

Tender Notification for

“AWARD OF WORK FOR CARRYING OUT METER-READING FOR SINGLE PHASE METERS (SLCC) AND BILL DISTRIBUTION FOR SINGLE PHASE AND THREE PHASE METERS (SLCC AND MLCC) IN BRPL”

NIT NO CMC/BR/19-20/SV/AR/840

Dt. 21.02.2020

Due Date for Submission of Tender: 12.03.2020, 3:30 PM

Date and Time of opening: 12.03.2020, 3:45 PM

BSES RAJDHANI POWER LIMITED,

**BSES Bhawan, Nehru Place, New Delhi-110019
Corporate Identification Number: U74899DL2001PLC111527
Telephone Number : +91 11 3009 9999
Fax Number : +91 11 2641 9833
Website : www.bsedelhi.com**

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SECTION I

REQUEST FOR QUOTATION

1.1 BSES Rajdhani Power Limited (BRPL) invites tenders in sealed envelopes for carrying out Meter Reading for its Small Load Customer Category (1-10 kW) known as SLCC and Bill Distribution for SLCC and Medium Load Customer Category (11-45kW) known as MLCC for South I, South –II, West-I & West-II Circle. The bidder can bid for one or more circles

The sealed envelopes shall be duly super scribed as-

“AWARD OF WORK FOR CARRYING OUT METER-READING FOR SINGLE PHASE METERS (SLCC) AND BILL DISTRIBUTION FOR SINGLE PHASE AND THREE PHASE METERS (SLCC AND MLCC) IN BRPL”

“NIT NO CMC/BR/19-20/SV/AR/840 dt. 21.02.2020”.

For all correspondences related to the current tender, mention the NIT reference number.

1.2 BRPL invites sealed tenders from eligible tenderers for the above-mentioned work-

Estimated cost of work	: Rs 96.87 Cr i/c GST(Two Years)
Earnest money Deposit	: Rs 12.10 Lacs
Cost of Tender form (Non- Refundable)	: Rs.1180/- including GST
Duration of the contract	: 2 Year (from date of issue of order)
Tender documents on sale	: 21.02.2020 (working days)
Date & time of Submission of Tender	: 12.03.2020 till 3:30 PM
Date & time of opening of Tender (Opening of technical bid)	: 3:45 PM on 12.03.2020

The tender document can be obtained from address given below against submission of non-refundable demand draft of **Rs.1180/-** drawn in favour of BSES Rajdhani Power Ltd, payable at Delhi:

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

The tender papers will be issued on all working days upto the date mentioned in clause 1.2. The tender documents & detail terms and conditions can also be downloaded from the website www.bsesdelhi.com. In case tender papers are downloaded from the above website, then the bidder has to enclose a separate demand draft covering the cost of bid documents.

For any clarifications related to NIT submission, please send an email to Mr. Ananda Raj (Ananda.raj@relianceada.com), citing the NIT number in the subject of the email.

1.3 POINTS TO BE NOTED

BSES Rajdhani Power Ltd reserves the right to accept/reject any or all Tenders without assigning any reason thereof and alter the quantity of materials mentioned in the Tender documents at the time of placing purchase/ work orders. Tender will be summarily rejected if:

(i) If **Earnest Money Deposit (EMD)** of requisite amount is not deposited in shape of Bank Draft/Pay Order/BG drawn in favour of BSES Rajdhani Power Ltd, payable at Delhi.

(ii) If Tender is received after due date and time.

1.4 Bidding & Award Process:

Bidders are requested to submit their offer strictly in line with the tender document. NO DEVIATION IS ACCEPTABLE. The bidder should submit complete tender documents signed and stamped with bidder's seal as an acceptance to all terms & conditions of the Tender. BRPL shall respond to the clarifications raised by various bidders and the same will be distributed to all participating bidders through website

1.5 BID SUBMISSION:

The bidder shall submit Technical Proposal and commercial proposal in two separately sealed envelopes put together inside a single large envelope.

(A) TECHNICAL BID:

The bidder will submit **TWO (2)** hard copies of the technical proposal (original + copy).

The format for the technical proposal is shown in Annexure 1. All supporting documents should be submitted along with the technical proposal. The technical proposal and the supporting documents should be sealed in an envelope. The sealed envelopes shall be duly super scribed as-

"TECHNICAL PROPOSAL FOR CARRYING OUT METER READING AND BILL DISTRIBUTION ACTIVITIES IN BRPL".

TECHNICAL BID shall comprise of following:

- EMD of requisite amount
- Non-refundable separate demand draft for Rs. 1180/- In case the forms are downloaded from the website
- Documentary evidence in support of qualifying criteria
- Technical Literature if any.
- Any other relevant document
- Acceptance to Commercial Terms and Conditions viz Delivery schedule/period ,Payment terms ,BG etc
- Acceptance to Technical Specifications if any

Technical Bid should not contain any cost information whatsoever and shall be submitted within the due date **as mentioned above**. After technical evaluation, the list of qualified bidders will be posted immediately on BSES website.

(B) FINANCIAL BID

Bidder will submit a single hard copy of the commercial proposal/ financial bid.

The format for the commercial proposal is shown in SECTION VI (Annexure 2). The commercial proposal should be sealed in an envelope. The sealed envelopes shall be duly super scribed as-

“COMMERCIAL PROPOSAL FOR CARRYING OUT METER READING AND BILL DISTRIBUTION ACTIVITIES IN BRPL”

FINANCIAL BID shall comprise of Prices strictly in the Format enclosed in SECTION VI

This envelope will be opened after technical evaluation and only of the qualified bidders.

The bidders are required to submit their bid to the following address

Head of Department
Contracts & Material Deptt.
BSES Rajdhani Power Ltd
I Floor, “C” Block, BSES Bhawan
Nehru Place
New Delhi-110019

FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION:

Reverse auction 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 reverse auction process shall be governed by the terms and conditions enclosed as Annexure-A in this tender document. Training/details shall be provided to bidders before participation in auction.

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 is final.

TIME SCHEDULE

The bidders should complete the following within the dates specified as under:

TABLE 1 BID PROCESS TIMELINES

S. No.	Steps	Comprising of	Due date
1	Pre-Bid Clarifications Meeting	All Queries related to RFQ shall be clarified through pre bid meeting. For this the bidder shall send the queries before 28.02.2020 at the following contacts: - Mr. Hemant Verma-(RCM) Contact No: 011-39999092, mail id : Hemant.Verma@relianceada.com and Mr. Ananda Raj (C&M), Contact No 011-39999014, mail id : ananda.raj@relianceada.com	03.03.2020 11:00 AM at Ganga Conference Room 2 nd Floor , Nehru Place.
2	PART A Technical and Commercial Bid	EMD of requisite amount Non-refundable demand draft for Rs. 1180/- In case the forms are downloaded from the website Documentary evidence in support of qualifying criteria Technical Literature/ list of makes etc Any other relevant document Acceptance to Commercial Terms and Conditions viz Delivery schedule/period, Payment terms, BG etc.	12.03.2020
3	PART B Financial Bid	Price strictly in the Format enclosed(Section VI) indicating Break up regarding basic price, taxes & duties etc.	Successful bidders will be intimated through website

1.5.1 Award Decision

- Company intends to award the business on a lowest bid basis, 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.
- The Company reserves all the rights to award the contract to one or more bidders so as to meet the delivery requirement or nullify the award decision without any reason.
- Please note that 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.
- In case any contractor is found unsatisfactory during the execution process, the award will be cancelled and BRPL reserves the right to award other contractors who are found fit.
- "Nil/Zero" Margin or Administrative Service Charges of Bidders will be considered as "Unresponsive". 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 and will not be open for discussion under any circumstances. Therefore, 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.
- In case any contractor is found unsatisfactory during the execution process, the award will be cancelled and BRPL reserves the right to award other contractors who are found fit.

1.5.2 Market Integrity

We have a fair and competitive marketplace. The rules for bidders are outlined in the Terms & Conditions. Bidders must agree to these rules prior to participating. In addition to other remedies available, we reserves 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 & Condition. Bidders who violate the marketplace rules or engage in behavior that disrupts the fair execution of the marketplace restricts a bidder to length of time, depending upon the seriousness of the violation. Examples of violations include, but are not limited to:

- Failure to honor prices submitted to the market place.
- Breach of the terms of the published in Request for Quotation/NIT.

1.5.3 Confidentiality

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

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

Bidders who do not honor these confidentiality provisions will be excluded from participating in future bidding events.

SECTION – II **INSTRUCTION TO BIDDERS**

1. GENERAL INSTRUCTIONS:

1. Bids shall be prepared and submitted in accordance with these instructions.
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. Bids shall remain valid & open for acceptance for a period of 120 days from the date of opening of the Bid.
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.
4. The Company reserves the right to request for any additional information 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.
5. The Bidder shall 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.
6. Company reserves the right to award the work to one or more bidders.
7. The decision to place order/LOI is the sole prerogative of the company.
8. In case any vendor is found unsatisfactory post award of contract, the award will be cancelled and BRPL reserves the right to award other vendors who are found capable.
9. No sub-contracting is allowed.
10. 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.
11. Each bidder shall make a presentation before the Evaluation Committee to showcase its credentials, strengths and proposed roadmap. The date of presentation shall be intimated to bidders later on.

2: EMD (EARNEST MONEY DEPOSIT):

The bidder shall furnish, as part of its bid, an EMD of requisite amount as already specified in the Section-I. 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 form:

- (a) Demand Draft/Pay Order drawn in favour of BSES Rajdhani Power Ltd, payable at Delhi.
- (b) BG from nationalized / Scheduled bank in favour of BSES Rajdhani Power Limited valid for 6(six) months after last date of receipt of tenders

The bidders who are not technically qualified, EMD shall be refunded after price bid opening. Earnest money given by all the bidders who are techno commercially qualified except the lower bidder shall be refunded within 8 (Eight) weeks after award of the work. The amount of EMD by the successful bidder shall be returned on submission of CPBG as per tender terms.

The EMD may be forfeited in case of:

- (a) if the Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form or
- (b) in the case of a successful Bidder, if the Bidder does not
- (i) accept the Purchase Order/Work Order, or
 - (ii) furnish the required performance security BG.
- (C) If the bidder is found to have submitted false or forged any of the documents/certificates/information .

3. BID PRICES

Bidders shall quote for the entire Scope of work with prices for individual items. The tenderer 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.

Prices quoted by the Bidder shall be "Firm" and not subject to any price adjustment during the performance of the Contract. **A Bid submitted with an adjustable price/PVC will be treated as non-responsive and rejected.**

4. BID CURRENCIES

Prices shall be quoted in Indian Rupees Only.

5. PERIOD OF VALIDITY OF BIDS

Bids shall remain valid & open for acceptance for a period of 120 days from the date of opening of the Bid.

Notwithstanding Clause above, the Company may solicit the Bidder's consent to an extension of the Period of Bid Validity. The request and the responses thereto shall be made in writing and sent by Fax/post/courier

6. ALTERNATIVE BIDS

Bidders shall submit Bids, which comply with the Bidding 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 Bidding Documents.

