN	13	**99.36%**	99.48%	99.51%	99.54%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2641	W2TGN	14	**99.28%**	99.43%	99.46%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%
2641	W2TGN	21	**99.35%**	99.47%	99.50%	99.53%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2641	W2TGN	22	**99.37%**	99.48%	99.51%	99.54%	99.56%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2641	W2TGN	23	**99.32%**	99.45%	99.48%	99.52%	99.55%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.20%
2641	W2TGN	24	**99.34%**	99.46%	99.50%	99.53%	99.55%	99.58%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.19%
2641	W2TGN	JJ	**98.98%**	99.13%	99.17%	99.20%	99.23%	99.26%	99.29%	99.31%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.31%

PROPOSAL

2650	W2VKP	11	**99.26%**	99.42%	99.46%	99.49%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2650	W2VKP	12	**99.39%**	99.49%	99.52%	99.55%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2650	W2VKP	13	**99.23%**	99.34%	99.37%	99.39%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2650	W2VKP	14	**99.55%**	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.06%
2650	W2VKP	21	**99.22%**	99.33%	99.36%	99.39%	99.41%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2650	W2VKP	22	**99.66%**	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.67%	99.68%	99.69%	**99.69%**	0.03%
2650	W2VKP	23	**99.50%**	99.56%	99.58%	99.59%	99.60%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.09%
2650	W2VKP	24	**99.31%**	99.45%	99.48%	99.52%	99.54%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.20%
2650	W2VKP	JJ	**98.90%**	99.08%	99.12%	99.17%	99.21%	99.24%	99.28%	99.30%	99.33%	99.35%	99.38%	99.41%	99.44%	**99.44%**	0.36%
2651	W2UTN	11	**99.66%**	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.67%	99.68%	99.69%	**99.69%**	0.03%
2651	W2UTN	12	**99.55%**	99.59%	99.60%	99.61%	99.62%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.06%
2651	W2UTN	13	**99.64%**	99.64%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.01%
2651	W2UTN	14	**99.49%**	99.55%	99.57%	99.59%	99.60%	99.61%	99.63%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.10%
2651	W2UTN	21	**99.38%**	99.49%	99.52%	99.54%	99.57%	99.59%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.16%
2651	W2UTN	22	**99.66%**	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.66%	99.67%	99.68%	99.69%	**99.69%**	0.03%
2651	W2UTN	23	**99.57%**	99.60%	99.61%	99.62%	99.63%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.05%
2651	W2UTN	24	**99.35%**	99.47%	99.50%	99.53%	99.55%	99.58%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2652	W2MGN	11	**99.09%**	99.26%	99.30%	99.34%	99.37%	99.41%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.29%
2652	W2MGN	12	**99.44%**	99.52%	99.54%	99.57%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.13%

PRP

2652	W2M GN	13	**99.05%**	99.23%	99.27%	99.32%	99.36%	99.39%	99.43%	99.45%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.32%
2652	W2M GN	14	**99.11%**	99.27%	99.31%	99.34%	99.38%	99.41%	99.44%	99.46%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.28%
2652	W2M GN	21	**99.24%**	99.35%	99.37%	99.40%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.20%
2652	W2M GN	22	**99.33%**	99.46%	99.49%	99.52%	99.55%	99.58%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.19%
2652	W2M GN	23	**99.18%**	99.31%	99.34%	99.37%	99.40%	99.43%	99.45%	99.47%	99.48%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.24%
2652	W2M GN	24	**99.22%**	99.33%	99.36%	99.39%	99.41%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.21%
2660	W2PL M	11	**99.35%**	99.47%	99.50%	99.53%	99.55%	99.58%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2660	W2PL M	12	**99.31%**	99.45%	99.48%	99.52%	99.54%	99.57%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.20%
2660	W2PL M	13	**99.47%**	99.54%	99.56%	99.58%	99.59%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.11%
2660	W2PL M	14	**99.26%**	99.42%	99.45%	99.49%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2660	W2PL M	21	**99.24%**	99.35%	99.37%	99.40%	99.42%	99.44%	99.46%	99.47%	99.49%	99.50%	99.52%	99.53%	99.55%	**99.55%**	0.20%
2660	W2PL M	22	**99.29%**	99.44%	99.47%	99.51%	99.54%	99.57%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.21%
2660	W2PL M	23	**99.37%**	99.48%	99.51%	99.54%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.17%
2660	W2PL M	24	**99.36%**	99.47%	99.50%	99.53%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2660	W2PL M	JJ	**97.45%**	98.03%	98.18%	98.32%	98.44%	98.56%	98.68%	98.76%	98.83%	98.90%	98.96%	99.02%	99.08%	**99.08%**	1.05%
2661	W2D WK	11	**99.34%**	99.47%	99.50%	99.53%	99.55%	99.58%	99.60%	99.62%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2661	W2D WK	12	**99.35%**	99.47%	99.50%	99.53%	99.56%	99.58%	99.61%	99.62%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.18%
2661	W2D WK	13	**99.57%**	99.60%	99.61%	99.62%	99.63%	99.63%	99.64%	99.64%	99.65%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.05%
2661	W2D WK	14	**99.28%**	99.43%	99.47%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%

2661	W2D WK	21	**99.46%**	99.54%	99.56%	99.58%	99.59%	99.61%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.11%
2661	W2D WK	22	**99.29%**	99.43%	99.47%	99.51%	99.54%	99.57%	99.60%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.22%
2661	W2D WK	23	**99.27%**	99.42%	99.46%	99.50%	99.53%	99.56%	99.59%	99.61%	99.63%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.23%
2661	W2D WK	24	**99.44%**	99.52%	99.54%	99.57%	99.58%	99.60%	99.62%	99.63%	99.64%	99.65%	99.65%	99.65%	99.65%	**99.65%**	0.13%
2661	W2D WK	JJ	**100.00 %**	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	**100.00%**	0.00%

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Annexure-7–ILLUSTRATION FOR CALCULATION OF DOWNLOAD PERCENTAGE

S.No.	Type of Meter	Type of Data Capture	Number of Meters Read
1	Downloadable Meter		
1a		Downloaded	**950**
1b		Manual Reading, with exception	**20**
1c		No Reading, for select exceptions, on post-facto basis	**10**
1d		Manual Reading, without exceptions	**10**
1e		"No Reading" cases other than specified exceptions	**10**
2	Electronic Meter without Download Interface		
2a		Manual Reading	**5**
2b		No Reading, for select exceptions, on post-facto basis	**5**
2c		Manual Reading, without exceptions	**5**
2d		"No Reading" cases other than specified exceptions	**5**
3	Mechanical Meter		
3a		Manual Reading	**5**
3b		No Reading, for select exceptions, on post-facto basis	**5**
3c		Manual Reading, without exceptions	**5**
3d		"No Reading" cases other than specified exceptions	**5**
		Download percentage	**(1a/(1a+1b+1c+1d+1e))** **0.95**

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Exception cases

BRPL and Vendor Scope as of July'25 Exceptions				
Sr. No.	Reading Type	Remarks	BRPL	Agency
1	Download	Meter Changed	Y	
2		Meter Mismatch	Y	
3	Manual	Consumer Box Locked		Y
4		Difficult Position	Y	
5		Communication Problem	Y	
6		Box Cable Problem	Y	
7		Port Not Accessible	Y	
8		Meter Mismatch	Y	
9	No Reading	Premise Locked		Y
10		Containment Area-Sealed/Barricaded	Y	
11		Containment Premise-Meter Inside	Y	
12		Meter Not Traceable	Y	
13		No Power Supply		Y
14		Consumer Refusal	Y	
15		Meter Defective/Reading Not Visible	Y	
16		Consumer Box Locked		Y
17		Difficult Position	Y	
18		Meter Disconnected	Y	
19		Meter Burnt-Direct Supply	Y	
20		Meter Burnt- No Direct Supply	Y	
21		Structure Demolished	Y	
22		MCD Sealed	Y	
23		Meter Box Dirty from Inside	Y	
24	Not Attempted			Y

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ANNEXURE-8- FORMAT FOR COVERING LETTER FOR SUBMISSION OF METER READING INVOICES

Date:

Subject: Meter Reading Invoice Number <> for the month of <> consisting of Cycle <>

To

Data Centre Lead

<Name of Data Centre>

Dear Sir

Please find attached the invoice number <> for Meter Reading for the month of <> and cycles <>.

The download percentage for Meter Reading is <>%. The base payment due for the same is Rs. <in figures> (Rs. <in words>).

The number of Bills distributed with acknowledgment from the customer are <>. The payment due for the same is Rs. <in figures> (Rs. <in words>).

The additional incentives due is Rs. <in figures> (Rs. <in words>).The amount to be deducted as penalty is Rs. <in figures> (Rs. <in words>).

The net amount outstanding is Rs. <in figures> (Rs. <in words>).

Date:

Signature

For: <Vendor Name>

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ANNEXURE-9-FORMAT FOR METER READING INVOICE

Name of Division	**Alaknanda**	**Month/Year**	Oct-25
Name of Contractor			
Payment of meter reading	Rs. 10	**Payout Per bill distribution**	Rs. 2

Meter Reader Payout

S.No.	Division	Cycle No.	Download Percentage	Penalty Benchmark	Base Payment	Incentive for Overachievement	Penalty for Not closing cycle on time	Penalty for underachievement	Total Payment
1	**Alaknanda**	1	94.4%	97.3%	65634	0	0	7059	58575
2	**Alaknanda**	2	92.2%	94.1%	65676	0	0	7094	58582
3	**Alaknanda**	3	92.9%	97.8%	68662	0	0	7803	60859
4	**Alaknanda**	4	92.1%	95.6%	45676	0	2000	5077	38599
5	**Alaknanda**	5	93.9%	75.8%	46636	0	2000	0	44636
6	**Alaknanda**	6	92.9%	95.4%	65346	0	2000	7512	55834
7	**Alaknanda**	7	90.4%	95.5%	61514	0	1000	7255	53259

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8	**Alaknanda**	8	98.8%	96.6%	68352	6835.2	0	0	75187
								SubTotal	**445531**

Bill Distribution Payout					
S.No.	**Division**	**Cycle No.**	**Payment for Bill Distribution**	**Penalty for Not closing cycle on time**	**Total Payment**
1	**Alaknanda**	1	14634	0	14634
2	**Alaknanda**	2	12694	0	12694
3	**Alaknanda**	3	4876	0	4876
4	**Alaknanda**	4	4830	2000	2830
5	**Alaknanda**	5	4582	2000	2582
6	**Alaknanda**	6	6126	2000	4126
7	**Alaknanda**	7	10854	1000	9854
8	**Alaknanda**	8	12336	0	12336
				SubTotal	**63932**

Payment for the month	
Payment for Meter Reading	445531
Payment for Bill Distribution	63932
Grand Total	**509463**

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Amount (in words)	**Rupees Five Lakhs Nine Thousand Four Hundred Sixty Three and Paise Twenty Only**

Verified that the details mentioned are correct			
AM-PS Signature		Data Centre Lead Signature	
AM-PS Name		Data Centre Lead Name	

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ANNEXURE-10- QUALIFICATION OF METER READERS, BILL DISTRIBUTORS AND SUPERVISORS

1. MINIMUM QUALIFICATIONS OF METER READERS

Meter Readers should meet the following criteria:

1. Should have completed Higher Secondary Certificate (equivalent to Std. 12th pass), OR should have prior work experience as a data operator or meter-reading for other utilities such as NDPL, DJB, IGL etc.

AND

2. Fluent in written and spoken Hindi and able to read, write and speak elementary English

2. MINIMUM QUALIFICATIONS OF BILL DISTRIBUTORS

Bill Distributors should meet the following criteria:

1. Should have completed Higher Secondary Certificate (equivalent to Std. 12th pass), OR should have prior work experience as bill distributor for other utilities such as NDPL, DJB, IGL etc. or worked in courier company

AND

2. Fluent in written and spoken Hindi and able to read, write and speak elementary English

3. MINIMUM QUALIFICATIONS OF METER READER SUPERVISORS

Meter Reader Supervisor should meet the following criteria:

1. Should have supervised a team of more than 30 people engaged in meter reading activity, for at least 2 years, OR, should have meter reading experience for more than 4 years.

AND

2. Should have completed Higher Secondary Certificate (equivalent to Std. 12th pass)

AND

3. Fluent in written and spoken English and Hindi.

AND

4. Should be very conversant with use of hand held devices and computers

4. MINIMUM QUALIFICATIONS OF BILL DISTRIBUTION SUPERVISORS

Bill Distribution Supervisor should meet the following criteria:

1. Should have supervised a team of more than 30 people engaged in bill distribution or meter reading activity, for at least 2 years, OR, should have bill distribution or meter reading experience for more than 4 years.

AND

2. Should have completed Higher Secondary Certificate (equivalent to Std. 12th pass)

AND

3. Fluent in written and spoken English and Hindi.

NOTE: All the field staff including Meter Readers, Bill Distributors and their Supervisors - should be classified under a single category as "Skilled Staff." Given the interchangeable nature of their job profiles based on organizational requirements and individual performance, this unified categorization will allow greater flexibility in role assignments. Accordingly, their ID cards should reflect the designation as "MRBD Staff" to represent this unified category.

5. MINIMUM QUALIFICATIONS OF AREA COORDINATORS

Area coordinator should meet the following criteria:

1. Should be a mid-level executive in a supervisory role for at least 6 years. Should have supervised a team of more than 10 persons with responsibilities for managing field activities i.e. sales agents, operations and maintenance, meter-reading and bill distribution activities for utilities etc.

AND

2. Should have knowledge of Field/Operational activities i.e. meter-reading, bill distribution, sales agents, operations and maintenance

AND

3. Should have completed Post Graduation/MBA from an institution of repute

AND

4. Excellent Communication skills in English and Hindi

RECOMMENDED SELECTION PROCESS FOR METER-READER

The vendor shall conduct a thorough selection process for identification for meter-readers. The aim of the selection process is to ensure that the vendor deploys personnel with adequate skills and experience to conduct the activities.

Technical Skills

The following technical skills should be demonstrated:

a. Language Proficiency: The candidate shall be fluent in written and spoken Hindi and able to read and write elementary English.

b. Ability to handle electronic/digital instruments: The candidate shall be able to operate digital instruments/smart phones.

Soft Skills:

Though the MR workforce shall have limited interaction with customers, it is preferable to have the following skills:

a. Basic Etiquette: Basic etiquette for e.g. use of salutation, or requesting the customer entry into premises in case meter is inside premises etc.

b. Ability to communicate purpose of visit: Ability to clearly specify the reason for his visit to premises.

c. Answer basic questions asked by Customer: Able to redirect customer to division office in case of any clarifications required for business processes.

RECOMMENDED SELECTION PROCESS FOR BILL DISTRIBUTOR

The vendor shall conduct a thorough selection process for identification for bill distributors. The aim of the selection process is to ensure that the vendor deploys personnel with adequate skills and experience to conduct the activities.

Basic Skills

The following skills should be demonstrated:

a. Language Proficiency: The candidate shall be fluent in written and spoken Hindi and able to read and write elementary English.

b. Basic Etiquette: Basic etiquette for e.g. use of salutation, or requesting the customer to sign and provide mobile number or request other information as required

c. Ability to communicate purpose of visit: Ability to clearly specify the reason for his visit to premises.

d. Answer basic questions asked by Customer: Able to redirect customer to division office in case of any clarifications required for business processes.

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ANNEXURE-11- DATA – MRBD

1. No of consumers – For Meter Reading

Division	Readable Consumers -FY 2022 23											
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
S1ALN	105450	105794	98593	106104	106393	106518	106798	106951	107231	107629	108055	108583
S1KHP	211475	212480	213224	213953	214931	215841	216663	217095	217750	218183	218592	219206
S1NFC	112728	113471	114038	114547	114966	115279	115531	115823	115938	116309	116792	117141
S1NHP	52772	52943	53088	53282	53355	53391	53526	53578	53657	53733	53777	53849
S1NZD	91526	91767	91971	92245	92391	92401	92505	92755	92882	92748	93183	93231
S1SVR	144138	145237	146271	147046	147770	148329	148894	149391	150061	150517	150979	151334
S2HKS	57362	57533	57692	57820	57877	57939	58049	58100	58158	58161	58143	58191
S2RKP	59071	59274	59497	59576	59754	59896	59978	60017	60072	60139	60177	60431
S2SKT	187280	188572	189355	189942	190561	190689	191235	191955	192543	192794	192946	193760
S2CHP												
S2VKJ	131676	132650	133045	133440	133876	134340	134658	134989	135277	135352	135562	135788
W1JFR	46999	47451	47990	48329	48669	48970	49172	49408	49646	49784	49996	50298
W1MDK	86517	87040	87687	88286	88787	89158	89551	90036	90545	90929	91266	91981
W1NGL	154265	155425	156053	156832	157522	158264	158666	159362	160072	160403	161004	161729
W1NJF	161668	163355	164828	166006	167185	168147	168950	169977	170753	171481	172197	173352
W1PJB	83388	83573	83742	83880	83957	84037	84111	84274	84374	84284	84349	84502
W2DWK	151474	152231	152918	153546	153954	154661	155009	155717	156367	156725	156980	157708
W2JKP	143493	143732	143940	144107	144262	144336	144400	144600	144793	144912	144978	145189
W2MGN	112666	113692	114330	115088	115819	116162	116604	117445	117930	118011	118266	118870
W2PLM	213794	215058	215879	216629	217416	218242	218716	219534	220402	220917	221266	222275
W2TGN	154904	155387	155697	155842	156189	156439	156558	156839	157286	157337	157464	157440
W2UTN	94084	94596	94966	95352	95663	95834	95984	96447	96697	97212	97275	97596

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W2VKP	117968	118592	119100	119676	120291	120666	120822	121468	121936	122157	122381	122827
BRPL	**2674698**	**2689853**	**2693904**	**2711528**	**2721588**	**2729539**	**2736380**	**2745761**	**2754370**	**2759717**	**2765628**	**2775281**

Division	Readable Consumers -FY 2023 24											
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
S1ALN	109008	109248	109354	109063	108866	109028	109048	109355	109505	109722	109908	110057
S1KHP	219771	220261	221309	221862	222666	222946	223595	223936	224509	225158	225772	226361
S1NFC	117541	117984	118335	118476	118806	119007	119339	119654	119850	119919	119874	131783
S1NHP	53936	54020	54126	54249	54383	54493	54609	54702	54772	54832	54838	54904
S1NZD	93174	93364	93439	93503	93529	93606	93820	93843	93784	93620	93569	93577
S1SVR	151885	152896	153359	153893	154562	154834	155342	156005	156539	156907	157437	157978
S2HKS	58230	58308	58341	58433	58467	58461	58501	58572	58568	58549	58579	58633
S2RKP	60557	60759	60886	60917	61025	61101	60960	60859	60862	60891	60966	61092
S2SKT	194267	194926	195576	196220	196320	196714	197573	198000	198468	198861	199692	200153
S2CHP												
S2VKJ	136047	136574	136873	137074	137354	137393	137734	137966	138330	138786	139032	139424
W1JFR	50561	50947	51380	51484	51513	51650	51896	52391	52643	52830	53109	59970
W1MDK	92428	92956	93511	93663	93659	93886	94449	95065	95373	95670	95975	107521
W1NGL	162546	163555	164600	164963	164496	164447	165280	166380	167128	167402	167815	168386
W1NJF	174207	175283	176337	176546	176610	177092	177907	178900	179398	179824	180178	202776
W1PJB	84716	84891	85128	85184	85070	85170	85522	85633	85777	85820	85857	85965
W2DWK	158370	158897	159258	159726	159689	159915	160642	161604	162164	162922	163473	163993
W2JKP	145276	145420	145705	145811	145696	145753	146019	146265	146427	146566	146754	146862
W2MGN	119472	120311	120707	121131	121010	120964	121591	122265	122793	123048	123412	123702
W2PLM	222916	223697	224702	225182	225200	225445	226637	227519	228600	229911	230932	231535
W2TGN	157745	158378	158536	158655	158399	158524	159042	159279	159512	159605	159803	180190
W2UTN	97948	98278	98569	98779	98717	98705	99060	99273	99639	99831	100225	100291

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W2VKP	123242	123739	124253	124534	124412	124487	125126	125463	125799	125808	125877	125951
BRPL	**2783843**	**2794692**	**2804284**	**2809348**	**2810449**	**2813621**	**2823692**	**2832929**	**2840440**	**2846482**	**2853077**	**2931104**

Division	Readable Consumers -FY 2024 25											
	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
S1ALN	110236	110588	110699	110924	110990	111144	111295	111439	111553	111733	111926	112107
S1KHP	227213	228141	228667	229656	230513	231220	231973	232620	233280	234104	234570	235449
S1NFC	108356	120614	120770	120977	121266	121418	121513	121548	121775	121916	122062	122360
S1NHP	55086	55257	55353	55471	55568	55609	55699	55704	55811	55863	55962	56058
S1NZD	93746	93957	93960	94042	94052	94053	94122	94189	94317	94316	94360	94330
S1SVR	158578	159509	160116	161044	161767	162348	163177	163752	164189	164619	165244	165802
S2HKS	58686	58687	58711	58811	58815	58854	58891	58905	58934	58939	58947	58938
S2RKP	61156	61272	61319	61420	61508	61633	61776	61860	61904	61962	61940	61984
S2SKT	200693	201167	201642	202458	203176	203503	204051	204624	96325	96630	96729	96858
S2CHP									108759	109452	98935	110567
S2VKJ	139678	140096	140613	141040	141317	141596	141682	142055	142265	142608	142767	143148
W1JFR	47226	54083	54334	54566	54787	54945	55118	55311	55501	55718	55889	56088
W1MDK	85307	97001	97323	97715	98049	98416	98736	99136	99676	100249	100886	101507
W1NGL	169536	170334	170618	171404	171721	172935	173255	174665	171227	177413	178743	179793
W1NJF	158848	181574	182222	182915	183550	183944	184467	185226	186179	187111	187909	188898
W1PJB	86127	86283	86323	86489	86524	81130	86607	86697	86729	86760	86854	86929
W2DWK	164496	165200	165951	166791	167533	168124	169029	169993	170595	171212	172077	173002
W2JKP	147001	147177	147349	147498	147587	147642	147808	148011	148033	148197	148301	148384
W2MGN	124092	124589	124799	125155	125564	126062	126528	127330	128278	129250	130045	130888
W2PLM	232323	233283	233949	234764	235693	236649	237327	238125	239116	239442	240112	240704
W2TGN	140235	160897	160960	161363	161604	161992	161899	162087	162322	162451	162514	162691
W2UTN	100531	100834	100941	101375	101622	102031	102110	102302	102458	102724	102790	102954

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W2VKP	126315	126468	126616	126961	127368	127845	128089	128407	128829	129412	129929	130358
BRPL	**2795465**	**2877011**	**2883235**	**2892839**	**2900574**	**2903093**	**2915152**	**2923986**	**2928055**	**2942081**	**2939491**	**2959797**

2. DL%

Division	SLCC-BRPL DL % FY 2022 23											
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
S1ALN	96.52%	97.36%	97.63%	97.67%	97.86%	98.04%	97.70%	97.66%	98.30%	98.50%	98.67%	98.05%
S1KHP	97.52%	97.92%	98.05%	98.26%	98.35%	98.27%	98.29%	98.09%	98.47%	98.79%	98.97%	97.49%
S1NFC	94.35%	95.92%	95.71%	96.32%	96.77%	97.38%	97.21%	97.28%	97.41%	97.34%	97.66%	88.43%
S1NHP	98.26%	98.32%	98.47%	98.45%	98.39%	98.39%	98.39%	98.50%	98.69%	98.85%	98.81%	98.64%
S1NZD	98.00%	98.45%	98.61%	98.53%	98.63%	98.51%	98.96%	98.98%	98.98%	98.81%	98.27%	98.82%
S1SVR	96.76%	96.91%	95.20%	97.09%	97.57%	98.08%	97.97%	98.03%	98.16%	98.43%	98.25%	95.37%
S2HKS	97.83%	98.01%	98.15%	97.75%	98.18%	97.94%	97.97%	98.36%	98.46%	98.35%	98.55%	93.85%
S2RKP	97.39%	97.42%	96.70%	97.37%	97.91%	98.15%	97.83%	98.02%	98.06%	98.54%	98.70%	98.44%
S2SKT	96.79%	98.03%	98.13%	98.14%	98.25%	97.98%	97.75%	98.22%	98.23%	98.25%	98.33%	90.96%
S2CHP												
S2VKJ	89.48%	96.98%	94.97%	97.08%	97.89%	98.06%	97.76%	97.79%	97.92%	98.01%	98.25%	93.23%
W1JFR	97.03%	96.54%	96.32%	95.93%	96.28%	96.22%	96.20%	96.25%	96.15%	96.42%	96.94%	97.02%
W1MDK	97.55%	97.40%	97.37%	97.09%	97.50%	97.29%	96.84%	96.78%	96.69%	96.97%	97.06%	90.73%
W1NGL	93.27%	95.96%	95.41%	96.33%	96.77%	97.04%	96.89%	96.96%	96.92%	97.47%	97.54%	81.60%
W1NJF	95.04%	95.09%	95.25%	94.81%	95.19%	96.19%	95.88%	95.95%	95.73%	96.28%	96.39%	95.88%
W1PJB	97.17%	97.56%	97.64%	97.48%	97.47%	97.70%	97.50%	97.76%	97.82%	97.97%	97.91%	95.25%
W2DWK	93.49%	97.31%	97.36%	97.53%	97.43%	97.42%	97.32%	97.52%	97.79%	98.01%	98.12%	88.70%
W2JKP	98.35%	98.07%	98.33%	98.30%	98.39%	98.46%	98.41%	98.62%	98.59%	98.72%	98.66%	94.75%
W2MGN	96.54%	97.18%	97.15%	97.23%	97.33%	97.33%	97.47%	97.66%	97.67%	97.76%	97.69%	89.68%
W2PLM	97.21%	97.38%	97.28%	97.36%	97.56%	97.52%	97.71%	97.85%	98.04%	98.07%	98.13%	97.21%