7. BID FORM

The Bidder shall submit Original 'Bid Form' and the appropriate Price Schedules and technical specifications enclosed with the Bidding Documents.

8. FORMAT AND SIGNING OF BID

The original Bid Form and accompanying documents, clearly marked "Original Bid", must be received by the Company at the date, time and place specified

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.

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 initialed by the person or persons signing the Bid.

9. DEADLINE FOR SUBMISSION OF BIDS

The original Bid must be timely received by the Company at the address specified in Section-I

The Company may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents, 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

10. ONE BID PER BIDDER

Each Bidder shall submit only one Bid by itself. No Joint Venture is acceptable. A Bidder who submits or participates in more than one Bid will cause all those Bids to be rejected.

11. LATE BIDS

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

12. MODIFICATIONS AND WITHDRAWAL OF BIDS

The Bidder is not allowed to modify or withdraw its Bid after the Bid's submission.

13. EVALUATION OF BID

13.1 PROCESS TO BE CONFIDENTIAL

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.

13.2 CLARIFICATION OF BIDS

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.

13.3 PRELIMINARY EXAMINATION OF BIDS / RESPONSIVENESS

- (i) 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.
- (ii) 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.

- (iii) Prior to the detailed evaluation, Company will determine the substantial responsiveness of each Bid to the Bidding Documents including production capability and acceptable quality of the Goods offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation.
- (iv) Bid determined as not substantially responsive will be rejected by the Company and/or the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

13.4 EVALUATION AND COMPARISON OF BIDS

- (i) The evaluation of Bids shall be done based on the delivered cost competitiveness basis.
- (ii) 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. The Technical Proposals and the Conditionalities 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.

- (iii) 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) Work completion schedule
- (b) Conformance to Qualifying Criteria
- (c) Deviations from Bidding Documents

Bidders shall base their Bid price on the terms and conditions specified in the Bidding Documents.

The cost of all quantifiable deviations and omissions from the specification, terms and conditions specified in Bidding Documents shall be evaluated. The Company will make its own assessment of the cost of any deviation for the purpose of ensuring fair comparison of Bids.

- (iv) Any adjustments in price, which result from the above procedures, shall be added for the purposes of comparative evaluation only to arrive at an "Evaluated Bid Price". Bid Prices quoted by Bidders shall remain unaltered.

14 AWARD OF CONTRACT

14.1 CONTACTING THE COMPANY

- (i) 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.
- (ii) 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.

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

The Company reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at anytime 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.

14.3 AWARD OF CONTRACT

The Company will award the Contract to the successful Bidder whose Bid has been Determined to be the lowest-evaluated responsive Bid, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract. Company reserves the right to award order other bidders in the tender, provided it is required for progress of project & provided the bidders agree to come to the lowest rate.

Please note that 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 bound on the bidders.

14.4 THE COMPANY 'S RIGHT TO VARY QUANTITIES

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.

14.5 LETTER OF INTENT/ NOTIFICATION OF AWARD

The letter of intent/ Notification of Award shall be issued to the successful Bidder whose bids have been considered responsive, techno-commercially acceptable and evaluated to be the lowest (L1). The successful Bidder shall be required to furnish a letter of acceptance within 7 days of issue of the letter of intent /Notification of Award by Company.

14.6 CORRUPT OR FRAUDULENT PRACTICES

(i) The Company requires that the Bidders observe the highest standard of ethics during the procurement and execution of the Project. 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 behavior 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.
- (d) Formation of cartel and indulging in any unfair business practice shall be a negative for the bidders and be liable for rejection of the bid.

(ii) Furthermore, Bidders shall be aware of the provision stated in the Terms and Conditions of Contract.

SECTION-III:

ELIGIBILITY CRITERIA AND EVALUATION METHODOLOGY

3.1 MINIMUM ELIGIBILITY CRITERIA FOR ORGANIZATION

TABLE 2 MINIMUM ELIGIBILITY CRITERIA

S. No.	Eligibility Criteria	Document to be provided as supporting evidence
1	Registered Entity (with ROC) in India on or earlier than 1 st April 2014	Registration/Incorporation Certificate
2	Annual Turnover greater than Rs. 10 crores for each of the last 2 years	Annual Report stating the Turnover for FY 2017-18 and FY 2018-19
3	Headcount of at least 1500 employees, on payroll, of which at least 200 personnel should be deployed on a single project	Certificate on Bidder's Letter-head
4	The bidder should have completed or currently managing Meter Reading activity for an electricity utility, using handheld devices. (Minimum Size of Project : 10,000 meters read/month)	Copy of Work Order issued by the Utility
5	The bidder should have completed or currently managing Bill Distribution activity for an electricity utility (Minimum Size of Project: 10,000 bills distributed/month)	Copy of Work Order issued by the Utility
6	The firm must have P.F. / ESI Registration (Certificate to be enclosed) according to the Acts of Government / Labour Laws	<ul style="list-style-type: none">- Copy of PF Registration- Copy of ESI Registration
7	The firm must have PAN No & GST registration	<ul style="list-style-type: none">- Copy of PAN- Copy of GST Registration

No Consortium is allowed. No Sub-contracting of the work is allowed.

Please note that BRPL will verify the bidder's credentials like work order copies, performance certificates etc. submitted by the bidder from the respective issuing client, in case any of the documents/certificates/information submitted by the bidder is found to be false or forged, action as deemed fit, including forfeiture of EMD & blacklisting may be initiated by BRPL. If required, BRPL may direct the bidder to provide the required contact details of the client who can confirm the authenticity of the documents submitted to facilitate the verification process within the timelines provided by BRPL

Also Provide the following:

- a) Entities that have been debarred/ blacklisted in other utilities in India will not be considered; in this regard a written statement has to be provided on bidder's letter head along with other documents.

- b) The bidder should give an undertaking on the company's letter head that all the documents/certificates/information submitted by them against the tender are genuine.

Please Note:

1. Company reserves the right to carry out technical capability/ infrastructure assessment of the Bidders by factory/office inspection or by any other means and company's decision shall be final in this regard.
2. No joint ventures/ consortiums are allowed

Also, the Bidder shall furnish the following commercial & technical information along with the tender:

- a) Last three Financial Years (FY 16-17, 17-18 & FY 18-19) financial statement.
- b) Detail of Banker & Cash Credit limit
- c) Details of constitution of the company (Proprietary/ Limited/ Pvt. Ltd. Along with details)
- d) Memorandum & Articles of Association of the Company
- e) Organization Chart of the company
- f) Experience details with credentials
- g) Turnover certificate issued by auditors for the last three Financial Years.

BRPL reserves the right to disqualify any bidder in spite of the bidders meeting the above Qualifying requirements. The decision of BRPL shall be final & binding on the bidder.

BRPL may ask for any other document as may be required to substantiate/ justify the submissions made by bidders.

The bidder must meet the minimum eligibility criteria to be selected for Technical Evaluation. All supporting documents for Eligibility should be submitted along-with the Technical Proposal.

3.2 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

3.3 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

3.4 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

3.5 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.

3.6 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.

3.7 EVALUATION METHODOLOGY

There will be a two- stage bidding process where first - Technical Bid shall be evaluated with reference to the Technical Parameters in Table 3. The minimum qualifying marks for Technical Evaluation is 40%. (at least 40 marks out of a total of 100)

Thereafter in the second stage, the Commercial Bids of only the technically qualified bidders (bidders who have scored 40% or more) shall be opened for evaluation and award of contract.

Technical Evaluation Parameters: Total Marks=100

TABLE 3 TECHNICAL EVALUATION PARAMETERS

S. No.	Criteria	Evaluation Parameter	Max. Marks	Supporting Documents
1	Number and Scale of Meter Reading Projects	3 projects where Meter Reading activity has been conducted for a electricity utility using handheld device, executed within the last five years (i.e. after 1 st January 2015) (Min. Project Size: 20,000 meters) Capped to three projects <ul style="list-style-type: none"> • First Project: <ul style="list-style-type: none"> ○ Live Project: 12 ○ Completed Project: 10 • Second Project: <ul style="list-style-type: none"> ○ Live Project: 9 ○ Completed Project: 7 • Third Project: <ul style="list-style-type: none"> ○ Live Project: 7 ○ Completed Project: 5 	28	Copy of Work Order
2	Number of MRs managed on a single project	Maximum number of Meter Readers(on own payroll), managed on a single project, for an electricity utility For a project to be considered, minimum 20,000 meters should be covered <ul style="list-style-type: none"> • Capped to 300 meter-readers 	7	Client Certificate or Copy of Work Order
3	Number and Scale of Bill Distribution Projects	2 projects where Bill Distribution activity has been conducted for a electricity utility, executed within the last five years (i.e. after 1 st January 2015) (Min. Project Size: 10,000 meters)	14	Copy of Work Order

S. No.	Criteria	Evaluation Parameter	Max. Marks	Supporting Documents
		Capped to two projects <ul style="list-style-type: none"> • First Project: <ul style="list-style-type: none"> ○ Live Project: 9 ○ Completed Project: 7 • Second Project: <ul style="list-style-type: none"> ○ Live Project: 5 ○ Completed Project: 3 		
4	Number of BDs managed on a single project	Maximum number of Bill Distributors (on own payroll), managed on a single project, for an electricity utility For a project to be considered, minimum 10,000 meters should be covered, <ul style="list-style-type: none"> • Capped to 200 Bill Distributors 	3	Client Certificate or Copy of Work Order
5	Certifications of Processes and Systems (e.g.: ISO)	Relevant Certification of Systems and Processes by an accredited agency Marks based on relevance of certification, to be evaluated by BRPL	8	Copy of the certificate
6	Resume for Area coordinator	1 resume for the position of Area coordinator– 10 marks Experience: The person must have a minimum of 6 years of supervisory experience and 5 years of Field/ Operations experience (6 marks for Supervisory Experience and 2 mark for Field/Operations experience) Qualification: Post-graduate qualification/MBA from an institute of repute (2 marks)	10	Resume in Company Letter-head
7	Presentation	Presentation to Evaluation Committee	30	NA
		Total Marks	100	

Minimum Pass% for Technical Parameters: 40% (Minimum 40 marks out of 100). Only those scoring 40% and more shall be selected for commercial evaluation.

Please note: For Existing MRBD vendors of BRPL, Technical evaluation will also include the performance in the existing contract. BRPL reserves the right to qualify or disqualify their bid based on the performance in spite of them meeting the above minimum qualification marks.

All Formats for submitting Technical proposal are attached in Annexure 1.

In case selected, the vendor shall have to deploy 1 Area Coordinator - whose resume has been submitted in the Technical Proposal post approval from BRPL. BRPL shall interview the Area coordinator.