W2TGN	97.56%	97.78%	97.74%	97.59%	97.51%	97.53%	97.26%	97.52%	97.78%	97.69%	98.07%	96.04%
W2UTN	97.81%	98.02%	98.06%	97.97%	98.56%	98.67%	98.70%	98.91%	98.95%	98.95%	98.92%	98.31%
W2VKP	95.34%	95.61%	95.87%	95.78%	95.91%	96.35%	96.13%	96.67%	96.80%	96.85%	96.95%	90.16%
BRPL	**96.15%**	**97.19%**	**97.01%**	**97.27%**	**97.51%**	**97.65%**	**97.54%**	**97.68%**	**97.79%**	**97.96%**	**98.04%**	**93.66%**

Division	SLCC-BRPL DL % FY 2023 24											
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
S1ALN	98.66%	98.79%	98.60%	98.64%	98.75%	98.88%	98.90%	98.90%	98.90%	98.86%	99.07%	99.04%
S1KHP	98.84%	98.81%	98.81%	99.09%	99.35%	99.40%	99.32%	99.11%	99.08%	99.19%	99.25%	99.00%
S1NFC	97.40%	97.83%	97.89%	97.87%	98.10%	98.37%	98.09%	98.35%	98.52%	98.58%	98.54%	97.89%
S1NHP	98.76%	98.84%	99.01%	98.93%	99.15%	99.27%	99.28%	99.25%	99.28%	99.19%	99.16%	98.93%
S1NZD	98.75%	99.12%	99.11%	98.93%	99.20%	99.34%	99.45%	99.45%	99.42%	99.44%	99.52%	99.41%
S1SVR	97.95%	98.79%	98.80%	98.70%	98.93%	98.87%	98.93%	98.96%	99.09%	99.05%	99.18%	99.22%
S2HKS	98.48%	98.78%	98.80%	98.83%	99.00%	99.19%	99.33%	99.26%	99.24%	99.20%	99.20%	98.85%
S2RKP	98.46%	98.53%	98.31%	98.70%	98.74%	99.02%	99.11%	98.96%	99.06%	99.09%	99.38%	99.11%
S2SKT	98.36%	98.44%	98.52%	98.56%	98.75%	98.86%	99.04%	98.89%	98.78%	98.63%	99.02%	98.36%
S2CHP												
S2VKJ	98.45%	98.41%	98.44%	98.35%	98.53%	98.63%	98.51%	98.66%	98.83%	98.79%	98.88%	98.59%
W1JFR	97.01%	97.31%	97.20%	97.07%	96.91%	97.17%	97.17%	97.18%	97.35%	97.56%	98.30%	98.55%
W1MDK	97.74%	98.26%	98.15%	98.13%	98.08%	98.26%	98.35%	98.39%	98.61%	98.81%	98.95%	98.10%
W1NGL	97.91%	98.06%	98.42%	98.32%	98.32%	98.41%	98.37%	98.18%	98.22%	98.16%	98.45%	98.46%
W1NJF	96.74%	97.81%	98.25%	97.86%	97.75%	97.65%	97.62%	97.44%	97.31%	97.05%	97.52%	98.11%
W1PJB	98.24%	98.15%	98.42%	98.54%	98.56%	98.69%	98.92%	99.02%	99.06%	99.13%	99.34%	99.44%
W2DWK	97.97%	98.01%	97.93%	97.90%	98.07%	98.36%	98.52%	98.36%	98.49%	98.40%	98.20%	97.57%
W2JKP	98.47%	98.59%	98.53%	98.62%	98.62%	98.60%	98.61%	98.39%	98.52%	98.58%	98.63%	98.23%
W2MGN	97.61%	97.79%	97.67%	98.31%	98.59%	98.56%	98.54%	98.28%	98.44%	98.70%	98.79%	98.67%
W2PLM	97.91%	98.11%	98.09%	98.23%	98.30%	98.38%	98.19%	98.15%	98.40%	98.51%	98.63%	98.36%

W2TGN	97.89%	98.10%	98.10%	98.12%	98.10%	98.33%	98.52%	98.29%	98.37%	98.42%	98.78%	98.80%
W2UTN	99.17%	99.09%	99.10%	98.91%	98.88%	98.92%	98.98%	98.96%	99.07%	99.11%	99.21%	99.14%
W2VKP	96.73%	96.60%	96.75%	96.63%	97.38%	97.86%	97.89%	97.62%	97.81%	97.94%	98.09%	97.90%
BRPL	**98.05%**	**98.27%**	**98.31%**	**98.33%**	**98.47%**	**98.58%**	**98.60%**	**98.51%**	**98.58%**	**98.60%**	**98.76%**	**98.55%**

Division	SLCC-BRPL DL % FY 2024 25											
	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
S1ALN	99.10%	99.19%	99.00%	98.92%	98.90%	99.04%	99.09%	99.02%	99.11%	99.19%	99.46%	99.56%
S1KHP	98.99%	99.15%	99.07%	99.04%	98.95%	98.96%	98.98%	98.87%	98.94%	99.10%	99.15%	99.24%
S1NFC	98.37%	98.51%	98.17%	98.24%	98.29%	98.98%	99.15%	99.32%	99.35%	99.35%	99.51%	99.44%
S1NHP	99.16%	99.19%	99.09%	99.04%	98.90%	98.96%	99.18%	99.12%	99.17%	99.20%	99.32%	99.48%
S1NZD	99.39%	99.43%	99.21%	98.97%	98.94%	98.89%	99.00%	99.25%	99.32%	99.37%	99.46%	99.45%
S1SVR	99.03%	99.05%	98.91%	98.82%	98.72%	99.03%	99.28%	99.28%	99.47%	99.48%	99.72%	99.69%
S2HKS	99.08%	98.99%	98.79%	98.78%	98.83%	99.06%	99.17%	99.11%	99.14%	99.25%	99.36%	99.18%
S2RKP	99.25%	99.25%	99.22%	99.17%	99.18%	99.32%	99.31%	99.20%	99.04%	99.25%	99.14%	99.09%
S2SKT	98.75%	98.92%	98.63%	98.72%	98.70%	98.73%	98.87%	98.68%	93.25%	98.27%	96.82%	98.60%
S2CHP									92.92%	96.68%	96.69%	97.42%
S2VKJ	98.81%	98.61%	98.56%	98.44%	98.45%	98.59%	98.68%	98.86%	98.92%	99.10%	99.31%	99.22%
W1JFR	98.99%	98.83%	98.72%	98.48%	98.27%	98.29%	98.51%	98.48%	98.46%	98.31%	98.94%	99.16%
W1MDK	99.13%	99.25%	99.13%	98.98%	99.01%	99.12%	99.23%	99.21%	99.08%	98.94%	99.14%	99.26%
W1NGL	98.57%	98.60%	98.56%	98.72%	98.67%	98.92%	98.92%	98.87%	98.87%	98.76%	98.99%	99.12%
W1NJF	98.32%	98.60%	98.77%	98.70%	98.56%	98.72%	98.81%	98.62%	98.18%	98.20%	98.62%	99.05%
W1PJB	99.31%	99.31%	99.19%	99.10%	99.13%	99.20%	99.30%	99.32%	99.32%	99.06%	99.41%	99.45%
W2DWK	98.29%	98.36%	98.20%	98.23%	98.13%	98.43%	98.51%	98.61%	98.67%	98.85%	99.01%	99.18%

W2JKP	98.66%	98.62%	98.34%	98.44%	98.51%	98.62%	98.76%	98.68%	98.69%	98.74%	98.94%	98.85%
W2MGN	98.77%	98.28%	98.41%	98.52%	98.44%	98.90%	99.04%	98.96%	98.93%	99.05%	99.17%	99.18%
W2PLM	98.60%	98.88%	98.70%	98.72%	98.63%	98.74%	98.95%	98.96%	98.94%	98.90%	99.02%	98.92%
W2TGN	98.87%	98.97%	98.69%	98.82%	98.77%	99.02%	99.11%	99.06%	99.05%	99.00%	99.19%	99.23%
W2UTN	99.27%	99.18%	99.03%	99.09%	98.97%	99.22%	99.28%	99.26%	99.26%	99.39%	99.57%	99.51%
W2VKP	98.28%	98.34%	98.18%	98.15%	98.14%	98.27%	98.49%	98.61%	98.77%	98.91%	99.09%	99.07%
BRPL	**98.79%**	**98.84%**	**98.71%**	**98.71%**	**98.66%**	**98.84%**	**98.95%**	**98.93%**	**98.54%**	**98.88%**	**99.02%**	**99.14%**

3. Paperless Bills

Division	Paperless E-Bill - FY 2022 23											
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
S1ALN	4640	4608	4253	4440	5680	6407	6358	6320	6288	6236	6190	6190
S1KHP	5234	5121	5081	5136	5055	5024	5019	5002	5003	4982	4979	4977
S1NFC	4874	4865	4831	4800	5232	5364	5326	5304	5264	5242	5236	5214
S1NHP	2970	2956	2928	2901	4032	4658	4617	4574	4535	4500	4469	4448
S1NZD	4604	4567	4541	4487	5418	5794	5727	5663	5643	5725	5772	5879
S1SVR	2755	2741	2731	2695	2756	2758	2757	2746	2736	2728	2733	2732
S2HKS	6071	6016	5971	5907	7054	7657	7582	7536	7476	7433	7411	7347
S2RKP	3137	3117	3078	3019	3592	3810	3771	3717	3657	3634	3575	3536
S2SKT	13481	13338	13220	13133	13988	14479	14366	14293	14188	14118	14052	13980
S2CHP												
S2VKJ	5232	5209	5189	5124	5442	5665	5616	5584	5558	5530	5531	5518
W1JFR	837	838	828	819	835	839	830	825	821	824	823	829
W1MDK	2311	2312	2291	2267	2400	2497	2487	2472	2465	2452	2435	2418
W1NGL	4664	4670	4639	4590	4811	4941	4931	4882	4871	4847	4836	4837
W1NJF	4832	4816	4762	4720	4851	4828	4822	4783	4754	4762	4764	4770

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W1PJB	4888	4860	4822	4783	5270	5529	5491	5456	5411	5378	5337	5312
W2DWK	13225	13141	13118	13179	13375	13370	13284	13331	13600	13858	13938	13990
W2JKP	10711	10645	10562	10482	11127	11437	11333	11208	11148	11115	11083	11042
W2MGN	6803	6775	6773	6802	6843	6894	6929	6933	7107	7198	7317	7564
W2PLM	12436	12393	12314	12253	12347	12368	12309	12253	12191	12189	12188	12394
W2TGN	5653	5649	5610	5569	5726	5835	5797	5755	5727	5683	5643	5624
W2UTN	8380	8307	8240	8202	8364	8623	8824	9068	9416	9689	9980	10250
W2VKP	6476	6423	6380	6354	6473	6523	6489	6439	6399	6363	6343	6297
BRPL	**134214**	**133367**	**132162**	**131662**	**140671**	**145300**	**144665**	**144144**	**144258**	**144486**	**144635**	**145148**

Division	Paperless E-Bill - FY 2023 24											
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
S1ALN	6327	6413	6528	6549	6671	6745	7676	8117	8391	8579	9940	12865
S1KHP	5130	5267	5390	5540	5696	5799	7145	7648	7988	8116	13179	11963
S1NFC	5349	5456	5546	5661	5789	5911	6917	7278	7499	7660	10295	15197
S1NHP	4593	4555	4612	4732	4862	4957	5368	5570	5705	5828	7492	8712
S1NZD	6093	6295	6450	6584	6740	6968	7663	8108	8406	8582	10431	12996
S1SVR	2859	2995	3122	3226	3331	3440	4450	4890	5120	5260	5340	5586
S2HKS	7422	7533	7574	7626	7692	7742	8364	8679	8676	8752	13302	13420
S2RKP	3642	3737	3780	3826	3911	3978	4280	4417	4423	4457	8338	9054
S2SKT	14154	14312	14423	14662	14839	15040	16586	17079	17022	17146	26730	33097
S2CHP												
S2VKJ	5638	5793	5917	6069	6244	6383	7289	7682	7931	8111	11654	17619
W1JFR	854	887	920	949	979	1004	1152	1256	1295	1334	3980	1869
W1MDK	2506	2579	2663	2706	2764	2846	3355	3521	3559	3652	12519	21299
W1NGL	4986	5096	5194	5270	5367	5438	6234	6556	6577	6723	15981	20978
W1NJF	4926	5070	5173	5285	5421	5523	6476	6797	6966	7106	21232	6855

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W1PJB	5365	5440	5476	5510	5521	5594	6021	6267	6293	6383	7671	8401
W2DWK	14163	14405	14587	14773	14937	15161	16378	17047	16969	17324	26126	30868
W2JKP	11170	11242	11317	11264	11298	11474	12536	12923	13037	13321	27375	35561
W2MGN	7811	8020	8452	8925	9406	9718	10521	10930	10784	10999	26880	36658
W2PLM	12578	12782	13004	13383	13693	14015	15399	16009	16328	16661	18728	20258
W2TGN	5687	5758	5812	5860	5903	5938	6598	6926	6884	6934	7061	8714
W2UTN	10481	10728	10829	11332	11457	11371	11200	11836	12290	12591	13781	14574
W2VKP	6392	6502	6585	6674	6746	6813	7618	7905	7887	8024	16263	21762
BRPL	**148126**	**150865**	**153354**	**156406**	**159267**	**161858**	**179226**	**187441**	**190030**	**193543**	**314298**	**368306**

Division	Paperless E-Bill - FY 2024 25											
	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
S1ALN	19509	21178	20884	20875	20809	20516	33444	34632	34067	33771	33626	30125
S1KHP	16937	26039	26151	26246	29734	29779	42923	43523	42962	42637	42258	35356
S1NFC	20135	23375	22777	22537	22300	21937	32080	32412	31916	31679	31112	18979
S1NHP	13959	15625	14832	14800	14798	22129	31273	20148	20004	31354	19919	26730
S1NZD	20096	21631	21147	21055	20965	14794	19093	29621	29310	20035	28873	27577
S1SVR	19458	22634	22434	22268	22069	20953	28456	32620	32108	29086	31370	30789
S2HKS	22069	24486	22684	22772	22906	22791	23488	26137	25757	25865	25390	27946
S2RKP	14588	15937	15019	14960	14919	14850	15405	16799	16602	16589	16849	24455
S2SKT	58428	61016	59422	58993	58433	58078	63153	65426	34462	34103	33846	15489
S2CHP									30381	30315	26968	30694
S2VKJ	24463	26045	25864	25785	25839	25732	35162	34427	34357	34132	33847	29717
W1JFR	5085	5920	5587	5383	5249	5157	6283	8782	8559	8362	8124	7979
W1MDK	17145	19651	19589	19683	19793	19972	21149	23425	23531	23520	23616	23736
W1NGL	32114	33596	33273	32997	32676	32419	35153	37864	36611	37254	37080	32917
W1NJF	25162	32756	31865	31373	30896	30536	33099	36077	35561	35276	35037	34901

W1PJB	19905	22088	20775	20502	20130	19312	20931	22397	22109	21896	21768	19057
W2DWK	50395	52828	52214	51997	51651	51546	54018	56717	56317	55978	55815	48484
W2JKP	41534	42413	40938	40483	39994	39547	40980	42241	41774	41418	41157	37167
W2MGN	36593	36226	36082	35960	35698	35478	37084	38664	38425	38179	38028	34152
W2PLM	54644	59684	59356	59298	58995	58793	61165	63467	63315	63214	63076	55998
W2TGN	24729	29347	28319	27181	26349	25756	27245	28125	27665	27318	27175	27036
W2UTN	29100	31024	30842	30695	30517	30320	31139	31892	31721	31707	31809	26853
W2VKP	28887	30303	30155	30087	29946	29910	31417	32718	32541	32435	32385	27833
BRPL	**594935**	**653802**	**640209**	**635930**	**634666**	**630305**	**724140**	**758114**	**750055**	**746123**	**739128**	**673970**

4. Bill Distribution consumer

Divisions	FY-2022-23											
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
S1ALN	114213	114801	108210	114271	114899	114352	114724	115056	115245	115735	116300	116886
S1KHP	205572	206874	207844	209444	209085	210389	211363	211898	212699	213228	213854	214361
S1NHP	64040	64080	64259	64558	63683	63165	63292	63482	63644	63764	63967	64036
S1NZD	99096	99618	100051	100283	99617	99408	99615	99815	99976	99946	100312	100289
S1SVR	141441	142385	143378	143767	144741	145717	146269	146879	147496	148030	148751	148941
S1NFC	113895	114763	115213	115857	116040	116318	116739	117209	117373	117438	118414	118524
S2CHP												
S2HKS	69324	69393	69787	69949	68975	68486	68758	68896	69045	69156	69309	69361
S2RKP	63706	63946	64282	64385	64156	64177	64314	64370	64419	64632	64838	65287
S2SKT	187995	189208	190512	190979	191224	191176	192034	192691	193292	193858	194423	195027
S2VKJ	130380	131523	132529	132944	133525	134045	134420	134777	134992	135129	135562	135594
W1JFR	48381	48791	49273	49579	49832	50265	50458	50680	50895	51071	51326	51653
W1MDK	85721	86514	87186	87724	88084	88419	88887	89217	89773	90315	90781	91266

W1NGL	152542	153823	154775	155660	156020	156451	157114	157349	158142	158620	159400	160194
W1NJF	159727	161532	162721	163588	164454	165700	167196	167667	168059	169004	170157	171738
W1PJB	86699	86850	87279	87428	87164	86940	87233	87373	87583	87922	88009	88244
W2DWK	139880	140746	141832	142023	142651	143202	143338	144274	144730	144773	145282	145775
W2JKP	142256	142452	142817	143022	142705	142553	142839	143207	143476	143702	143853	144098
W2MGN	105391	106477	107334	108144	108870	109120	109623	110318	110775	110948	111281	111688
W2PLM	203216	204360	205513	206400	207112	207814	208429	209209	210246	210730	211230	211949
W2TGN	152664	153168	153508	153804	153915	154012	154345	154557	155124	155349	155745	155719
W2UTN	86216	86666	87341	87779	88033	87959	88039	88096	88032	88456	88364	88383
W2VKP	113416	113848	114368	115269	115600	115764	116471	116956	117250	117993	118323	118713
BRPL	**2665771**	**2681818**	**2690012**	**2706857**	**2710385**	**2715432**	**2725500**	**2733976**	**2742266**	**2749799**	**2759481**	**2767726**

Divisions	FY-2023-24											
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
S1ALN	117185	117474	117457	116999	116986	116908	116183	116143	116159	116126	115011	109630
S1KHP	214723	215067	215695	216165	216739	217206	216466	216455	216762	217181	212796	214399
S1NHP	64054	64174	64199	64226	64287	64291	64016	63922	64028	64000	62389	57427
S1NZD	99956	100004	99977	99860	99845	99823	99214	98953	98478	98240	96517	91495
S1SVR	149256	149971	150533	150856	151367	151752	151191	151489	151867	152149	152732	152772
S1NFC	118861	119105	119159	119349	119365	119766	119214	119192	119272	119282	116407	122013
S2CHP												
S2HKS	69351	69379	69271	69364	69502	69488	68894	68684	68750	68642	64183	60440
S2RKP	65298	65365	65293	65320	65387	65432	64841	64702	64714	64766	61036	59043
S2SKT	195286	195798	195863	196399	196792	197124	196420	196601	197239	197580	188730	180264
S2VKJ	135824	136196	136315	136402	136648	136758	136144	136031	136301	136477	133521	126653
W1JFR	51919	52224	52607	52708	52603	52654	52759	53198	53482	53726	51409	59904
W1MDK	91695	92314	92763	92744	92667	92626	92636	93111	93551	93955	85542	87693

W1NGL	161182	162088	162805	163138	162812	162731	162463	163072	163729	164444	156005	151219
W1NJF	172772	173825	174436	174749	174623	174535	173998	174486	175147	175777	162140	198259
W1PJB	88425	88768	88826	88983	88828	88821	88806	88969	89077	89187	88132	85527
W2DWK	146391	147135	147341	147660	147374	147406	146881	147007	147716	148412	140231	135412
W2JKP	144143	144328	144474	144664	144460	144382	143646	143466	143572	143602	129847	119675
W2MGN	111975	112405	112641	112484	111985	111654	111344	111656	112393	112579	97047	87677
W2PLM	212553	213088	213856	214177	213749	213691	213452	213457	214459	215639	214575	213428
W2TGN	155755	156070	156237	156141	156095	155903	155837	155775	156428	156607	156870	174975
W2UTN	88457	88455	88616	88263	88025	88282	88711	88447	88426	88349	87574	86791
W2VKP	119188	119581	119840	120182	119846	119733	119595	119827	120033	120110	112082	106263
BRPL	**2774249**	**2782814**	**2788204**	**2790833**	**2789985**	**2790966**	**2782711**	**2784643**	**2791583**	**2796830**	**2684776**	**2680959**

Divisions	FY-2024-25											
	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
S1ALN	105878	107236	104828	105359	105516	105823	93014	92102	92753	93640	94023	94261
S1KHP	210200	201941	202503	203358	200725	201404	189055	189090	190371	191602	192622	193441
S1NHP	56163	58571	55505	55828	56019	106405	51911	50864	50972	51401	51636	51869
S1NZD	86984	87984	86002	86384	86669	56092	79386	78218	78773	79086	79315	79551
S1SVR	139847	137620	137944	139178	140075	86769	131439	131545	132571	133495	134429	135308
S1NFC	95485	105689	104675	105302	105903	140859	97400	96209	97170	97766	98211	98717
S2CHP									82473	83342	76069	84602
S2HKS	55589	56629	54715	54862	54940	55196	54407	52050	52077	52445	52209	52797
S2RKP	54845	54967	54393	54758	54973	55193	54705	53488	53594	53947	54489	54149
S2SKT	157934	158303	157281	159164	160198	161012	156426	155114	73483	73874	74177	74582
S2VKJ	121379	121231	120639	121222	121535	121824	112511	113459	114166	114695	115012	115796

W1JFR	44463	51028	50837	51399	51764	51931	50787	48574	49150	49726	50255	50725
W1MDK	70134	79693	79559	79972	80298	80425	79587	77890	78441	78950	79558	80100
W1NGL	141224	140750	141201	142457	143159	144082	142301	140945	138699	144243	145927	147191
W1NJF	137349	153386	153744	155350	156095	156665	154648	152725	153940	155378	156481	157851
W1PJB	76205	76226	75179	75989	76151	71924	75756	74577	75005	75356	75697	75966
W2DWK	117066	115844	116227	117863	118772	119537	117968	116344	117411	118416	119604	120739
W2JKP	116077	117470	116342	117550	118349	118814	117669	116810	117339	117703	118102	118715
W2MGN	88153	88930	89171	89598	90256	90994	90026	89276	90516	91775	92913	93244
W2PLM	180482	176485	176956	178001	179296	180292	178835	177545	178538	179328	180020	180527
W2TGN	119580	135867	136506	138252	139398	140279	138931	138367	139179	139593	139939	140037
W2UTN	72719	71272	71128	71880	72291	72900	72335	71824	72225	72465	72511	72801
W2VKP	100018	99286	98742	99413	99789	100436	99348	98368	99059	99784	100519	100926
BRPL	**2347774**	**2396408**	**2384077**	**2403139**	**2412171**	**2418856**	**2338445**	**2315384**	**2327905**	**2348010**	**2353718**	**2373895**

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SECTION- VI

Price bid

SECTION- VI : PRICE BID

PRICE BID					
Part - A	**Business Activity charges - Meter Reading and Bill distribution (MRBD)**				
(i): Circle - South - I					
Sr No	**Item**	**UoM**	**Qty**	**Unit Value**	**Total Amount**
1	Meter Reading – Downloadable (X)	Per meter	3,07,71,790		
2	Bill Distribution-with Acknowledgement physical/soft (Y)	Per bill	2,41,61,335		
3	Bill Distribution –without Acknowledgement (Y')	Per bill	1,89,214		
				TOTAL	
				GST @ 18%	**-**
				SUB TOTAL of South - I	
(ii): Circle - South - II					
Sr No	**Item**	**UoM**	**Qty**	**Unit Value**	**Total Amount**
1	Meter Reading – Downloadable (X)	Per meter	1,84,63,781		
2	Bill Distribution-with Acknowledgement physical/soft (Y)	Per bill	1,39,98,803		
3	Bill Distribution –without Acknowledgement (Y')	Per bill	1,09,628		
				TOTAL	
				GST @ 18%	**-**
				SUB TOTAL of South - II	
(iii): Circle - West - I					
Sr No	**Item**	**UoM**	**Qty**	**Unit Value**	**Total Amount**
1	Meter Reading – Downloadable (X)	Per meter	2,49,81,469		
2	Bill Distribution-with Acknowledgement physical/soft (Y)	Per bill	1,96,36,172		
3	Bill Distribution –without Acknowledgement (Y')	Per bill	1,53,240		
				TOTAL	
				GST @ 18%	**-**
				SUB TOTAL of West - I	

(iv): Circle - West - II					
Sr No	**Item**	**UoM**	**Qty**	**Unit Value**	**Total Amount**
1	Meter Reading – Downloadable (X)	Per meter	4,27,38,137		
2	Bill Distribution-with Acknowledgement physical/soft (Y)	Per bill	3,06,09,051		
3	Bill Distribution –without Acknowledgement (Y')	Per bill	2,39,708		
				TOTAL	
				GST @ 18%	**-**
				SUB TOTAL of West - II	
				TOTAL ((i)+(ii)+(iii)+(iv))	
Part - B	**Misc Other Business Activity Charges**				
Sr No	**Item**	**UoM**	**Qty**	**Unit Value**	**Total Amount**
1	Monthly LS Charges of Business Activity (Recovery & Enforcement) in BRPL as per Scope of Work	LS / Month	36		
				TOTAL	
				GST @ 18%	
				SUB TOTAL (Part - B)	
	GRAND TOTAL - (A + B)				

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NOTE:	
1)	Price quoted above shall remain firm for entire duration of the contract including extension period, if any.
2)	Penalty shall be levied on the monthly payment of contractor on the basis of its performance on Key performance indicators mentioned in the Score Card and will be deducted from successive month's bill.
3)	The bidder shall quote the prices strictly in the above format / item description / content. The bid shall be liable for rejection, if contractor fail to do so. If at any stage, the content is found to be changed from the given price format, the content as per the given price format will prevail and binding on the contractor.
4)	The bidder needs to quote for all the line items as mentioned above; failing which the bids are liable for rejection.
5)	The unit price to be indicated should be exclusive of taxes & duties.
6)	The company reserves the right to conduct Reverse Auction (RA). The RA methodology will be shared separately to the successful bidders.