The purpose of the presentation is to give the Bidder an opportunity to showcase its strength and skills to the evaluation committee. The proposed content of the presentation is as follows:

1. Overview of the Organisation
2. Organization structure and supervisory mechanism
3. Performance in the projects submitted
4. Typical governance structure used in projects
5. Learning from the projects undertaken by the firm
6. Systems and processes for managing field workforce, including appraisal, redundancy and replacement processes
7. Systems and processes related to training personnel for engaging in customer interfacing roles, including sample training content

Commercial Evaluation Parameter

Bidder shall quote a Rupee value for the following

1. Bid Parameter 1: X = Rs./Meter Downloaded
2. Bid Parameter 2: Y = Rs. /Bill Distributed along with PoD

$$Z = X + Y$$

Commercial parameter "Z" shall be evaluated & Finalized separately for each circle.

Please note that all the manpower involved in MR-BD will also get the following allowances, cost shall include these components.

- Conveyance reimbursement @ Rs.1500/- maximum per month per employee
- Telephone expenses reimbursement @ Rs.300/- per month per employee
- Leave – 15 days per year

The techno commercially qualified bidder with the lowest combined commercial parameter Z shall be considered for award of the contract.

SECTION – IV
SCOPE OF WORK

(A) GENERAL

BRPL has been at the forefront of usage of technology in all aspects of its operations. BRPL was one of the first distribution utilities in India to install electronic meters for all its customers. This has enabled BRPL to remove errors in meter reading and consequently, in billing. The scope of the contract is strictly defined and contained within the field activities of meter-reading and bill distribution at customer premises.

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, etc.

The customer base has been detailed in Annexure 3.

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 5 divisions namely Nizamuddin, Nehru Place, Sarita Vihar, Alaknanda & Khanpur.

South-II circle has been further sub-divided into 4 divisions namely R.K. Puram, Vasant Kunj, Saket & 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 5 divisions namely Dwarka, Janakpuri, palam, Tagore Garden & Vikaspuri

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 4. 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. .

Mechanism of Meter Reading Meter information is downloaded through a hand-held instrument known as a Meter Reading Instrument (MRI). MRIs shall be provided by BRPL. Agencies to use PDS/CMRI or any other device for Meter Reading as advised by company time to time.

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.

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 i.e. Rs 300/month.

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 should be clearly captured. In case the reading cannot be recorded (**No Reading**), the reasons for the same should be recorded.

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 99.04% (for South-I), 99.17% (for South-II), 98.96% (for West-I) and 99.15% (for West-II) area by month 12. The target download % trajectory improvement for Year 1 contract is shown in Annexure 7 (For South-I & South-II) and Annexure 8 (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 9 (for cycles of South-I & South-II area) and Annexure 10 (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.

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.

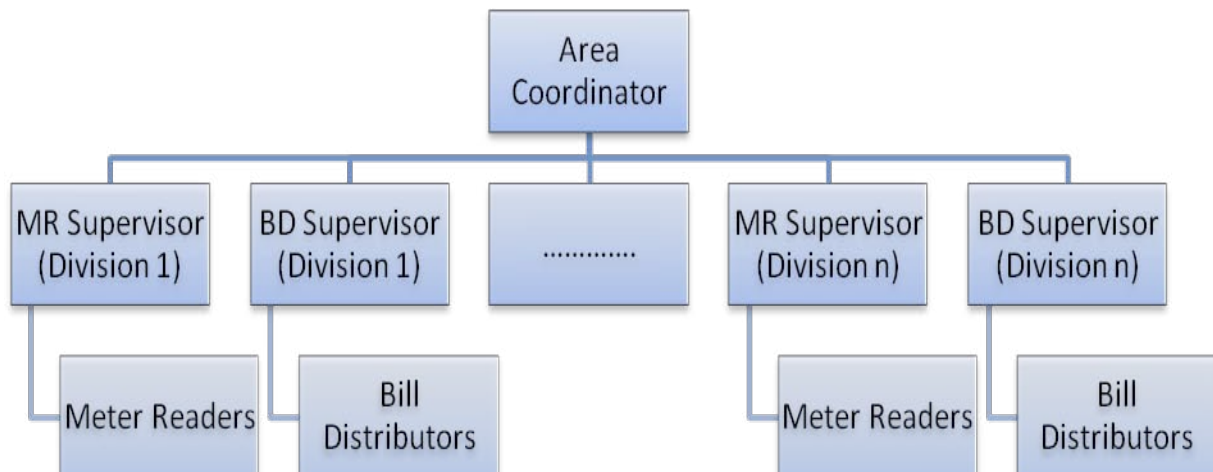
Please Note: BRPL may ask to start Bill Delivery Tracking with Android based mobiles. The Agency shall be supportive to get the Bill Delivery activity through their field staff's Mobile i.e. Bill Distributor's Mobile. The Android based Applications will be provided by BRPL.

BRPL 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 i.e. Rs 300/month.

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 have been defined in Section-III clause no. 3.2, 3.3, 3.4, 3.5 and 3.6 respectively.

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 (details in Annexure 4).

(C) QUANTUM OF WORK

Each bidder can bid for either one or more circles. The bidder shall submit a letter clearly specifying the area/s that he is bidding for.

Evaluation and subsequent award for each circle (South-I, South-II, West-I & West-II) would be done independently based on parameter "Z"

(D) SCOPE OF WORK

(I) METER READING ACTIVITY

The number 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. The number of MRIs which are operational currently is mentioned in Annexure 3. If required and as decided by BRPL, BRPL may procure and provide additional MRIs.

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.
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 etc.
7. The meter reader shall deposit MRI with filled data at Data Centre daily.

The MRI Process flow of capturing meter data shall be as decided, maintained and updated by BRPL from time to time. Meter-Reader shall be informed of any such changes through training.

List of exceptions in case of Manual reading/ no reading:

For manual reading case:

- a) Meter 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:

- a) Premises locked
- b) Meter not traceable
- c) Consumer refusal
- d) Meter Box locked
- e) Meter Disconnected
- f) Meter Burnt - Direct Supply
- g) Meter Burnt - No Direct Supply
- h) No Display
- i) Meter at position difficult to download
- j) No Power Supply

Optional Information to be observed by Meter Reader on a case to case basis

- a) Structure Demolished
- b) Meter at position difficult to download

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

(II) 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. Blank PoD sheets shall also be provided by BRPL along with the bills.

Bill Distributor shall perform the following activities:

1. Collect the bills and any other material for distribution from the respective Data Center, along with the PoD sheets.
2. Deliver the bill to the customer. While delivering the bill, Bill Distributor should take signed acknowledgment of the customers on the PoD Sheet.
3. At the end of the cycle, Bill Distributor shall return the following back to the Data Center:
 - a. Any undelivered bills
 - b. PoD sheets with the acknowledgment of the customers

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.

(III) 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 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.
18. The vendor shall ensure that the MRI issued to a particular MR is used by that particular MR only.
19. Meter Readers shall return the MRI daily to the division office.
20. Vendor shall conduct repeat visits for ensuring target download percentage and/ or as directed by Data Centre.
21. Details/updates related to route sequence shall be collated by vendor.

22. 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.
23. MR Supervisor and BD Supervisor shall bring to the notice of Data Centre any site related problems.
24. The vendor should ensure that while conducting meter-reading activities, meters should be kept in perfect conditions.
25. 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:
 - a. Initiate legal proceedings against the vendor
 - b. Recover the damages along with penalty as deemed fit from the vendor from the outstanding payment or from future invoices.
 - c. Terminate the services of the vendor
26. 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. 16000 for each Meter Reading Instrument.
27. 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.
28. 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.
29. The vendor shall highlight any technical issues with respect to MRI to BRPL.
30. The vendor shall highlight any training requirements related to Meter-Reading or Bill Distribution process/administrative procedures to BRPL.
31. The vendor shall ensure that the Bill Distributors take the bills and PoD sheets from their respective Data centres as per schedule.
32. The vendor shall ensure that bill distribution (along with acknowledgment) is completed within the cycle time defined by BRPL.
33. The vendor shall submit hard copy POD sheet to Data Centre at the end of each cycle.
34. 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.
35. The vendor shall ensure that all personnel engaged in meter reading undertake the training and tests conducted by BRPL from time to time.
36. 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.
37. No sub-contracting of the work is allowed.
38. The vendor shall provide full co-operation to the company for any queries relating to Meter Reading.

39. BRPL shall follow a policy of zero tolerance towards corruption for vendor personnel:
- a. 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.
 - b. 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.
 - c. BRPL has right to recover the financial losses incurred due to misconduct from the vendor and take appropriate legal action.

(IV) 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.
6. Any other activity not directly related to the defined scope is outside the scope of the current contract i.e. collection of payments etc.
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.

(V) 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. 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.

3. BRPL shall provide fully functional MRIs to vendor at all times with adequate battery life, proper display and working key pads.
4. BRPL shall provide adequate charging points for MRIs.
5. BRPL shall upload all information to MRI and prepare the same for meter reading.
6. BRPL shall download all information from MRI.
7. BRPL shall conduct periodic audits and quality checks on meter-reading activities.
8. BRPL shall provide adequate guidance for carrying out meter-reading activities in an efficient manner.
9. BRPL shall provide administrative and process training related to meter-reading. Any changes in process shall be incorporated in such trainings.
10. BRPL shall resolve all site problems at the field to ensure meter download.
11. BRPL shall replace mechanical meters by downloadable meters to ensure higher meter download.
12. BRPL shall ensure that payment to vendor is done within 15 days of submission of invoice.
13. BRPL shall provide printed bills for distribution.
14. BRPL shall provide any additional material for distribution with the printed bills before the start date of bill distribution cycle.
15. BRPL shall provide printed PoD sheets for capturing acknowledgment of the customer.

SECTION – V
COMMERCIAL TERMS AND CONDITION

GENERAL TERMS AND CONDITIONS:

- A. The Company is desirous of carrying out meter reading for single phase customers and bill distribution activities for single phase and three phase customers in South-I/ South-II/ West-I/ West-II area of BRPL, to be carried out through vendor.
- B. The Vendor has represented to the Company that it has the expertise and the resources for all activities under meter reading for single phase customers.
- C. The Vendor has examined site conditions, including the terrain and other local conditions, and has satisfied itself of the feasibility of successfully performing the various required to be performed by it under this work order at the site & at the premises of customers of the Company.
- E. The vendor has familiarized itself with related and necessary information, including applicable rules, regulations and notifications & statutory laws that shall be required to be complied with by the Vendor in order to successfully perform the various functions under this Work Order.
- F. The Vendor has offered to perform the various services required under the Work Order for the Company.
- G. The Appendices annexed to this Contract form an integral part of this Contract and will be of full force and effect as though they were expressly set out in the body of the Contract.
- H. 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.

COMMERCIAL TERMS AND CONDITIONS

1. EFFECTIVE DATE, TIME AND VALIDITY

- (i) This order shall become effective for all purposes from date of issuance and continue to remain in force for a period of Two year. The contract performance shall be reviewed after 1 year from the date of issuance for continuity of the validity of the contract based on the performance assessment.
- (ii) Renewal and extension of the contract for further period shall be the sole prerogative of BRPL. BRPL reserves the right to renew the contract as per illustrative terms and conditions mentioned in clause no. 9 of this section.