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ANNEXURE – I BID FORM

To,
Head of Department Contracts & Material Deptt.
BSES RAJDHANI Power Ltd
Ist Floor, C Block
BSES Bhawan,
Nehru Place
New Delhi 110019.

Dear Sir,

1. We understand that BRPL is desirous of awarding the contract for (Name of the Work) work in its licensed distribution network area in Delhi.
2. Having examined the Tender Documents for the above named works, we the undersigned, offer to deliver the goods/services in full conformity with the Terms and Conditions, technical specifications & Scope of Work as may be determined in accordance with the terms and conditions of the contract. The quoted amounts for this work are in accordance with the Price Schedules attached herewith and are made part of this bid.
3. If our Bid is accepted, we undertake to deliver the entire goods/services as per delivery/ completion schedule mentioned in Section III from the date of award of order/letter of intent.
4. If our Bid is accepted, we will furnish a Contract Cum Performance Bank Guarantee (CPBG) for due performance of the Contract in accordance with the Terms and Conditions of the NIT.
5. We agree to abide by this Bid for a period of 180 days from the due date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
6. We declare that we are aware of the provision of all Laws associated with the supply of equipments/materials or Services and the prices have been quoted accordingly.
7. Unless and until Letter of Intent is issued, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
8. We understand that BRPL is not bound to accept the lowest, or any bid BRPL may receive.
9. There is provision for Resolution of Disputes under this Contract, in accordance with the Laws and Jurisdiction of Contract.
10. We do hereby agree and shall abide the terms of tender documents/agreement, in full

Dated this..... day of.....2022

Signature..... In the capacity of ……

..... duly authorized to sign for and on behalf of

(IN BLOCK CAPITALS).....

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ANNEXURE – II BIDDER's DETAILS

S.No.	Item	Description
1	Company Name	
2	BRPL Vendor Code (If registered)	
3	Area of Specialization	
4	Company Founded Year	
5	Type of Company	
6	Constitution (Company Registration number)	
7	Name of Director / Mobile Number	
8	Name of other main person / Mobile Number	
9	Vendor Address	
10	Vendor Contact no	
11	Vendor Email ID	
12	No. of Manpower on payroll (Executive/Skilled/Semi-Skilled/Un-skilled)	
13	No. of Contractual Manpower (Executive/Skilled/Semi-Skilled/Un-skilled)	
14	Other Office / Factory Address	
15	ISO certification	
16	PAN	
17	PF/ESI	
18	Shop Establishment Certificate (If Applicable)	
19	Electrical License Detail (If Applicable)	
20	GST	
21	GST Registration Date	
22	SSI	
23	MSME Registration Number (If Applicable)	

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S.No.	Item	Description
24	Turn Over FY 2021-22 (Rs. Cr.)	
25	Turn Over FY 2022-23 (Rs. Cr.)	
26	Turn Over FY 2023-24 (Rs. Cr.)	
27	Turn Over FY 2024-25 (Rs. Cr.)	
28	Profit after Tax FY 2021-22 (Rs. Cr.)	
29	Profit after Tax FY 2022-23 (Rs. Cr.)	
30	Profit after Tax FY 2023-24 (Rs. Cr.)	
31	Profit after Tax FY 2024-25 (Rs. Cr.)	
32	Networth (Rs Cr.)	
33	Bank Guarantee Limit (in Cr.)	
34	Over Draft/Cash Credit Limit (in Cr.)	
35	Present Order Booking (Rs Cr.)	
36	Order executed with Reliance ADA (Rs Cr.)	
37	Name & Detail of relative working in BRPL	
38	Main Customer	
39	Details of orders executed / Under Execution	Please submit the details in Attachment - A

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ATTACHMENT – A											
Reference List of Order Executed / under Execution by the Vendor (M/s)											
A) Major Orders Executed											
SN	Name of Project	Client name & address	Client contact Detail (Person name, e-mail ID, Mobile & landline number)	Vendor's Scope of Work	Date Of Award	Value of Work (Rs in Lakhs)	Completion date as par Order	Actual Completion Date	LD / Penalty imposed, if any (Rs in Lakhs)	Litigation / Arbitration (Y/N) (If Yes, furnish details)	Remarks
1.											
2.											
3.											
4.											
5.											
B) Orders Under Execution											
SN	Name of Project	Client name & address	Client contact Detail (Person name, e-mail ID, Mobile & landline number)	Vendo's Scope of Work	Date Of Award	Value of Work (Rs in Lakhs)	Completion date as par Order	Actual Completion Date	LD / Penalty imposed, if any (Rs in Lakhs)	Litigation / Arbitration (Y/N) (If Yes, furnish details)	Remarks
1.											
2.											
3.											
4.											
5.											

DRFT

ANNEXURE – III ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY CONDITIONS OF CONTRACT

1.0 General Requirements

1.1 The contractor shall ensure that safety of all the workers, materials, Installation and equipment's belonging to him or to others and working at the site is ensured through effective and practicable safety management systems.

1.2 The contractor shall be responsible for compliance to provisions of all safety requirements under various notices, acts, rules and relevant applicable legislations.

1.3 The contractors shall comply with all health & safety requirements as deemed necessary by BRPL from time to time.

1.4 Works shall be carried out by the contractor after taking necessary "Permit to work". Also the work shall not be carried out without use of Protective equipment's like shoes, safety belts, helmets etc. adhering to safety compliance.

1.5 All the equipment's being used shall be timely calibrated and a copy of the same shall be submitted to Safety Department within 4 weeks of the acceptance of contact and thereafter on every renewal.

2.0 EHS Policy

The contractor as per requirement of CEA Measures Relating to Safety and Electric Supply Regulations, 2010 shall follow the Environment, Health & Safety policy of BRPL.The contractor shall implement quality, health & safety management systems in accordance to BRPL EHS policy and ensure that intentions of such policy are met.

3.0 Health & Safety Plan

3.1 Within 4 weeks of the notification of acceptance of the tender, the contractor shall submit detailed and comprehensive Contract specific health & safety plan incorporating HIRA (Hazard Identification & Risk Analysis) to BRPL. This plan shall necessarily include detailed policies, procedures, method statement for each activity to be performed and regulations which, when implemented, will ensure compliance of the contract provisions stated herewith.

3.2 The contractor shall submit health & safety plan for such activities required to be carried out under the awarded contract as deemed necessary by BRPL.

3.3 Health & safety plans, procedures, method statements, etc. developed & submitted by contractors shall be reviewed and approved by designated authorities of BRPL (Head Safety). First cut of the plan shall be submitted to Safety Department within 2 weeks of agreement of contract. After suggested rectification, the final plan shall be submitted to Head Safety not later than 4 weeks of the agreement of contract. A copy of the same shall be given to the engineer in charge also. The document shall carry the signatures of the authorized signatory (the person who has signed the agreement document of contract).

3.4 The health & safety plans, procedures, method statements, etc. shall not be changed without prior review and approval by designated authorities of BRPL.

4.0 OHS Organization & Responsibility

4.1 The contractor supervisor will play the role of safety supervisor. The safety supervisor shall hold a diploma degree from a recognized institute or university as per CEA Regulations, 2010. Also simultaneously contractor has to ensure their competency in safety or EHS with 40 hours training from reputed agency (like RLI/Allied Boston/ National Safety Council) or trainer, which should be verified earlier by BRPL safety department accordingly. The copy of training certificate shall be submitted to Safety Department within 4 weeks of agreement of contract. Time extension may be given in extraordinary situation subjected to submission of any convincing document carrying valid proof of near future plan of the training.

4.2 The training certificate should not be more than one-year-old.

4.3 Apart from above, as an owner of the company the contractor & their other key persons are also responsible for safety compliance and related issues.

5.0 First Day at Work –Induction Training and Issuance of ID-Card

5.1 The contractor shall ensure that all his workers have under gone the safety induction and have been issued with a valid ID card prior to start work at BRPL site. The proof of the same shall be submitted to Safety Department within 4 weeks of agreement of contract.

5.2 All contractor workers shall undergo above as per the BRPL site specific procedure issued from time to time.

5.3 The contractor shall ensure that no worker is in any O&M activities until the valid ID card is issued and the same is available by each worker at site including that of sub-contractor(s).

5.4 In case any worker lost the ID card issued to him, the contractor shall ensure that such incidences are promptly reported to BRPL and duplicate or new ID card is issued immediately after completing formalities as deemed necessary by BRPL.

6.0 Provision of Safe Working Conditions

6.1 Proper barricading shall be created during height work, cable laying work, working on pole, etc. Dimensions of barricading while cable laying work- Height- 2 mtr, Length- 1.5 mtr. There shall not be any gap in between two barricades. LED Bacon light shall be placed at 1st and every 4th barricade. However, while working on pole during supply maintenance work there should be a barricading cone and caution tape . In narrow lanes, where proper barricading as per rules is not possible, use barricading as per the approval of respective safety circle head in writing and copy forwarded to safety and uploading in QMS.

6.2 PPE' Requirement

6.2.1 The contractor shall ensure all the required PPEs given in clause 6.2 and shall allow their workers to start work at site only after proper verification of adequacy of safety gears/PPE required for the specific job at site by the Safety personnel/Site Engineer of BRPL.

Contractor has to ensure the quantity and quality of PPEs during procurement and continuous usage of following PPE's by his staff.

S.NO.	NAME OF THE PPEs	LINEMAN / FITTER/SKILLED	HELPER/UNSKILLED	SUPERVISOR
1	SAFETY HELMET	✓	✓	✓
2	FULL BODY HARNESS (POSITIONING BELT)	✓	X	X
3	ELECTRICAL HAND GLOVES	✓	✓	X
4	SAFETY SHOES	✓	✓	✓

5	SAFETY GOGGLES	✓	✓	✓
6	REFLECTIVE JACKET	✓	✓	✓

6.2.2 Contractor has to ensure for proper procurement and distribution of required PPE's among their workers with receiving in attached format (Appendix-3) which will be verified by the safety department during inspection. The entire issuance format duly signed by individual worker and to be verified/ certified by Department Head and the same need to be submitted to Safety Department along with mentioned certificates within 4 weeks of agreement of contract. The sample of the PPE's being procured by the contractor shall be submitted and approved from the Safety Department beforehand.

6.2.3 The contractor has to provide 3 arc protection face shields in each zone (2 for complaint team and 1 for maintenance team) as per specifications mentioned in clause 6.2.5.6

6.2.4 If any of the contractor staff found without PPEs, the said PPE's will be issued to them from BRPL store with immediate effect. And the 20% extra amount with procurement cost will be recovered from their next monthly bill cycle.

Note: PPEs shall strictly be as per the brand mentioned in clause 6.2.5

6.2.5 **Technical Specification of the PPEs**

6.2.5.1. Safety Shoes – With Composite / Fiber toes (CE approved / IS 15298) – Mandatory for all personnel working at BRPL O&M. The safety shoes shall meet the following features:

1. Electric Shock Resistant Sole
2. Impact Resistant
3. Scrap/Heat Resistant
4. Slip Resistant
5. Oil and Acid Resistant
6. Rubber PU Sole
7. Anti-puncture

Lead MAKE: BATA/HONEYWELL/KARAM

6.2.5.2 Safety Helmets: (IS 2925 - 1984 or DGMS) with chin strap – Mandatory for all personnel working at BRPL O&M. The specification of safety helmet shall be as given below:

V-GARD HDPE Yellow With 4 Point Fas Trac Ratchet Suspension

Shell Material	UV stabilized HDPE, Non vented
Suspension	• With 4 Point Fas Trac Ratchet Suspension sewn headband • Textile straps made from polyester Suspension • point fixing: good positioning, ...stability, better air circulation due to ...limited contact areas with the head • Easy clean sweatband
Size	52-62 cm
Accessory slot	Standard 30 mm with removable HDPE dead plugs suitable to leak proof fitting
Approvals	ANSI/ IEC Z89.1 Class E (electrical)
Additional	Low temperature -10°C (acc. to GB2811), High temperature +50°C
Colours	Yellow
weight	360 g

Lead MAKE: 3M / KARAM / UFS

6.2.5.3 Full Body positioning Harness: (CE approved / IS 3521 / EN 361 / EN 355) – Shall be used while work is in progress at height more than 1.8 meter or where from a person may fall and get injured. The specification of the Full body harness shall be as given below:

Anchorage	Adjustable two chest attachment D-rings and A dorsal attachment D-ring
Adaptability	Adjustable shoulder and thigh straps
Convenience	Shoulder and thigh straps differentiated by a dual color scheme.
Ergonomics	Idealy. Positioned sit strap for extended comfort.

Size	Standard
weight	1200GMS
ENERGY ABSORBING FORKED LANYARDS :	
Spec.	44mm wide polyamide webbing.
Length	1.5 Meter

There should not be any metallic part in the full body harness.