2. TAXES AND DUTIES

- (i) Prices are inclusive of all taxes and duties except GST which shall be paid extra at actual on submission of GST Registration and self-declaration on vendor's letter head stating that the vendor have deposited/or will deposit the Tax as per the applicable GST laws.
- (ii) All payments will be subject to Tax Deduction at Source prescribed under Income Tax Act 1961.

3. RATE ESCALATION

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

4. PAYMENT TERMS

The contractor shall submit monthly running bills. All invoices shall be duly verified by authorized BRPL personnel prior to payment. The invoices will not be deemed valid without the signatures of the authorized personnel of BRPL's relevant Division and Data Centre departments. The vendor shall mention any field related issues in the General Remarks section in the annexure accompanying the invoice.

The invoice shall be submitted in the format specified in Annexure 13. The covering letter of the invoice shall be as per format specified in Annexure 12.

Payment to vendor shall be done within 15 days of submission of invoice.

Payment of incentives and deduction of penalties shall be done as applicable as per relevant clause of this Section.

Deduction of one-time security deposit (for MRIs) from vendor's payments shall be done in case the vendor doesn't furnish the Indemnity Bond within one month of award of contract.

Invoice for Meter Reading and Bill Distribution should be raised by the vendor not later than 7th of every month, for the previous month.

4A TIMELY DISBURSEMENT OF WAGES

The contractor shall ensure that monthly wages for the manpower are disbursed timely. Salary / Wages to be distributed not later than 7th of each month. Though the company endeavours to process contractors' bills on time as per the payment timelines mentioned in the clause no. 04 (payment terms), under no circumstances delay in disbursement of wages shall be acceptable, it is the contractors responsibility to ensure the same, accordingly the bidders are expected to quote their rates to fulfill their obligations towards the timely disbursal of wages and all other benefits including PF/ESI/Bonus/leave pay/allowances etc. It may please be noted that BRPL reserves the right to terminate the contract in case of delay in disbursal of the wages at more than one instance.

5 PAYOUT AND INCENTIVE/PENLATY MECHANISM FOR METER READING

The payouts for meter reading activity would be as per Table 4. 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 4-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 Incentive Calculation DL% is calculated as under:

Download Percentage = [Data downloaded from downloadable meter (1a)]/ [Total Number of Downloadable Meters (1a+1b+1c+1d+1e)]

For Penalty Calculation, DL% is calculated as under:

Download Percentage = [Data downloaded from downloadable meter (1a)]/ [Total Number of Downloadable Meters (1a+1b+1c+1d+1e) – *Exception Cases]

*Exception cases are as per annexure 17

For an illustration of how download percentage shall be computed, please refer Annexure 5.

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.

Incentive calculation : If Actual DL% Increase from the Target DL%

$(\text{Actual DL\%} - \text{Target DL\%}) \times \text{Rate/Meter Downloaded} \times \text{Nos.of consumer for the particular Cycle}$

For Example:

Portion (A)	Cycle Consumers (B)	Rate/Meter Downloaded (C)	Target DL% (D)	Actual DL% (E)	Increase in DL% from Target DL% (F) (F=E-D)	Incentive (I) (I=F*C*B)
41011	15500	4.1	99%	99.40%	0.40%	254.2

Penalty Calculation : IF DL % Decrease from the Target

$(\text{Target DL\%} - \text{Actual DL\%}) \times \text{Rate/ Meter Downloaded} \times \text{Nos.Of Consumer for Particular Cycle}$

For Example:

Portion (A)	Cycle Consumers (B)	Rate/Meter Downloaded (C)	Target DL% (D)	Actual DL% (E)	Increase in DL% from Target DL% (F) (F=E-D)	Incentive (I) (I=F*C*B)
41011	15500	4.1	99%	98.80%	-0.20%	-127.1

*In case of Penalty Actual DL% will be considered after excluding BRPL Scope Exceptions from Total Downloadable Meters w/o PD. However this benefit will not be given while calculating incentives.

There will be “NO Threshold Limit” for Incentive or Penalty.

Head 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"

The payout for incentive for reporting of extra connections would be paid out after verification by BRPL, and after the first bill generation for the connection. These cases shall not cover the cases where new connection has been energized but the same has not been updated in the system for up to 3 months in the system.

6. PENALTY FOR MISCONDUCT FOR METER READING

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.

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.

BRPL shall conduct audit and quality checks on meter-reading on a periodic basis to ascertain the overall quality and performance of field activities.

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 5 PENALTY FOR MISCONDUCT

S No	Performance Measure	Penalty
1	Any misconduct as defined above	<ul style="list-style-type: none"> • Rs 500 per incident. • In case of more than <ol style="list-style-type: none"> 1) 4 complaints per annum OR <ol style="list-style-type: none"> 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.

7. PAYOUT AND PENALTY FOR BILL DISTRIBUTION

Payment for bill distribution shall be as per Table 8.

TABLE 6 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

Please note that the contractor's staff shall take mobile number of the customer in the POD for atleast 70% cases else the same will be considered as "BD without POD" Penalty will be computed based on performance in each cycle. The penalty payout structure is as under:

TABLE 7 PENALTY FOR BILL DISTRIBUTION

S No.	Criteria	Incentive/ Penalty
1	Number of days required to complete the cycle > defined Cycle Time	Penalty of per cycle per number of days of delay solely accountable to vendor: <ul style="list-style-type: none"> - Rs 2000 for 1 day of delay - Rs 6000 for 2 days of delay - Rs 10,000 for 3 days of delay In case of more than 3 days of delay accountable to vendor, BRPL reserves the right to penalize vendor post analysis of financial losses to company

8. PENALTY FOR MISCONDUCT FOR BILL DISTRIBUTION

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.

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

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 8 PENALTY FOR MISCONDUCT

S No	Performance Measure	Penalty
1	Any misconduct as defined above	<ul style="list-style-type: none"> • Rs 500 per incident. • In case of more than <ol style="list-style-type: none"> 1) 4 complaints per annum OR <ol style="list-style-type: none"> 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 bill distribution activity.

9. ILLUSTRATIVE CONDITIONS FOR RENEWAL AND EXTENSION OF CONTRACT

BRPL may at its sole discretion consider renewal and extension of the contract for a period of 1 year. Such a decision for extension, if envisaged shall be taken during the 10th month of the contract duration. BRPL reserves the right not to renew and extend the contract beyond contract duration of 1 year.

Illustrative criteria for possible renewal and extension of vendor are published in Table 11. BRPL reserves the right to add to the list of criteria at the time of extension.

BRPL shall notify the vendor of any possible extension or request the vendor to furnish additional information during the 10th month of contract.

TABLE 9 ILLUSTRATIVE CRITERIA FOR RENEWAL AND EXTENSION OF VENDOR

S. No.	Parameter	Illustrative Criteria to be fulfilled
1	Meter Reading Download Percentage	The meter reading download percentage should be higher than the Target Download Percentage for the cycle, for at least 80% of the number of cycles. (refer Annexure 9 and Annexure 10 for details)
2	Bill Distribution Performance	Distribution with all bill with ~100% PoD within defined cycle time
3	Cases of Misconduct	No cases of misconduct should be reported at any time whatsoever.
4	Skill Level of Workforce	Technical and Soft skills evaluation to be conducted by BRPL in 9 th month, the score should be as follows: <ul style="list-style-type: none"> • More than 75% of the MR workforce should have scored greater than 60% marks

10. POST AWARD PROCESS

The vendor shall submit resumes of MR Supervisors and BD Supervisors within 2 days of Award of Contract for approval and selection by BRPL. BRPL shall conduct interview of Area Coordinators, MR Supervisors and BD Supervisors within 4 days of Award of Contract and provide inputs to vendor for further action and deployment.

The vendor shall collate the following documents for Meter Reader, Bill Distributor, MR Supervisor, BD Supervisor and Area Coordinator within two weeks of mobilization:

1. Educational Qualification Certificate: Certificate and mark-sheet of all manpower demonstrating the highest educational qualification of all personnel
2. Permanent Address Proof : Supporting document for permanent address proof of all personnel
3. Identity Proof: Copy of PAN card should be submitted as identity proof, for all personnel.

Vendor shall share the above information on demand from BRPL.

Vendor 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.

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 all personnel is complete and back-ground reports have been prepared to this effect within 1 month of deployment.

11. PARAMETERS FOR EVALUATION OF METER READING

The efficacy of meter-reading would be measured on the following parameters:

1. Timeliness: All meters within a cycle must be read within pre-defined timelines.
2. Accuracy: All meters must be downloaded along with other relevant exceptions/information to be captured.

Download Percentage = (Number of meters from which the data has been downloaded)/ (Number of meters from which data can be downloaded). An illustration of calculation of download percentage is shown in Annexure 5.

12. TRAINING AND EVALUATION

(i) TRAINING

The following technical training shall be provided by BRPL within a month of award of the contract and as required from time to time:

1. Meter Reading Administrative Training

Meter Reading administrative process training would include:

- Mechanism for issue and return of MRIs

- Reporting Mechanism
- Escalation of issues, field problems related to meter-reading and MRI problems.

2. Bill Distribution Administrative Training

Bill Distribution administrative process training would include:

- Mechanism for collection and return of Bills and PoDs
- Reporting Mechanism
- Escalation of issues, field problems related to Bill Distribution

3. MRI Usage Training

The MRI usage Training would include:

- Thorough understanding of how to operate MRI (navigation through process steps)
- Understanding the steps for downloading data from the meter
- Recording other Information and Exceptions accurately

The vendor can make a request for training in the format specified in Annexure 15.

(ii) EVALUATION

BRPL shall evaluate MRBD personnel on administrative, technical and soft-skills from time to time. BRPL shall share the evaluation methodology with the vendor before administering the tests. This evaluation would be done at the following three instances:

- 1) Within One month of mobilization of the workforce
- 2) 9th month of the contract

The scores of MRBD personnel after evaluation would be communicated to the vendor. The scores can serve as an input for possible renewal of contract if envisaged by BRPL.

13. PERFORMANCE BANK GUARANTEE

13.1 CONTRACTOR shall furnish the Security Performance Bank Guarantee in the prescribed format (Appendix I) within 15 days from the date of issue of Order for due performance of the provisions of Work Order.

13.2 The Security Performance Bank Guarantee shall be of 5% of the yearly contract value and shall be valid till contract period, plus three (3) months towards claim period. This amount shall remain fixed during the currency of the contracts. No change in value of BGs shall be made during the contract tenure due to change in contract value.

13.3 The Security Performance Bank Guarantee shall be issued from any nationalized / scheduled bank as per company format.

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

13.5 In the event, in Company sole judgment, the Contractor has fulfilled all its obligations under this Contract, Company shall release the security performance bank guarantee without interest, within seven (7) days from the last date up to which the performance bank guarantee is to be kept valid or if it is assessed by the Company that Contractor has not fulfilled its obligation then the performance bank guarantee shall be extended by the Contractor till that period as requested by the Company.