Lead MAKE: KARAM /LIFEGEAR/UFS/HONEYWELL

6.2.5.4 Flex Chem Full View Safety Goggles – Shall be used to protect workers eyes from foreign materials and flying particles. Mandatory for all personnel working at BRPL O&M. Safety goggles shall meet the following feature:

1. Acetate lens for special applications requiring superior chemical resistance.
2. Industrial version of tough and popular first responder goggles.
3. SoftFlex low profile frosted frame for increased comfort.
4. Comfortable headband with length adjustment.
5. Indirect venting for comfortable, long lasting wear can be worn with safety helmets and over prescription spectacles.
6. Sightgard + premium anti-fog coating (EN 166 “N”) with good anti- scratch properties.

Technical Specification:

Weight	95g.
Lens thickness	1.0mm
Overall width	173mm
Overall length	90mm
Bridge	47.6mm
Lens base	5.5 curve
Lens size	86.1mm verticle, 174mm diagonal
Headband	Adjustable length at max.440mm(long enough to fit together with helmets)

Material & colors	
Lens	Acetate clear, coating, Sightgard + anti-fog according to EN 166 “N” & anti scratch.
Body	PVC smoke
Headband holder	Nylon
Headband	Adjustable grey elastic fixed on frame side parts
Marking / Approvals	
Standard number	EN 166
Frame marking	MSA EN 166 34-FT CE
Lens marking	2C-1.2 MSA 1 FT N CE
Filter class	2C (Ultra violet radiation with enhanced color recognition)
Scale number	1.2: luminous trasmittance-89%
Optical class	1 (best class, for permanent wear)
Mechanical resistance	F (low energy impact 45m/s) T (at extreme temperature -5 to $+55^0$ C)
Resistance to	N(distorted vision due to lens fogging)
UV filter	99.9%
Ordering information	10145578-FlexiChem Sightgard + clear , 6x

Lead MAKE: MSA / UVEX/ UFS/3M/KARAM

6.2.5.5 Electrical Insulating Hand Gloves – Shall be used to prevent electric shock based upon the hazards/risks involved in a particular activity. Safety goggles shall meet the following features:

- Breakthrough manufacturing process for exception dry grip.
- Soft and flexible for enhanced tactility, high dexterity and wearer comfort.
- Ergonomic design featuring tapered fingers to reduce hand fatigue.
- Relaxed wrist for easy on/off.

	For LT work	For HT work
Length	360mm	360mm
Class	2	0
Thickness	3.6mm	1mm
Proof test voltage	20000	5000
Maximum use voltage	11000	1000
Tensile strength	>16mpa[Mega Pascal]	
Puncture resistance	>18N/mm [Newton per mili meter]	
Elongation at break	>600% [Stretching length]	
Tension set	<15%	

- It should be resistant to oil, acid, ultra violet rays and very low temperature.
- Each pair of glove should be marked with class, category, month & year of manufacturing, CE logo, batch no. and certified laboratory no.
- EN certified to electrical and thermal hazards,
- EN certified to thermal & electrical hazards to confirm EN 60-903,
- EN certified to mechanical hazard to EN-388

Lead MAKE: Honeywell / ANSELL/CATU

6.2.5.6 Arc Protection Face Shield

a) ATPV value is 10 cal/cm2
b) It shall have a slotted hard hat and chin guard
c) Visible light transmission (VLT) shall be 70%
d) It should have anti fog lens
e) It should have a provision for replacement of lens and brackets.
f) It should cover the complete face and the complete neck region.

g) It must not hinder the work. Must be comfortable for the height jobs as well as in the ground.

h) Carry bag for the kit.

Lead MAKE: Oberon/Honeywell

6.2.5.7 Certificates required for all PPEs:

1. Manufacturer Certificate
2. Test Certificate
3. Authorization of Dealership/Distribution ship

The copy of all the certificates shall be submitted to safety department within 4 weeks of agreement of contract.

7.0 Integrated Management System & Audits

7.1 The Contractor shall work in the framework of Integrated Management System (IMS) and shall maintain documentation as prescribed in the IMS Manual of BRPL. IMS Manual can be obtained directly from site engineer/Division Head/Respective Head.

7.2 All contractors during their currency of contract shall strive to continuously improve and demonstrate strict compliance to ISO 9001, 14001 & 45001 standards of BRPL.

7.3 To verify compliance and to continually improve the management system, all contractors shall be subjected to both internal & external audits.

8.0 Medical Examination

8.1 The contractor shall arrange a medical examination of all his employees including his sub-contractor employees like lineman, ALM, supervisor, Fitter, welders, gas cutters, drivers and all the workers supposed to work at height (and any other trade specified deemed necessary by BRPL at the time of deployment then annually) before employing, after illness or injury, if it appears that the illness or injury might have affected his fitness and, thereafter, once in every year as per the provisions of applicable laws or as prescribed by BRPL with proper record.

8.2 Records of medical examination as described above shall be maintained at the contractor premises and a copy of the same shall be submitted to Safety Department within 4 weeks of agreement of contract.

8.3 No person about whom the Contractor knows or has reason to believe that he is a deaf or he has a defective vision or he has a tendency to giddiness shall be required or allowed to work in any O&M operation or other construction work which is likely to involve a risk of any accident either to the worker himself or to any other person.

9.0 Working at Height

9.1 The Contractor shall ensure that all works carried out at a height of 2 Meter or more shall only be started after obtaining a permit to work at height, which shall be issued as per the procedure of BRPL by authorized personnel.

9.2 The contractor shall ensure that all control measures mentioned and agreed through above work permit or as deemed necessary by BRPL are enforced and complied all the time during activities carried out at height.

9.3 Full body harness and ladder along with the required PPEs shall be used during height work.

9.4 Barricading cone and tape shall be used along with creation of proper safety zone.

10.0 Reporting of Near Miss/ Incidents / Dangerous Occurrences

10.1 In case of any incident/ accident occurs during the O&M activities undertaken by the Contractor thereby causing a dangerous occurrence or near miss or any minor or major or fatal injury to his employees due to any reason, whatsoever, it shall be sole responsibility of the Contractor to promptly inform the same to Department Head in prescribed form and also to all authorities envisaged under the applicable laws.

11.0 Suspension of Work

11.1 BRPL shall have the right at its sole discretion to suspend the work till compliance of safety norms, if in its opinion the work is being carried out in such a way that it may cause accidents and endanger the safety of the persons and / or property, and / or equipments.

11.2 In such cases, the contractor shall be informed in writing about the nature of hazards and possible injury /accident and he shall comply to remove all shortcomings promptly. Decision of BRPL shall be conclusive and binding on the Contractor in such aspects.

11.3 The contractor shall not be entitled to damages / compensation for suspending of work due to safety reasons and the period of such stoppage of work will not be taken as an extension of time for completion of the facilities as per the work order and will not be the ground for wavier of levy of liquidated damages.

11.4 The contractor shall follow and comply with all safety Rules of BRPL, relevant provisions of applicable laws pertaining to the safety of workmen, employees plant and equipment as may be prescribed from time to time without any demur, protest or contest or reservation. In case of any nonconformity between statutory requirement and safety rules of the BRPL referred above, the latter shall be binding on the contractor unless the statutory provisions are more stringent.

12.0 OHS Appreciation Policy

12.1 If the contractor observes all the safety rules and codes, statutory laws and rules during the period of the contract awarded by the BRPL and no accident occurs then BRPL may consider the performance of the contractor and safety score card will be prepared. The best contractor will be appreciated by suitable “SAFETY AWARD” as per scheme as may be announced separately from time to time.

13.0 Safety Motivational Scheme for Contractor Employee

13.1 All contractors must reward their employee monthly for best worker in term of complying safety norms. They should honour with a gift of Rs. 500/- (five Hundred) with commendation certificate to motivate others towards safety compliance. The record with photograph should be kept with them & also to be submitted to BRPL safety department. Contractor may ask to BRPL safety people for their presence during awarding time.

13.2 All contractors have to observe safety day/ week on 4th March to 10th march every year with proper planning and record to create safety awareness inside their organization. A detailed report of observing the same to be forwarded to safety department every year.

14.0 Guidelines for Penalty Policy Implementation

14.1 Total penalty shall be calculated by multiplying the number of safety violations and the penalty amount specified for such violations in **Appendix - 1. (Example – If at first offence persons are found working without safety helmet at 3 locations, the penalty would be 3X2000 = Rs.6000/-)**

14.2 The amount of penalty can be increased or decreased based upon the seriousness of safety violations. The decision of recommending authority shall be final one.

14.3 Recommending authority shall send his factual observations to Department Head and Safety Head who in turn shall either reject or approve it. If approved, he shall send it to Finance & Accounts for execution. Finance Accounts shall execute the penalty and confirm the same & shall send it back to Department Head and Safety Head.

14.4 Recommending Authority means the Department Head, HODs, Site Safety officer / Supervisor, representatives from OHS and other personnel authorized jointly by O&M.

14.5 Penalties will be imposed for delay in submission of EHS related requirements/documents mentioned in the contract. Once the contract is accepted, the requirements as mentioned in **Appendix- 2 to be submitted within 4 weeks.**

14.5 Safety Head may impose penalty for serious violations directly.

14.6 All penalties shall be imposed directly on the concerned contractors. No penalty shall be imposed on individuals.

15.0 Guidelines for Safety Appreciation Policy Implementation

15.1 Recommending Authority shall write comments of his Appreciation in case he observes that there is no any safety violations.

15.2 Recommending Authority shall send his Safety Appreciation to Safety Head who in turn shall either approve or reject it and shall send it to Site Safety Officer for keeping in records.

15.3 Management will appreciate the Safe Contractors for their best performance towards safety norms based upon number of safety appreciation notes.

15.4 Every year best Safe Contractor shall be suitably awarded. The contractor shall be selected based upon the maximum numbers of approved safety appreciation notes.

15.5 Any contractor who has received any penalty for a particular year shall not be entitled for Safe Contractor's Award irrespective of number of safety appreciation notes he has received.

15.6 Site Safety Officer will maintain the contractor wise record of penalty & safety appreciation notes and declare the results latest by 28th February of every year for the performance of previous year.

BRPL

15.7 BRPL Management shall present a Trophy with commendation certificate of safety excellence every year on the occasion of 4th to 10th March (National Safety Day) to the contractor, who qualified the safety standard criteria.

BRPL

Appendix – 1

Penalty Policy on Safety Violation

Class	Type of Offense	Penalty Detail	Execution Channel
A	Not Wearing Safety Helmets Safety shoes/ Safety Goggles / Electrical insulating hand gloves/ reflective jacket/Not using electrically safe tools and equipments. (Poor quality or damaged item means noncompliance)	# First Offence - Warning Note & Rs.2000/- # Second Offence - Warning Note & Fine of Rs.5000/- # Third Offence- Note of recommendation of the concerned workmen/ supervisors for removal from deployment with BRPL& Fine of Rs.15000/-	Recommendation by OHS-Representative/Department Head Approval by Safety Head Deduction by Finance & Account
B	Not wearing Full Body Harness/fall arresters while working at a height more than 1.8 meter or where from a person may fall. Not using Safety Net to arrest falling objects and personnel. Not using Arc Protection Face Shield Not using barricading cone and tape. (Poor quality or damaged item means noncompliance)	# First Offence -Warning Note & Fine of Rs.5000/- # Second Offence - Warning Note for dismissal and a Fine of Rs.10000/- # Third Offense - -Action for the concerned Workmen/ supervisor for removal from deployment with BRPL and a fine of Rs.25000/-	Recommendation by OHS-Representative/Department Head Approval by Safety Head Deduction by Finance & Account
C	Any other unsafe work practices or condition which is considered having potential for fatality or injury to personnel.	# First Offence - Warning Note & Fine of Rs.10000/- # Second Offence - Action for the concerned workmen/ supervisors for removal from deployment with BRPL and fine of Rs.20000/-.	Recommendation by OHS-Representative/Department Head Approval by Safety Head Deduction by Finance & Account

Notes:

Refer clause No. 14 for penalty policy implementation guidelines

If there are 03 violations by an individual employee, his removal from deployment with BRPL
If there are 10 violations in one quarter, will be recommended for termination of contract order.

Appendix – 2

Penalty Policy on non- submission of EHS related requirements

Following EHS related requirements to be submitted within 4 weeks of agreement of contract		
Requirement	**Penalty Detail**	**Execution Channel**
1. Contract specific health & safety plan and HIRA (Hazard Identification & Risk Analysis) 2. Safety supervisor training records on EHS (40 hrs training) 3. Submission of sample of PPE's in EHS department for approval (if procured by the contractor) 4. Bills/challan of PPE's along with test certificates (if procured by the contractor) 5. PPE's receipt by worker (as per Annexure #1) 6. Medical examination record of workers 7. ID card of workers 8. Calibration Certificates of equipments	Delay of 15 days- Warning Note & Consolidated Fine of Rs.5000/- on non-submission of proof of any of these mentioned 8 types of documents On every subsequent delay of 15 days- Warning Note & Consolidated Fine of Rs. 10,000/- on non-submission of proof of any of these mentioned 8 types of documents	Recommendation by OHS-Representative Approval by Safety Head Deduction by Finance & Account

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BSES Rajdhani Power Ltd.

Appendix – 3

Format for PPE's Receipt by workers

Name of Site ----------

Division----------

Name of Contractor ----------

S. NO.	NAME	DESI.	Safety Helmet	Electrical Insulating Hand gloves	Full Body Harness	Safety Shoes	Safety Goggle	Reflective Jacket	SIGNATURE

Signature of Contractor / Date…….

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BSES Rajdhani Power Ltd.

ANNEXURE – IV ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT

(To be signed and stamped by the bidder prior to participation in the auction event)

1. BRPL intends to use the reverse auction through SAP-SRM tool as an integral part of the entire tendering process. All the bidders who are found as techno commercially qualified based on the tender requirements shall be eligible to participate in the reverse auction event.
2. The following terms and conditions are deemed as accepted by the bidder on participation in the bid event:
3. BRPL shall provide the user id and password to the authorized representative of the bidder. (Authorization letter in lieu of the same be submitted along with the signed and stamped acceptance form)
4. BRPL will make every effort to make the bid process transparent. However, the award decision by BRPL would be final and binding on the supplier/Contractor.
5. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of BRPL, bid process, bid technology, bid documentation and bid details.
6. The bidder is advised to understand the auto bid process to safeguard themselves against any possibility of non-participation in the auction event.
7. In case of bidding through internet medium, bidders are further advised to ensure availability of the entire infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs; power failure or any other reason shall not be the responsibility of BRPL.
8. In case of intranet medium, BRPL shall provide the infrastructure to bidders, further, BRPL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case of an auction event is restarted, the best bid as already available in the system shall become the start price for the new auction.
9. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non- participation in the auction event shall be out rightly rejected by BRPL.
10. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
11. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at BRPL site.
12. The prices submitted by a bidder during the auction event shall be binding on the bidder. No further communication will be there.
13. No requests for time extension of the auction event shall be considered by BRPL.
14. The original price bids of the bidders shall be reduced on pro-data basis against each line item based on the final all-inclusive prices offered during conclusion of the auction event for arriving at contract amount.

For……

Signature:

Name:

BRPL

BSES Rajdhani Power Ltd.

FORMAT 4.1 EMD Bank Guarantee

(To be issued in a Non Judicial Stamp Paper of Rs.100/-purchased in the name of the bank) Whereas [name of the Bidder] (herein after called the "Bidder") has submitted its bid dated[date of submission of bid] for the supply/services of [name and/or description of the goods/services] (here after called the "Bid"). KNOW ALL PEOPLE by these presents that WE [name of bank] at [Branch Name and address],having our registered office at[address of the registered office of the bank](herein after called the "Bank"),are bound unto BSES RAJDHANI Power Ltd., with its Corporate Office at BSES Bhawan, Nehru Place, New Delhi - 110019 ,(herein after called —the "Purchaser")in the sum of (Rupees

… only) for which payment well and truly to be made to the said

Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this____day of2022. The Conditions of this

obligation are:

If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form;

or

If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:

Fails or refuses to execute the contract form, if required: or

Fails or refuses to furnish the performance security, In accordance with the instructions to Bidders/Terms and Conditions.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that is its demand the purchaser will note that amount claimed by it is due to it, owing to the occurrence of one or both of the two condition(s), specifying the occurred condition or condition(s). This guarantee will remain in force up to and including 180 days after the due date of submission bid, and any demand in respect thereof should reach the Bank not later than the above date.

(Stamp & signature of the bank) Signature of the witness(s)

DRAFT

BSES Rajdhani Power Ltd.

FORMAT 4.2 PROFORMA OF CONTRACT CUM PERFORMANCE

BANK GUARANTEE

(TO BE ISSUED ON RS 100/- STAMP PAPER)

This Guarantee made at this [ ] day of [ ] 2022

1. WHEREAS M/s BSES Rajdhani Power Limited, a Company incorporated under the provisions of Companies Act, 1956 having its Registered Office at BSES Bhawan, Nehru Place, New Delhi - 110019, India hereinafter referred to as the "Company", (which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns).

2. AND WHEREAS the Company has entered into a contract for (Please specify the nature of contract here) vide Contract No. dated (hereinafter referred to as the "Contract") with M/s. , (hereinafter referred to as "Contractor", which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include each of their respective successors and assigns) for providing services on the terms and conditions as more particularly detailed therein.

3. AND WHEREAS as per clause of General Conditions of Contract, the Contractor is obliged to provide to the Company an unconditional bank guarantee for an amount equivalent to ten percent (10%) of the total Contract Value for the timely completion and faithful and successful execution of the Contract from [ ] pl. specify the name of Bank) having its head/registered office at [ ] through its branch in (pl. specify the name of Branch through which B.G is issued) hereinafter referred to as "the Bank", (which expression shall unless it be repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns).

4. NOW THEREFORE, in consideration inter alia of the Company granting the Contractor the Contract, the Bank hereby unconditionally and irrevocably guarantees and undertakes, on a written demand, to immediately pay to the Company any amount so demanded (by way of one or more claims) not exceeding in the aggregate [Rs.].....(in words) without any demur, reservation, contest or protest and/or without reference to the Contractor and without the Company needing to provide or show to the Bank ,grounds or reasons or give any justification for such demand for the sum/s demanded.

5. The decision of the Company to invoke this Guarantee and as to whether the Contractor has not performed its obligations under the Contract shall be binding on the Bank. The Bank acknowledges that any such demand by the Company of the amounts payable by the Bank to the Company shall be final, binding and conclusive evidence in respect of the amounts payable by the Supplier to the Owner. Any such demand made by the Owner on the Bank shall be conclusive and binding, notwithstanding any difference between the Owner and the Contractor or any dispute raised, invoked, threatened or pending before any court, tribunal, arbitrator or any other authority.

6. The Bank also agrees that the Company at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor without proceeding against the Contractor notwithstanding any other security or other guarantee that the Company may have in relation to the Contractor's liabilities.

7. The Bank hereby waives the necessity for the Company first demanding the aforesaid amounts or any part thereof from the Contractor before making payment to the Company and further also waives any right the Bank may have of first requiring the Company to use its legal remedies against the Contractor, before presenting any written demand to the Bank for payment under this Guarantee.

8. The Bank's obligations under this Guarantee shall not be reduced by reason of any partial performance of the Contract. The Bank's obligations shall not be reduced by any failure by the Company to timely pay or perform any of its obligations under the Contract.

9. The Bank further unconditionally and unequivocally agrees with the Company that the Company shall be at liberty, without the Bank's consent and without affecting in any manner its rights and the Bank's obligation under this Guarantee, from time to time, to:

(i) Vary and/or modify any of the terms and conditions of the Contract;

(ii) Forebear or enforce any of the rights exercisable by the Company against the Contractor under the terms and conditions of the Contract; or

(iii) Extend and/or postpone the time for performance of the obligations of the Contractor under the Contract;

and the Bank shall not be relieved from its liability by reason of any such act or omission on the part of the Company or any indulgence shown by the Company to the Contractor or any other reason whatsoever which under the law relating to sureties would, but for this provision, have the effect of relieving the Bank of its obligations under this Guarantee.

10. This Guarantee shall be a continuing bank guarantee and shall not be discharged by any change in the constitution or composition of the Contractor, and this Guarantee shall not be affected or discharged by the liquidation, winding-up, bankruptcy, reorganization, dissolution or insolvency of the Contractor or any of them or any other circumstances whatsoever.

11. This Guarantee shall be in addition to and not in substitution or in derogation of any other security held by the Company to secure the performance of the obligations of the Contractor under the Contract.

12. NOTWITHSTANDING anything herein above contained, the liability of the BANK under this Guarantee shall be restricted to (insert an amount equal to ten percent (10%) of the Contract Value) and this Guarantee shall be valid and enforceable and expire on (pl. specify date) or unless a suit or action to enforce a claim under this Guarantee is filed against the Bank on or before the date of expiry.

13. On termination of this Guarantee, all rights under the said Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.

14. The Bank undertakes not to revoke this Guarantee during its validity except with the prior written consent of the Company and agrees that any change in the constitution of the Bank or the Contractor shall not discharge our liability hereunder.

15. Company may assign this Guarantee to any Person or body whether natural, incorporated or otherwise under intimation to the Bank. The Bank shall be discharged of its obligations hereunder by performance in accordance with the terms hereof to such assignee without verifying the validity / legality / enforceability of the assignment.

16. This Guarantee shall be governed by the laws of India. Any suit, action, or other proceeding arising out of, connected with, or related to this Guarantee or the subject matter hereof shall be subject to the exclusive jurisdiction of the courts of Delhi, India. Dated this …… day of …….. …2022 at …….

(Signature)

.....

(Name)

.....

(Designation with Bank Stamp) Attorney as per

Power of Attorney No..... Date.....

Beneficiary's bank detail with IFSC Code:

Beneficiary Name : BSES Rajdhani Power Limited Bank Name : State Bank of India

A/c No. 40214783615

IFSC Code : SBIN0009601

Vendor has to fill this form & submit along with the PERFORMANCE BANK GUARANTEE

1. Bank Email ID Bank Phone No
2. Where to Dispatched the BG -Local Address of bank ----------
3. Where to Dispatched the BG Head Office Address ----------

BRPL

FORMAT – 4.3 NON-DISCLOSURE AGREEMENT

THIS NON-DISCLOSURE AGREEMENT ("Agreement") is made and entered into at Delhi on the day of , 2022

By And Between

M/s BSES Rajdhani Power Limited, a company registered under the Companies Act, 1956 and having its registered office at BSES Bhawan, Nehru Place, New Delhi - 110019 (hereinafter referred to as the "Disclosing Party" which expression shall unless repugnant to the meaning and context mean and include its successors and permitted assigns) of the FIRST PART

And

, a company incorporated under the Companies Act, 1956 and having its registered office at , (hereinafter referred to as the "Receiving Party" which expression shall unless repugnant to the meaning and context mean and include its successors and permitted assigns) of the OTHER PART

Disclosing Party and Receiving Party are hereinafter individually referred to as the "Party" and collectively as the "Parties".

WHEREAS the Disclosing Party is in discussions with the Receiving Party for Security Management Services ("Project") and the Disclosing Party may in conjunction with the aforesaid disclose to the Receiving Party information relating to their businesses which is confidential and sensitive in nature and the Receiving Party is willing to undertake to restrict the use and further disclosure of the information in accordance with the terms and conditions set out herein:

1. The "Receiving Party" acknowledges and confirms the confidential and sensitive nature of all information, documents and material relating to Persons and entities which may be accused of or related to the theft of electricity which is a penal offense under the provisions of the electricity act 2003As well as the various data and tools which may be available by way of documents as well as other modes of proof("Project") (i) that may be disclosed or made available to the Receiving Party by the Disclosing Party or its employees/ representatives/ advisors/ consultants; (ii)Receiving Party may gain or gather from any source; (iii) Receiving Party may process or arrive at during the course of the Project; (iv) Receiving Party may have come across during its discussions with any person in the course of the Project; and (v) all negotiations and discussions between the Parties relating to the Project (all the information referred to above is hereinafter referred to as the "Confidential Information").

2. Confidential Information is understood to include but is not limited to information made available in written, machine recognizable, graphic or sample form

including, without limitation, drawings, photographs, models, design or performance specifications, its analysis, compilations, studies, notes and all other information and data disclosed orally or visually which has been developed / is exclusive to the Disclosing Party and includes information provided in various meetings.

Provided, however, that Confidential Information shall not include information which (a) is, or becomes, publicly known, otherwise than through a wrongful act of the Receiving Party or its representatives; (b) is in the possession of the Receiving Party prior to receipt from the Disclosing Party or its representatives without an obligation of confidentiality; (c) is independently developed by the Receiving Party, provided that it was not derived from the Confidential Information; (d) is furnished to others by the Disclosing Party without restrictions, similar to those herein on the rights of such others to use or disclose; or (e) is approved in writing by the Disclosing Party for disclosure.

3. The Receiving Party shall not disclose the Confidential Information to any other person save and except with the express consent in writing given by the Disclosing Party. The Receiving Party, however, may disclose such part of the Confidential Information where (i) such disclosure is in response to a valid order of a court or any other governmental body having jurisdiction over this Agreement or (ii) such disclosure is otherwise required by law, provided that Receiving Party has given prior written notice to the Disclosing Party forthwith it came to learn about such disclosure requirement or the demand for such for disclosure and made all reasonable efforts to protect the Confidential Information in connection with such disclosure.

4. The Receiving Party shall with reference to the Confidential Information take all actions as may be necessary to (i) maintain the confidentiality thereof; (ii) limit its use of such Confidential Information solely for the purpose of the Project; (iii) avoid disclosure even to any of its employees that are not associated with the Project; (iv)avoid any dissemination or publication by any of its employees/ representatives associated with the Project; (v) avoid writing about sensitive information which is disclosed verbally and is sensitive to the operations; and (vi) safeguard the Confidential Information from being accessed by any unauthorized person. Such actions shall include but not be limited to obtaining appropriate non-disclosure undertakings from its employees directly or indirectly engaged in the Project.

5. The Receiving Party hereby agrees to indemnify and hold harmless the Disclosing Party and its directors and employees from and against any damage, loss, cost or liability (including all expenses and costs of enforcing rights under the Agreement) arising out of or resulting from (i) any use or disclosure by the Receiving Party of Confidential Information in violation of the Agreement; (ii) any leakage of the Confidential Information at the end of the Receiving Party or its employees/ representatives; and (iii) breach or violation of any of the other covenants herein.