14. PENALTY FOR NON-COMPLIANCE OF STATUTORY REGULATIONS

If any non-compliance of any Statutory Obligation is observed then 10% of the outstanding monthly payment will be hold, however; if non-compliance is continued, penalty will be levied as follows:

- a) 25% of hold amount will be converted into penalty if Non-compliances are not closed within 15 days
- b) 50% of hold amount will be converted into penalty if Non-compliances are not closed within 30 days
- c) Termination of contract in case non compliances' are not cleared after show cause in writing.

15. LIQUIDATED DAMAGES

1. Vendor shall ensure that the jobs are carried out in accordance with the terms and conditions of this Contract. If the jobs are not carried out to the satisfaction of the authorized personnel whose decision will be final and binding, including events of delay for reasons attributable to the Vendor, the Vendor shall be liable to pay and / or reimburse to the Company a sum
 - a) Equivalent to charges plus 30% over head charges will be recovered from the Vendor's invoice;
 - b) Equivalent to 0.5 % of the order value for each week or part thereof on delayed part or unexecuted part thereof until the actual date when the job is completed up to a maximum deduction of 5% of order value. Once the maximum deduction is reached the Company may consider termination of contract, at its sole discretion, without any liabilities to the Company.
2. The parties agree that the above amounts, including the amounts set out in the provisions relating to penalty, are a reasonable estimate of the additional expenses required to be incurred by the Company due to the breach by Vendor of the terms of this Contract. The Company shall be entitled to set off the entire amounts due from the Vendor against the Rates payable by Company to the Vendor.

16.A STATUTORY OBLIGATIONS:

The Contractor shall take all steps, necessary or otherwise, to comply with the various applicable laws/rules/regulations/ notifications, including, but not limited to, the provisions of Contract Labour (Regulation & Abolition Act) 1970 as amended, Minimum wages Act, 1984, Workman Compensation Act, ESI Act, PF Act, Gratuity Act, Bonus Act and all other applicable laws and rules framed there

under including any statutory approval required from the Central/State Governments, Ministry of Labour.

The Contractor shall, prior to commencement of the jobs under this Contract, furnish to the Company the permanent Provident Fund Code numbers and ESI of its employees.

Contractor shall bear the entire responsibility, liability and risk relating to coverage of its workforce under different statutory regulations including Workman'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 such as Provident Fund, Bonus, Retrenchment Compensation, Leave etc. applicable as per the various statutory laws/regulations and shall keep the Company indemnified in this regard against any claim. The Company shall entitled to deduct from any money due to or to 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 to the sum payable by Contractor under the provisions of this clause.

16.B STATUTORY PERMISSION/ APPROVALS:

The Contractor shall take all steps as may be necessary to comply with the various applicable laws/rules including the provisions of contract labour (Regulation & Abolition Act) 1970 as amended, minimum wages Act, 1984, Workman Compensation Act, ESI Act, PF Act, Bonus Act and all other applicable laws and rules framed there under including any statutory approval required from the Central/State Govt. Ministry of Labour. Broadly, the compliance shall be as detailed below, but not limited to :

The Contractor must submit the following before awarding First Order and these shall be renewed time to time:

- a) PF Code No. and all employees to have PF A/c No. under PF Act, 1952.
- b) All employees to have a temporary or permanent ESI Card as per ESI Act.
- c) ESI Registration No.
- d) GST registration number, if applicable.
- e) PAN No.
- f) Labour License under Contract Labour Act (R & A) Act 1970

(All Engineer-in-charge responsible for execution of the job should obtain a copy of Labour License as per guidelines of HR department before start of the work by the contractor.)

The Contractor must follow:

- a) Third party Insurance Policy before start of work.
- b) To follow Minimum Wages Act prevailing in the state.
- c) Salary / Wages to be distributed in presence of representative of Company's representative not later than 7th of each month.
- d) To maintain Wage- cum - Attendance Register.
- e) To maintain First Aid Box at Site.
- f) 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) Workman Compensation Policy .
- h) Labour license before start of work.

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.

17. WORKMEN COMPENSATION:

The Contactor shall take insurance policy at his own cost under the Workman Compensation Act to cover such workers who are not covered under ESI and PF by the VENDER 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 worker involve other than those who are covered under ESI and PF by the VENDER, the VENDER shall certify for the same.

The VENDER 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 VENDER 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.

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

18.A THIRD PARTY INSURANCE:

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.

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.

18.B ACCIDENTAL INSURANCE POLICY:

Before commencing the execution of the work the CONTRACTOR shall take Accidental insurance policy for the staff engaged by him for this work to insure against any loss of life which may occur during the contract for the work of the COMPANY. The policy shall have coverage of Rs. 10 Lacs (Table C- Death + Permanent Total Disability + Partial permanent Disability due to external

accidents). 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 without any liability on BRPL. The premium amount for such life cover policy shall be borne by the contractor. The contractor shall furnish copy of policy when demanded by BRPL.

19. SAFETY CODE:

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 and shall be entirely responsible for the complete safety of their workmen as well as other workers at site and premises during execution of contract.

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

The contractor employing two hundred employees or more, including contract workers, shall have a safety co-ordinator in order to ensure the implementation of safety requirements of the contract and a contractor with lesser number of employees, including contract workers, shall nominate one of his employees to act as safety co-ordinator 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.

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

In case of any accident, the contractor shall immediately submit a statement of the same to the owner and the safety officer, containing the details of the accident, any injury or casualties, 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 the owner at the end of each month.

20) ENVIRONMENTAL, HEALTH & SAFETY PLAN:

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

- (i) Comply with all of the elements of the EHS Plan and any regulations applicable to the work
- (ii) Comply with the procedures provided in the interests of Environment, Health and Safety
- (iii) Ensure that all of their employees designated to work are properly trained and competent
- (iii) 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 suppliers' instructions
- (iv) 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
- (v) Provide details of any hazardous substances to be brought onsite
- (vi) Ensure that a responsible person accompanies any of their visitors to site

All contractors' staff is accountable for the following:

1. 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
2. Keep tools in good condition
3. Report to the Supervisor any unsafe or unhealthy condition or any defects in plant or equipment
4. Develop a concern for safety for themselves and for others
5. Prohibit horseplay
6. Not to operate any item of plant unless they have been specifically trained and are authorized to do so.

21. GOVERNING LAW AND ARBITRATION

1. Governing Law: This Work Order shall be governed by the laws of India and each party submits to the exclusive jurisdiction of the courts in New Delhi.
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 three arbitrators. The parties shall be entitled to appoint one arbitrator each and the two arbitrators so appointed shall appoint the third arbitrator who shall act as presiding arbitrator. The party seeking to invoke arbitration shall appoint its arbitrator in its notice of arbitration. The other party shall appoint its arbitrator and intimate the same within thirty days of the receipt of the notice of arbitration. In the event that such party fails to appoint its arbitrator within the specified period the arbitrator named in the notice for arbitration shall decide the dispute as the sole arbitrator. 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.

22. REPRESENTATION, WARRANTIES AND GUARANTEES

The Vendor hereby represents warrants and guarantees that:

- (i) It is a legally recognized entity under the laws of India;
- (ii) The Contract contains valid and binding obligations and is enforceable in accordance with the terms hereof;
- (iii) 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 Contract;
- (iv) It has appraised itself of all applicable rules and regulations, and shall at all times comply with such rules and regulations;
- (v) It shall procure vehicles and manpower suitable for the purposes of this Contract to render services as contemplated in this Contract;
- (vi) 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;
- (vii) It shall procure all consents, licences, permits, approvals and certificates and authorizations as may be required from any governmental authority for the performance of services at the Site;
- (viii) It shall duly pay the duties, taxes and levies as are set out in this Contract, which are to be paid by the Vendor;

- (ix) There is no action, suit or proceeding, at law or in equity, or to the best of its knowledge, 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 result in a material adverse effect on its ability to perform its obligations under this Contract or on the validity or enforceability of this Contract;

23. FORCE MAJEURE

23.1 General

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 Contract, 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 Contract 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 Contract; 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 with Article 14.1

(I) SPECIFIC EVENTS OF FORCE MAJEURE

Subject to the provisions of Article 14.1, Events of Force Majeure shall include only the following to the extent that they or their consequences satisfy the above requirements:

1. The following events and circumstances:
 - a. 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\
 - b. Explosions or fires or flood
2. Public disorder, insurrection, rebellion, sabotage, riots or violent demonstrations of a local character;
3. Declaration of the Site as war zone.
4. Any order, regulation, directive, requirement from any Governmental, legislative, executive or judicial authority.

(II) NOTICE OF EVENTS OF FORCE MAJEURE

If a force majeure event prevents a party from performing any obligations under the Contract 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 Contract 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.

(III) MITIGATION OF EVENTS OF FORCE MAJEURE

The Vendor 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 Contract;
- (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.

(IV) BURDEN OF PROOF

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 Contract. 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.

(V) TERMINATION FOR CERTAIN EVENTS OF FORCE MAJEURE

If any obligation of any Party under the Contract 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 Contract the Contract 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.

24. REPLACEMENT OF RESOURCE(S)

1. Should the Company consider at its sole judgment that the persons provided by the Vendor as unsuitable for the job for whatsoever reason, the Company will have the option either (i) for prompt replacement at his cost or (ii) to terminate this order in part or as a whole.
2. If the Company finds any employee of the Vendor guilty of any misconduct, incompetence or negligence, the Vendor shall, if so intimated by the Company shall at once remove such employee and replace him by a qualified and competent substitute. Vendor shall keep the Company informed of all manpower replacements and all such data shall be submitted to the AM(PS) along with personal & qualification details..

3. If any employee of the Vendor found included in unfair practices or causing direct or indirect damage to Company Image / Property /Revenue immediate action to be taken by the vendor and Company to be suitably compensate for the loss incurred by the Company.

25. HUMAN RESOURCE ISSUES

1. The Vendor would execute these works through their own resources.
2. The Vendor shall bear all expenses/cost to be incurred towards salary, allowances, perks, traveling 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 currency of this Agreement. Also, the Vendor shall be sole responsible for making payment for Hospitalization, Compensation thereof in case of any accident & injury.
3. ID CARD: No contractor will issue any ID cards to their staff on their own .All ID Cards for the workforce will be issued by BRPL Security ID Card Cell only. Contractors 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 vendor in case of violation of the above rule.Contractors shall submit the detail list of the employees that they are going to be hire to BRPL Security before start of the contract.
BRPL may review/revise ID card Policy including penalty which would be implemented during the tenure of contract. This shall be at the sole discretion of BRPL and contractor shall fully comply with this at every stage.
4. The Vendor to deploy their manpower immediately for carrying out the work as specified above.
5. The Vendor should ensure that there are no disputes regarding service, payment etc of the persons engaged by him, anytime during the currency of the contract. At no point of time during the currency of contract, the Vendor's employees shall insist upon the Company for employment, wages, and allowances or any other related matter, payment etc.
6. The Vendor shall not deploy the manpower below the age of 18 years or above the age of 58.
7. The CONTRACTOR shall not deploy the female manpower between 7 PM to 6 AM.
8. The Vendor shall be directly responsible for any / all disputes arising between him and his persons and keep the Company indemnified against all losses, damages and claims arising thereof. The Vendor shall resolve any dispute of their manpower. All the legal dues of their manpower is to be paid on due date or within 8 days on the termination of manpower.
9. All safety wears required for the Vendor's manpower during the execution of work must be provided by the Vendor at his own cost and he shall ensure that his employees regularly use such safety gears.
10. The Vendor shall be responsible for discipline of his manpower and shall adhere to the disciplinary procedure set by the Company. The Company shall be at liberty to object to the presence of any representative or employees of the Vendor, if in the opinion of the Company such manpower has done any act of misconduct or negligence or otherwise undesirable, then the Vendor shall remove such a person objected to and provide a competent replacement immediately. .The Vendor will ensure that none of the associate is engaged in any unlawful activities or any other activity subversive of the Client's interest failing which suitable action may be taken against the Vendor as per the terms & conditions of the Agreement. The Vendor will ensure that none of the manpower engaged by them will demonstrate before the offices of the Client with respect to their grievances. In case any of the manpower engaged by Vendor is found indulging in such activities, the Vendor will take suitable action against such of their employees.

11. The Vendor shall ensure compliance with minimum wage requirements of the correct category and ensure the following

- a) 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. Compliance with all other relevant PF, ESI and Insurance laws as applicable per statute. Challans / Receipt issued by Statutory Authorities like Regional Provident Fund Commissioner (RPFC)/including their own Pension Provident Fund Trust for previous month & proof of payment towards compliance of other statutory provisions like E.S.I., GST etc. VENDOR will also produce challan/receipt with respect to payment of GST as a proof for such statutory payment before the same is released by the Client.
- b) Vendor shall comply with provisions of the Payment of Wages Act. 1936, Minimum wages Act-1948, Employees Provident Fund & Miscellaneous Provision Act. 1952, ESI Act 1948, Employer'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 or any other Act relating to rules made hereunder from time to time. For the said purpose the vendor 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 Client the Code No. allotted by the RPFC & ESI Authorities within one month from the date of commencement of the assignment.
- c) Contractor shall disburse the salary of his staff through ECS only on or before 7th of every month

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

13. The Vendor 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 Vendor as per the terms and condition of this order.

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

15. The Vendor'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 Vendor'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 Vendor or from any of the invoices payable to him or failing which it shall be recovered as per law.

16. The Vendor shall confirm in writing that he will follow and comply all the statutory acts applicable 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).

- The Child Labour (Prohibition and Regulation) Act, 1986.
- The Contract Labour (Regulation and Abolition) Act, 1970.
- The Employee's Pension Scheme, 1995.
- The Employee's Provident Funds and miscellaneous provisions Act, 1952.
- The Employees State Insurance Act, 1948.
- The Industrial Disputes Act, 1947.

- The Maternity Benefit Act 1961.
- The Minimum Wages Act, 1948.
- The Payment of Bonus Act, 1965.
- The Payment of Gratuity Act, 1972.
- The payment of Wages Act, 1936.
- The Delhi Shops & Establishment Act, 1954.
- The Workmen's Compensation Act. 1923.
- The Employer's Liability Act, 1938.

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

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

18. Vendor 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 before claiming any payments for reference and records and these insurance policies shall be kept valid at all times.

19. 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 Vendor.

26. INDEMNIFICATION

The vendor shall indemnify, defend, save and hold harmless all directors, company and its employees against any and all suits, proceedings, actions, demands and third party claims for any loss, damage, cost and expense suffered by company on account of the negligence, act or omission inaction by the vendor or its employees under this Agreement. Agencies shall also wholly indemnify and compensate company against any theft, misappropriation, fraudulent act or omission, any collusion with customer/s, intentional recording of incorrect reading, 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 company.

The Vendor 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 vendor or its employees.

27. SEVERABILITY

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.

28. WAIVER OF RIGHTS

No delay or forbearance by either party 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.

29. Reports and Information

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 by company or at Company's behest. 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 of the contractor to submit the desires information in the revised format

30) RISK & COST :

If the Contractor fails to execute the work as per specification / as per the direction of Engineer's In-change within the scheduled period and even after the extended period, the contract shall got cancel and 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 the Contractor.

31. SECRECY CLAUSE

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.

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 Vendor during the executions of this order, if any, immediately after they have been used for agreed purpose.

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

The Vendor 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 Vendor and/or his employees.

The Vendor hereby covenant that the Vendor shall be responsible for theft if any committed by his staff and the vendor shall indemnify 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 Vendor of any of the terms and conditions of this contract. 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 contract as it may consider necessary or desirable and shall be entitled to recover from the vendor 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 Vendor but shall be final and binding on the Vendor.

32. AMENDMENT:

Any modification, amendment or other change to this Agreement shall be affected only by a written instrument signed by the authorized representatives of both the COMPANY and the CONTRACTOR

33. NON-EXCLUSIVITY

The award of this order to the Vendor 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 desecration places the order on any other party.

34. PREMATURE TERMINATION

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

- i) The Vendor fails to perform the meter reading & Bill Distribution as per requirement of the Company
- ii) The Vendor fails to perform the meter reading & Bill Distribution as per procedure mentioned here with;
- iii) It is found by the Company that the Vendor has intentionally manipulated the meter installation or corrupted the data, or disclosed any of the contents of the details to any third party.
- iv) The Vendor repudiates this order or otherwise evidences intention not to be bound by this order;
- v) The Vendor 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.
- vi) The Vendor breaches the Secrecy Clause.
- vii) If at any stage during the tenure of the work order , Vendor 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 of the Company.
- viii) The Company shall be entitled to deduct from any money due or to becomes due to the Vendor, money paid or payable by way of compensation as aforesaid or cost or expenses connection with any claims there to and the Vendor shall abide by the decision of the Company as to the sum payable by the Vendor under the provision of this clause.

34. LIMITATION OF LIABILITY

The Vendor's liability (except Third Party Liability; covered specifically under clause No 18 above) for all damages, losses, acts or omissions howsoever occasioned shall not at any time exceed an amount equivalent to three months of service fees payable to the Vendor.

35. VENDOR CODE OF CONDUCT

Vendor 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.bsedelhi.com) also, which shall be treated as a part of the contract.

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 contract.

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

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

36. ACCEPTANCE & TERMINATION

1. Acceptance of this Work Order expressly stipulates and includes acceptance of all terms and conditions enumerated in this Work Order, including, in the technical specification and drawings made available to Vendor consisting of general conditions, detailed scope of work, detailed technical specification & detailed equipment, drawing. Complete scope of work and the Vendor's and Company's contractual obligation are strictly limited to the terms set out in the order. No amendments to the concluded order shall be binding unless agreed to in writing for such amendment by both the parties.
2. The Contract can be terminated by either party by giving to the other one-months' notice in writing thereof. The Company reserves the right to terminate the contract without notice in case of unsatisfactory work or non-compliance with any of the above stated terms.
3. Notwithstanding anything contained in this Work Order, if, at any time during the course of the execution of the Work Order, the Company is of the view that the work under the Work Order is not being performed in accordance with the terms of this Work Order, the Company reserves the right to cancel this Work Order forthwith without assigning any reason and the Company shall be entitled to recover all damages and expenses, including losses suffered due to such non-performance or under performance.

SECTION-VI (ANNEXURE 2)

Format for Submission of Commercial Proposal/ PRICE BID FORMAT

[Date]

To,

Head C&M,

BRPL

Ref: NIT No <> ,

Dear Sir

Having examined the RFQ document no. <>, the receipt of which is duly acknowledged, <Name of Firm> offers to provide Meter Reading and Bill Distribution services to BRPL for <South I/ South II/ West I / West II circle> as per the scope of work laid out in the RFQ document.

The rate for providing this service is as follows in south area/west area:

S. N	Activity	Unit	Unit rates in Rs.			
			South-I	South-II	West-I	West-II
1	Providing Meter Reading Services for SLCC customers (X)	Each (per meter downloaded)				
2	Providing Bill Distribution Services for SLCC and MLCC customer (Y) with POD	Each (per bill distributed with POD)				
3	Providing Bill Distribution Services for SLCC and MLCC customer (Y') without POD	Each (per bill distributed without POD)				
4	E-Bill Charges greater Than the " Circle wise E-Bill Target" *	Each (per E-Bill)				

GST extra on above quoted rates

$Z = X (\text{South I/ South II/ West I / West II circle}) + Y (\text{South I/ South II/ West I / West II circle})$

*The consumer count given for Bill Distribution in ANNEXURE-3, may vary from time to time because of E-bills. The Vendor shall not have any right to claim any loss or object till the bill quantum reaches circle wise Target, i.e mentioned in Annexure 3 Table 16/17/18/19, Column F. If the E-bill consumer base increase more than the said figure of circle wise target it will be adjusted by paying as per quote. Vendor May quote this under Serial No 4.

We also agree to the following:

1. CONTRACTOR shall furnish the Security Performance Bank Guarantee in the prescribed format (Appendix I) within 15 days from the date of issue of Order for due performance of the provisions of Work Order.
2. The Security Performance Bank Guarantee shall be of 5% of the yearly contract value and shall be valid till contract period, plus three (3) months towards claim period. This amount shall remain fixed during the currency of the contracts. No change in value of BGs shall be made during the contract tenure due to change in contract value.
3. We will provide an indemnity bond for the MRIs @ Rs. 16000/MRI within one month from the date of award of the contract. The number of MRIs would be as specified by BRPL.
4. We agree for unconditional acceptance of all the terms and conditions in the tender document.
5. We agree that the Meter Readers, Bill Distributors, Meter-Reading Supervisors, Bill Distribution Supervisors and Area Coordinator who will be used to conduct the Meter Reading and Bill Distribution activity would meet the minimum qualifications criteria as specified in the RFQ document.
6. We agree that BRPL is not bound to accept the lowest area or any tender response that it may receive.
7. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the tender response without assigning any reason whatsoever.
8. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We also agree that we will comply with the following statutory laws, with respect to wages:

<List of Statutory Compliances, including wage compliance along with relevant skill category of manpower (Meter-Reader, Bill Distributor, MR Supervisor, BD Supervisor and Area Coordinator)>

Dated this Day of 2020
(Signature) (Designation)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)
Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that
..... who signed the above proposal is authorized to bind the corporation by authority of its governing body.

(Seal Here)

SECTION –VII ANNEXURES

ANNEXURE 1. FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL

[Date]

To,
Head C&M,
BRPL

Ref: NIT No <>

Dear Sir

Having examined the RFQ document no. <>, the receipt of which is duly acknowledged, <Name of Firm> offers to provide Meter Reading and Bill Distribution services to BRPL for < South I/ South II /West I/ West II circle> as per the scope of work laid out in the RFQ document.

Please find enclosed the details required for technical evaluation.