6. The Receiving Party will, promptly upon the request of the Disclosing Party, deliver to the Disclosing Party, the documents comprising the Confidential Information or any part thereof and will destroy any copies, notes, or extracts thereof, without retaining any copy thereof, except that any portion of the Confidential Information that consists of analysis and any written Confidential Information not so requested and returned, shall

be retained and kept subject to the terms of this Agreement, or upon the Disclosing Party's request destroyed (such destruction to be confirmed in writing).

7. The term of this Agreement is 3 years from the date of execution of this Agreement. However, the obligation to maintain confidentiality of the Disclosing Party's information shall survive the termination of this Agreement. Any violation of this agreement may lead to termination of all the relations with the Receiving party and black listing/ debarring of the Agency for future engagements.

8. This Agreement shall be governed by the laws of India. Any dispute, difference or claim related to or arising under, out of or in connection with this Agreement shall be resolved subject to the jurisdiction of Delhi Courts.

For the Disclosing Party

Authorized Signatory Name:

Designation:

For the Receiving party

Authorized Signatory Name:

Designation:

BRPL

FORMAT 4.4 No Deviation Certificate

NO DEVIATION –A(Technical)

NIT NO & DATE:

DUE DATE OF TENDER:

We hereby accept all terms and conditions of the technical scope of work as mandated in the tender documents subject to the following deviations as mentioned against the applicable technical qualifying requirement:

S.NO.	SL.NO OF TECHNICAL SPECIFICATION/SCOPE OF WORK	DEVIATIONS, IF ANY

SIGNATURE & SEAL OF BIDDER

NAME OF BIDDER

Note-The above template is indicative only, May vary depending on the nature of procurement/value.

NO DEVIATION –B (Commercial)

NIT NO & DATE:

DUE DATE OF TENDER:

We hereby accept all terms and conditions of the commercial requirement as mandated in tender document subject to the following deviations as mentioned against the applicable commercial qualifying requirement:

S.NO.	SL.NO OF TECHNICAL SPECIFICATION/SCOPE OF WORK	DEVIATIONS, IF ANY

SIGNATURE & SEAL OF BIDDER

NAME OF BIDDER

Note:-It is important to explicitly include all such terms and conditions which are considered absolutely necessary to be accepted by bidder without any deviation. Tender document shall have a stipulation that deviation to such criteria shall make the bid liable for rejection

BRPL

BSES Rajdhani Power Ltd.

FORMAT 4.5 – GST COMPLIANCE DECLARATION

To be printed on Letter Head of the Company

To, Date: ……/……/……..

Vendor Support Cell (VSC)

BSES Rajdhani Power Limited

BSES Bhawan

Nehru Place

New Delhi-110019

Subject- Declaration of Payment of GST and its compliance as per GST Act.

Division:-_____.

Invoice No. & Date:-_____, dated_____.

Sir,

We hereby undertake to deposit due GST with appropriate authority as per GST Act as and when becomes due against the awarded Purchase Order (PO) / Rate Contract (RC) ref. no._____dated_____By BSES Rajdhani Power Limited (BRPL).

I would also like to bring your notice that I/We have paid/deposited the due tax with interest (if applicable) against the Invoice No……dt……..……at the time of filing GSTR1 and GSTR3B in which period the supply was made and all the invoices issued in favor of M/s BSES Rajdhani Power Limited (BRPL), under GSTN 07AAGCS3187H2Z3 and the same is being reflected in BRPL's GSTR 2A/B.

I/We undertake to indemnify that, in the event of any default in compliance with the provisions of the GST Act, BRPL shall have the right to withhold the GST amount claimed by me/us until such default is rectified. BRPL shall also be entitled to recover any due tax, applicable interest, and penalties from any amounts payable or becoming payable to me/us in respect of services/supply contracts.

We further undertake to provide all necessary supporting documents towards our GST deposition and its compliance based on above declaration/claim to your company as and when required.

Thanking you

For and on behalf of …… (Name of Supplier / Contractor)

Authorized signatory

Aadhar No.:-

GST No.:-

Company Seal

BRPL

BSES Rajdhani Power Ltd.

FORMAT 4.6 – STANDARD CHECKLIST

BRPL

CHECK LIST FOR VENDORS (SERVICES)

VENDOR CODE: _____

AGENCY NAME: _____

CONCERNED PERSON: _____

AGENCY ADDRESS _____

PHONE/ MOBILE NO. _____

Email ID: _____

VSC Entry No	
VSC Entry Date	

S. No.	DESCRIPTION	Period	PAGE NO.	TO BE FILLED UP BY VENDOR.
1	Original Tax Invoice	As per service period		
2	E-Invoice (if applicable)/ Declaration for non-applicability	As per service period		
3	Certified Measurement sheet / Bill	As per service period		
4	Attendance sheet (if applicable)	As per service period		
5	Invoice Movement Sheet (If applicable)	As per service period		
6	Work Order no. with COPY (Frame order no. with COPY)	As per service period		
7	Scheme No.	As per service period		
8	Actual date of start of work for current invoice	As per service period		
9	Actual date of Completion of work for current invoice	As per service period		
10	Declaration - Labour Less than 20 Labour (Duly Certified by DGM-EIC)	As per service period		

11	Declaration - Minimum Wages Letter(Duly Certified by DGM – EIC)	As per service period		
12	Declaration – PF & ESI Deposit	As per service period		
13	Declaration – GST Deposit	As per service period		
14	Quality Certificate (If Applicable)	As per service period		
15	Safety Certificate (If Applicable)/ Self Certificate	As per service period		
16	EBS (If Applicable)	As per service period		
17	Material Reconciliation (Annexure)(If Applicable)	As per service period		
18	Scrap Document (If Applicable)	As per service period		
19	Completion Report (if applicable)	As per service period		
20	Supporting Documents (Annexure to be attached with all supporting documents with reference to bill)	As per service period		
21	Wages Register (Wages Should Be Paid As Per The Latest Notified Minimum Wages Rates of Delhi)	As per service period		
22	WORKMEN REGISTER WITH DEPLOYED MANPOWER FORM (XIII)	As per service period		
23	ECS / Bank Statement (with highlighted salary debit transaction)	As per service period		
24	PF Challan	As per service period		
25	ESIC Challan	As per service period		
26	PF ECR	As per service period		
27	ESIC Contribution Sheet	As per service period		

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28	PF Registration	Yearly/One Time as applicable		
29	ESIC Registration	Yearly/One Time as applicable		
30	PAN CARD	Yearly/One Time as applicable		
31	GST REGISTRATION / Declaration – GST Applicability (If GST not applicable declaration required)	Yearly/One Time as applicable		
32	Shops and Establishment Registration Certificate	Yearly/One Time as applicable		
33	Labour License, If Manpower Is More Than Equal To 20 Nos, to be obtained from respective DLC office (South / South-East/ South-West / West & New Delhi)	Yearly/One Time as applicable		
34	Electrical License (if applicable)	Yearly/One Time as applicable		
35	Workmen Compensation Policy (If Manpower Is Not Covered Under ESIC)	Yearly/One Time as applicable		
36	Third Party Insurance (Public Liability Policy)	Yearly/One Time as applicable		
37	Group Personal Accidental Policy (each manpower should be insured with the amount as mentioned in work order)	Yearly/One Time as applicable		
38	MEDICLAIM POLICY OF EMPLOYEES(if applicable)	Yearly/One Time as applicable		
39	Group Term Life Insurance Policy if part of work order (each manpower should be insured with the amount as mentioned in work order)	Yearly/One Time as applicable		
40	BOCW Registration (if applicable)	Yearly/One Time as applicable		
41	PSARA Registration (for security work)	Yearly/One Time as applicable		

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42	MSME Registration(If Yes attach certificate)	Yearly/One Time as applicable		
43	FSSAI License(for canteen only)	Yearly/One Time as applicable		
44	Bank Guarantee (if applicable)	Yearly/One Time as applicable		

Name of Division: _____

Description of Services: _____

NOTE:-

- The Document's Should be arranged in order as per Check List
- All documents checked by VSC and if no discrepancy is found then VSC Entry Number provided.

  HR Compliance monthly documents (Wages Sheet, PF Challan & ECR, ESI challan& Contribution Sheet, ECS & Bank Statement (with highlighted wages debit transactions) and annual documents (all applicable insurance policies, registrations and licenses) – If applicable to be sent by email (brpl.hrcompliance@reliancegroupindia.com) to HR CMC cell)

VSC REMARKS (If Applicable):

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BSES Rajdhani Power Ltd.

FORMAT 4.7 – E-INVOICE DECLARATION

To be printed on Letter Head of the Company

To, **Dated: _____**

Vendor Support Cell (VSC)
BSES Rajdhani Power Limited
BSES Bhawan, Nehru Place
New Delhi-110019

Reference: - Purchase Order No. _____, Invoice No. _____, Dated _____.

Subject: - Declaration for Non-Applicability of E-Invoicing.

I/We_____ (**Vendor Name)**, having GSTIN_____, hereby declare that as per Notification No. 10/2023 dated 10th May, 2023 **and its subsequent amendments, if any**, the provisions relating to **e-invoicing under Rule 48(4) of the CGST Rules, 2017** are **not applicable** to us.

We confirm that the above declaration is true and correct to the best of our knowledge and records. In case our company is eligible to generate e-Invoicing under GST Act, we shall comply with the applicable provisions and inform you accordingly.

In the event of any penalty or legal issue arising due to non-adherence to the applicability of e-invoicing rule, we hereby indemnify and agree to fully compensate the buyer for any such penalties or legal consequences.

Warm Regards,

(Signature with Seal)

Name & Designation:

Date:

Place:

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FORMAT 4.8 – LABOUR LAW COMPLIANCE POLICY

1. We at _____ {*insert name of bidder*} (the '**Entity'**) value our human resources and are committed to ensuring scrupulous and timely compliance with all applicable laws in relation to the wages, working hours, leave, benefits, social security payments, and other conditions of employment (the '**Applicable Laws**') of all persons howsoever engaged, employed or whose services are otherwise retained by us (or our sub-contractors), in whatever capacity (the '**Employees**').

2. Accordingly, this policy (the '**Policy**') set outs the binding principles underpinning and norms governing the Entity's obligations toward compliance with Applicable Laws in relation to the Employees.

3. The Entity shall at all times comply with Applicable Laws (as may be amended, re-enacted and/ or consolidated from time to time), including but not limited to the following legislations and rules enacted thereunder:
   (i) Contract Labour (Regulation and Abolition) Act, 1970;
   (ii) Delhi Shops and Establishments Act, 1954
   (iii) Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959
   (iv) Rights of Person with Disabilities Act, 2016
   (v) Sales Promotion Employees (Conditions of Service) Act, 1976
   (vi) Child and Adolescent Labour (Prohibition and Regulation) Act, 1986
   (vii) Employees Compensation Act, 1923
   (viii) Employees Provident Fund & Miscellaneous Provisions Act, 1952;
   (ix) Employees' State Insurance Act, 1948;
   (x) Payment of Bonus Act, 1965;
   (xi) Payment of Wages Act, 1936;
   (xii) Minimum Wages Act, 1948;
   (xiii) Payment of Gratuity Act, 1972;
   (xiv) Industrial Disputes Act, 1947;
   (xv) Maternity Benefits Act, 1961;
   (xvi) Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013;
   (xvii) Apprentices Act, 1961;
   (xviii) Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996;
   (xix) Equal Remuneration Act, 1976; and

(xx) Factories Act, 1948.

4. Such compliance shall include, but not be limited to: (i) timely filing of returns; (ii) obtainment of all permits, permissions, licences, approvals, consents, clearances, waivers, no objection certificates, exemptions, registrations, or other authorizations of whatever nature and by whatever name required under any Applicable Law, and (iii) compliance, at all times, with the terms and conditions of the such approvals.

5. The Entity shall forthwith indemnify, defend and hold harmless any third party/ies (and its directors, officers, employees and agents) on demand, from, against and in respect of any and all losses (including any damages, liabilities, costs, expenses, interest, fine and/ or penalties) imposed on, sustained, incurred or suffered by, or asserted against, such third party/ies (whether in respect of third party claims or otherwise), at any time and from time to time, relating to or arising out of breach by the Entity of this Policy.

6. In the interpretation of any provisions of this Policy, the decision of the [*Board of Directors/ equivalent management body*] of the Entity shall be final and binding.

7. This Policy shall supersede and override any and all policies, manuals, handbooks, and memorandums that may have been issued from time to time on subjects covered in this Policy.

8. This Policy shall, from time to time (but, in any case, not less that once each year), be reviewed and revised (as the case may be) to ensure adherence to Applicable Law. Any such revisions shall be duly approved and adopted by the [*Board of Directors/ equivalent management body]* of the Entity.

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BSES Rajdhani Power Ltd.

FORMAT – 4.9 BIDDER'S COMMUNICATION DETAILS

Bidder should furnish the below details for future communication: -

GENERAL INFORMATION	
NAME OF Company	
POSTAL ADDRESS	

FOR TECHNICAL QUERY:		
CONTACT PERSON & DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO

FOR COMMERCIAL QUERY:		
CONTACT PERSON & DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO

Note: No communication shall be entertained from any other email id, except as mentioned above. Bidder needs to inform the company if any changes in the email id on their letter head duly signed by the authorized signatory

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