Yours truly,

(Signature)

Name

Designation

Company seal

S.No.1: Meter Reading Projects

Details of meter-reading projects (operational or completed) in the last 5 years (i.e. in or after 2015)

S.No.	
Name of Project	
Name of Electricity Utility	
Location (Districts Covered ,State)	
No. of Meters Read (Provide number of meters read on a monthly basis)	
Frequency of Billing	
Current Status: Operational / Completed	
Date of Issue of Work Order	
Date of Expiry of Work Order (inclusive of extensions)	
Tenure of Contract	
Size of Contract (in Rs. Lakhs)	
Consortium or Sole Party (If consortium, name of consortium members and name of lead member)	
Sub-Contractor Engaged (Y/N)	
Number of Meter Readers deployed to read above stated meters	
Number of Meter Readers (on Own Payroll), deployed to read above stated meters	
Number of Meter Readers on Subcontractor Payroll, deployed to read above stated meters	

S.No.2: Experience of Managing Meter Readers

Details of project where maximum numbers of Meter Readers were managed/ are being managed in a single district for an operational project or for projects completed.

S.No.	
Name of Project	
Name of Electricity Utility	
Location (Districts Covered ,State)	
Details of the Project where maximum number of Meter Readers were managed	
Name of District(s) / Area of Operation	
No. of Meters Covered (Provide number of meters covered on a monthly basis)	
Frequency of Billing	
Current Status: Operational / Completed	
Work Order Start Date	
Work Order Valid Till	
Tenure of Contract	
Size of Contract (in Rs. Lakhs)	
Consortium or Sole Party (If consortium, name of consortium members and name of lead member)	
Sub-Contractor Engaged (Y/N)	
Number of Meter Readers	
Number of Meter Readers (on Own Payroll)	
Number of Meter Readers on Subcontractor Payroll	

S.No.3: Bill Distribution Projects

Details of bill distribution projects (operational or completed) in the last 5 years (i.e. in or after 2015)

S.No.	
Name of Project	
Name of Client	
Current Status: Operational / Completed	
Date of Issue of Work Order	
Tenure of Contract	
Size of Contract (in Rs. Lakhs)	
Type of Documents Distributed: Bills, Notice, Information, Letters, Other Documents (please specify)	
Location of Operations	
No. of Customers Covered	
Frequency of Distribution	
Consortium or Sole Party (If consortium, name of consortium members and name of lead member)	
Other Vendor Engaged (Y/N)	
Number of Distribution Agents deployed on Project	
Number of Distribution Agents (on Own Payroll)	
Number of Distribution Agents on Vendor Payroll	

S.No.4: Experience of Managing Bill Distributors

Details of project where maximum numbers of Bill Distributors were managed/ are being managed in a single district for an operational project or for projects completed.

S.No.	
Name of Project	
Name of Electricity Utility	
Location (Districts Covered ,State)	
Details of the Project where maximum number of Meter Readers were managed	
Name of District(s) / Area of Operation	
No. of Customers (Provide number of customers covered on a monthly basis)	
Frequency of Billing	
Current Status: Operational / Completed	
Work Order Start Date	
Work Order Valid Till	
Tenure of Contract	
Size of Contract (in Rs. Lakhs)	
Consortium or Sole Party (If consortium, name of consortium members and name of lead member)	
Sub-Contractor Engaged (Y/N)	
Number of Bill Distributors	
Number of Bill Distributors (on Own Payroll)	
Number of Bill Distributors on Subcontractor Payroll	

S.No.5: Process Certification

Name of Certification	
Processes and Systems covered under certification	
Certification Date	
Certification Validity Date	
Accreditation Agency	

I, <Name of Representative>, hereby certify that the details provided above are correct. Any deviations in the details provided can be considered sufficient grounds for rejection of the bid.

Dated this Day of 2020
(Signature) (Designation)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)
Seal/Stamp of bidder

S.No.6: Format for Resume (add rows as required)

Proposed Position: Area coordinator

Name of Person:

Years with Firm:

Date of Birth:

Nature of Projects: Supervisory Experience

Date (From-To) Month/Year	Designation/Department	Description of Role	No of Direct Reports

Nature of Projects: Field/Operations Experience

Date (From-To) Month/Year	Designation/Department	Description of Role	Targets to be met

Work Experience / Employment History (Starting from the current/most recent employment)

Date (From-To) Month/Year	Designation/Department	Name of Company	Location

Education (Starting from the most recent)

Degree	Date (From -To) Month/Year	Subject	Institution/Location

**ANNEXURE 2. FORMAT FOR SUBMISSION OF COMMERCIAL
PROPOSAL/ PRICE BID FORMAT**

PLEASE REFER SECTION VI OF THIS TENDER DOCUMENT

ANNEXURE 3. CUSTOMER BASE OF SOUTH AND WEST AREA

TABLE 10 METER READING CUSTOMER BASE – SOUTH-I AREA

S.No.	Data Centre	Customer Category	Number of Customers	Number of MRIs
1	SARITA VIHAR	SLCC	129694	33
2	ALAKNANDA	SLCC	100901	30
3	NIZAMUDDIN	SLCC	89729	32
4	NEHRU PLACE	SLCC	51236	17
5	KHANPUR	SLCC	194344	51
6	NEW FREINDS COLONY	SLCC	101313	24
Total			667217	187

TABLE 11 METER READING CUSTOMER BASE – SOUTH-II AREA

S.No.	Data Centre	Customer Category	Number of Customers	Number of MRIs
1	SAKET	SLCC	165024	38
2	VASANT KUNJ	SLCC	114222	23
3	HAUZ KHAS	SLCC	55987	21
4	R.K. PURAM	SLCC	57396	21
Total			392629	103

TABLE 12 METER READING CUSTOMER BASE – WEST-I AREA

S.No.	Data Centre	Customer Category	Number of Customers	Number of MRIs
1	PUNJABI BAGH	SLCC	79552	20
2	JAFFARPUR	SLCC	40076	17
3	NAJAFGARH	SLCC	136628	38
4	MUNDKA	SLCC	76915	19
5	NANGLOI	SLCC	135929	31
Total			469100	125

TABLE 13 METER READING CUSTOMER BASE – WEST-II AREA

S.No.	Data Centre	Customer Category	Number of Customers	Number of MRIs
1	VIKASPURI	SLCC	107480	22
2	DWARKA	SLCC	136491	26
3	PALAM	SLCC	192678	38
4	JANAKPURI	SLCC	139275	39
5	TAGORE GARDEN	SLCC	146546	39
6	UTTAM NAGAR	SLCC	86828	23
7	MOHAN GARDEN	SLCC	95944	22
Total			905242	209

TABLE 14 BILL DISTRIBUTION CUSTOMER BASE - SOUTH-I AREA

DIVISION	SLCC (Including Paperless Bills) (A)	MLCC (Including Paperless Bills) (B)	Total Consumer Base (Including Paperless Bill) (C)	Actual Paperless Bill as of Nov'19 (D)	Target Paperless Bill over and above Nov'19 Actual Paperless Bills (E)	Total Target e bill for FY20-21 & FY21-22 (F)
ALAKNANDA	99929	13842	113771	5474	3225	8699
KHANPUR	192992	576	193568	5858	3452	9310
NEHRU PLACE	50793	13607	64400	3555	2095	5650
NIZAMUDDIN	89027	11942	100969	5610	3306	8916
SARITA VIHAR	126160	1584	127744	3105	1830	4935
NEW FREINDS COLONY	99228	6413	105641	5818	3428	9246
South-I	658129	47964	706093	29420	17335	46755

TABLE 15 BILL DISTRIBUTION CUSTOMER BASE - SOUTH-II AREA

DIVISION	SLCC (Including Paperless Bills) (A)	MLCC (Including Paperless Bills) (B)	Total Consumer Base (Including Paperless Bill) (C)	Actual Paperless Bill as of Nov'19 (D)	Target Paperless Bill over and above Nov'19 Actual Paperless Bills (E)	Total Target e bill for FY20-21 & FY21-22 (F)
SAKET	163432	15044	178476	16587	9774	26361
VASANT KUNJ	112140	5540	117680	5829	3435	9264
R.K. PURAM	56991	8054	65045	4455	2625	7080
HAUZ KHAS	55636	17379	73015	7764	4575	12339
South-II	388199	46017	434216	34635	20408	55043

TABLE 16 BILL DISTRIBUTION CUSTOMER BASE – WEST-I AREA

DIVISION	SLCC (Including Paperless Bills) (A)	MLCC (Including Paperless Bills) (B)	Total Consumer Base (Including Paperless Bill) (C)	Actual Paperless Bill as of Nov'19 (D)	Target Paperless Bill over and above Nov'19 Actual Paperless Bills (E)	Total Target e bill for FY20-21 & FY21-22 (F)
NAJAFGARH	135656	3457	139113	5656	3333	8989
JAFFARPUR	39898	2076	41974	937	552	1489
NANGLOI	133928	3958	137886	5487	3233	8720
MUNDKA	76326	1804	78130	2639	1555	4194
PUNJABI BAGH	78578	8244	86822	5927	3492	9419
West - I	464386	19539	483925	20646	12165	32811

TABLE 17 BILL DISTRIBUTION CUSTOMER BASE – WEST-II AREA

DIVISION	SLCC (Including Paperless Bills) (A)	MLCC (Including Paperless Bills) (B)	Total Consumer Base (Including Paperless Bill) (C)	Actual Paperless Bill as of Nov'19 (D)	Target Paperless Bill over and above Nov'19 Actual Paperless Bills (E)	Total Target e bill for FY20-21 & FY21-22 (F)
JANAKPURI	138741	8746	147487	12937	7623	20560
TAGORE GARDEN	145110	3783	148893	6313	3720	10033
VIKASPURI	106385	2278	108663	7976	4700	12676
UTTAM NAGAR	86171	894	87065	7527	4435	11962
MOHAN GARDEN	94577	426	95003	7735	4558	12293
PALAM	191660	2351	194011	14718	8672	23390
DWARKA	135591	2459	138050	15401	9075	24476
West - II	898235	20937	919172	72607	42783	115390

ANNEXURE 4. LOCATIONS OF DATA CENTRES & AREA OFFICES

TABLE 18 LOCATIONS OF DATA CENTRES

S. No.	Circle	Data Centre	Address
1	South-I	ALAKNANDA	E-Block, Near Gurudwara, Greater Kailash- 2 , NEW DELHI-110048
2	South-I	KHANPUR	BSES Sub-Stn. Near Petrol pump,MB Road,Pul Pahladpur,ND-110044
3	South-I	NEHRU PLACE	E-Block , Substation Building, East of kailash (Adjacent to Nirula's), New Delhi
4	South-I	NIZAMMUDIN	BSES OFFICE, NIZAMUDDIN (W),Near Petrol Pump, NEW DELHI – 110013
5	South-I	SARITA VIHAR	Community Centre New Friends Colony N.D-65
6	South-I	NEW FREINDS COLONY	BSES Sub Station Building, Community Center New Friends Colony, New Delhi - 110065
7	South-II	SAKET	33 KV Grid, BSES Bhawan, Adchini , ND-110017
8	South-II	VASANT KUNJ	33 KV Grid, BSES Bhawan, Adchini , ND-110017
9	South-II	R K PURAM	Grid Building, West area Block, Sec-I R.K Puram, New Delhi-110066
10	South-II	HAUZ KHAS	A-1/27,Safdarjung Enclave, New Delhi-110029
11	West-I	NAJAFGARH	220 KV Grid Sub Station, Najafgarh, New Delhi-110043
12	West-I	JAFFARPUR	220 KV Grid Sub Station, Najafgarh, New Delhi-110043
13	West-I	NANGLOI	S/Stn. Bldg.I Guruharkrishan Nagar,Paschim Vihar New Delhi-87
14	West-I	MUNDKA	Mundka complaint centre,Near Petrol Pump,Main Rohtak Road, New Delhi-110041
15	West-I	PUNJABI BAGH	Road no-43,West area Punjabi Bagh, ND-110026
16	West-II	JANAK PURI	G-8, Maya Enclave, Hari Nagar, New Delhi-110064
17	West-II	TAGORE GARDEN	BSES Tagore Garden Office ,Near Central Market, Tagore Garden, ND-110027
18	West-II	VIKAS PURI	Distt. Centre Janak Puri , Vikas puri, New Delhi-110058
19	West-II	PALAM	C-2-D, Dabri Mour, Pankha Road, New Delhi-110058
20	West-II	DWARKA	C-2 D, Dabri More Pankha Road, New Delhi-110058
21	West-II	Uttam Nagar	Distt. Centre Janak Puri , Vikas puri, New Delhi-110058
22	West-II	Mohan Garden	Distt. Centre Janak Puri , Vikas puri, New Delhi-110058
23	South	Area Office	BSES OFFICE, NIZAMUDDIN (W),Near Petrol Pump, NEW DELHI – 110013
24	West	Area Office	G-8, Maya Enclave, Hari Nagar, New Delhi-110064

MRs, MR Supervisors, BDs and BD Supervisors shall be posted in the respective Data Centers whereas Area Coordinators shall be posted in the South/West Area Office.

ANNEXURE 5. ILLUSTRATION FOR CALCULATION OF DOWNLOAD PERCENTAGE

TABLE 19 CALCULATION OF DL%

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	0.95 (1a/(1a+1b+1c+1d+1e)) 0.95

For Incentive:

Total Number of Meters Downloaded (1a) = 950

Total Number of Downloadable Meters (1a+1b+1c+1d+1e) = 1000

Download Percentage = 950/1000 = 95%

For Penalty:

Total Number of Meters Downloaded (1a) = 950

Total Number of Downloadable Meters (1a+1b+1c+1d+1e)-*Exceptions

*Exception cases:

Meter Reader Exceptions punched in PDS- NEW				
Sr. No.	Reading_Type	Remarks	Responsibility	
			BRPL	Agency
1	Manual Reading	Box Cable Prob.	Y	
2		Communication Problem	Y	
3		Port Not Accessible	Y	
4		Consumer Box Locked		Y
5		Meter On Height	Y	
6		Mismatch	Y	
7	No Reading	Entry Not Allowed		Y
8		Meter On Height	Y	
9		Meter Box Locked		Y
10		Meter Burnt-Direct Supply	Y	
11		Meter Burnt-No Direct Supply	Y	
12		Meter Disconnected	Y	
13		Meter Not Traceable	Y	
14		No Display	Y	
15		No Supply		Y
16		Premises Locked		Y
17		Site Demolished	Y	
18	Download Reading	Meter Changed	Y	
19		Meter Mismatch	Y	
20	Not Attempted			Y

For Eg: Exceptions are coming to be 7 nos.

Then, Download Percentage = 950/(1000-7) = 950/993 = 95.66%

Serial Numbers 2a, 2b, 2c, 2d, 3a, 3b, 3c and 3d are not considered for calculation of download percentage.

ANNEXURE 6. CURRENT MANPOWER FOR METER READING & BILL DISTRIBUTION

METER READERS & BILL DISTRIBUTORS – SOUTH-I AREA

S.No.	Data Centre	Number of Meter Readers	No. Of Bill Distributors
1	SARITA VIHAR	33	19
2	ALAKNANDA	30	20
3	NIZAMUDDIN	32	18
4	NEHRU PLACE	17	14
5	KHANPUR	51	25
6	NEW FREINDS COLONY	24	18
	TOTAL	187	114

METER READERS & BILL DISTRIBUTORS – SOUTH-II AREA

S.No.	Data Centre	Number of Meter Readers	No. Of Bill Distributors
1	SAKET	38	27
2	VASANT KUNJ	23	24
3	HAUZ KHAS	21	16
4	R.K. PURAM	21	15
	Total	103	82

METER READERS & BILL DISTRIBUTORS – WEST-I AREA

S.No.	Data Centre	Number of Meter Readers	No. Of Bill Distributors
1	PUNJABI BAGH	20	17
2	JAFFARPUR	17	8
3	NAJAFGARH	38	21
4	MUNDKA	19	13
5	NANGLOI	31	16
	Total	125	75

METER READERS & BILL DISTRIBUTORS – WEST-II AREA

S.No.	Data Centre	Number of Meter Readers	No. Of Bill Distributors
1	VIKASPURI	22	13
2	DWARKA	26	15
3	PALAM	38	24
4	JANAKPURI	39	19
5	TAGORE GARDEN	39	20
6	UTTAM NAGAR	23	11
7	MOHAN GARDEN	22	14
	Total	209	116

ANNEXURE 7. SOUTH AREA DIVISIONS – MONTHLY TARGET DOWNLOAD PERCENTAGE

Circle	Div	Base Month	Month1	Month2	Month3	Month4	Month5	Month6	Month7	Month8	Month9	Month10	Month11	Month12
S-I	ALN	98.77%	98.81%	98.84%	98.88%	98.91%	98.98%	99.04%	99.10%	99.16%	99.21%	99.25%	99.29%	99.33%
S-I	KHP	98.77%	98.80%	98.83%	98.86%	98.89%	98.94%	99.00%	99.05%	99.11%	99.14%	99.18%	99.21%	99.25%
S-I	NHP	98.57%	98.61%	98.65%	98.69%	98.73%	98.80%	98.87%	98.94%	99.01%	99.06%	99.11%	99.15%	99.20%
S-I	NZD	98.37%	98.42%	98.47%	98.53%	98.58%	98.68%	98.77%	98.87%	98.97%	99.03%	99.09%	99.16%	99.22%
S-I	SVR	95.71%	95.89%	96.08%	96.26%	96.45%	96.78%	97.11%	97.45%	97.78%	98.00%	98.22%	98.44%	98.67%
S-I	NFC	95.11%	95.32%	95.54%	95.76%	95.98%	96.37%	96.76%	97.15%	97.54%	97.80%	98.06%	98.32%	98.58%
South-1		97.55%	97.64%	97.74%	97.83%	97.92%	98.09%	98.26%	98.43%	98.59%	98.71%	98.82%	98.93%	99.04%
S-II	SKT	98.51%	98.55%	98.59%	98.63%	98.68%	98.76%	98.83%	98.91%	98.99%	99.04%	99.09%	99.14%	99.19%
S-II	VKJ	97.71%	97.80%	97.89%	97.98%	98.06%	98.22%	98.38%	98.54%	98.69%	98.80%	98.90%	99.01%	99.11%
S-II	RKP	98.49%	98.53%	98.58%	98.62%	98.67%	98.75%	98.83%	98.91%	98.99%	99.05%	99.10%	99.16%	99.21%
S-II	HKS	98.41%	98.46%	98.51%	98.55%	98.60%	98.69%	98.77%	98.86%	98.94%	99.00%	99.05%	99.11%	99.17%
South-2		98.33%	98.34%	98.39%	98.45%	98.50%	98.60%	98.70%	98.80%	98.90%	98.97%	99.04%	99.10%	99.17%
BRPL South		97.84%	97.99%	98.06%	98.14%	98.21%	98.35%	98.48%	98.61%	98.75%	98.84%	98.93%	99.02%	99.11%

ANNEXURE 8. WEST AREA DIVISIONS – MONTHLY TARGET DOWNLOAD PERCENTAGE

Circle	Div	Base Month	Month1	Month2	Month3	Month4	Month5	Month6	Month7	Month8	Month9	Month10	Month11	Month12
W-I	NJF	95.23%	95.43%	95.64%	95.84%	96.05%	96.41%	96.78%	97.15%	97.52%	97.76%	98.01%	98.25%	98.50%
W-I	JFR	97.46%	97.56%	97.66%	97.76%	97.86%	98.04%	98.22%	98.40%	98.58%	98.70%	98.82%	98.94%	99.06%
W-I	NGL	96.81%	96.94%	97.07%	97.21%	97.34%	97.58%	97.82%	98.06%	98.30%	98.46%	98.62%	98.78%	98.94%
W-I	MDK	98.42%	98.47%	98.52%	98.57%	98.62%	98.71%	98.80%	98.89%	98.98%	99.04%	99.10%	99.16%	99.22%
W-I	PJB	97.76%	97.84%	97.92%	98.01%	98.09%	98.24%	98.39%	98.54%	98.69%	98.78%	98.88%	98.98%	99.08%
West-1		97.19%	97.25%	97.36%	97.48%	97.59%	97.80%	98.00%	98.21%	98.41%	98.55%	98.69%	98.83%	98.96%
W-II	JKP	98.67%	98.70%	98.74%	98.77%	98.80%	98.87%	98.93%	98.99%	99.06%	99.10%	99.14%	99.18%	99.22%
W-II	TGN	97.31%	97.41%	97.52%	97.62%	97.73%	97.92%	98.11%	98.30%	98.49%	98.62%	98.75%	98.87%	99.00%
W-II	VKP	97.44%	97.54%	97.65%	97.75%	97.85%	98.04%	98.22%	98.41%	98.59%	98.71%	98.84%	98.96%	99.08%
W-II	UTN	98.74%	98.77%	98.80%	98.83%	98.87%	98.92%	98.98%	99.04%	99.10%	99.13%	99.17%	99.21%	99.25%
W-II	W2MGN	97.54%	97.63%	97.73%	97.82%	97.91%	98.08%	98.25%	98.42%	98.58%	98.70%	98.81%	98.92%	99.03%
W-II	W2PLM	98.09%	98.15%	98.22%	98.28%	98.35%	98.47%	98.59%	98.70%	98.82%	98.90%	98.98%	99.06%	99.14%
W-II	W2DWK	98.47%	98.52%	98.57%	98.63%	98.68%	98.77%	98.87%	98.96%	99.05%	99.12%	99.18%	99.24%	99.31%
West-2		98.14%	98.10%	98.17%	98.24%	98.31%	98.44%	98.56%	98.69%	98.81%	98.90%	98.98%	99.06%	99.15%
BRPL West		97.82%	97.76%	97.85%	97.93%	98.02%	98.18%	98.34%	98.49%	98.65%	98.76%	98.86%	98.97%	99.07%
BRPL		97.83%	97.87%	97.95%	98.04%	98.12%	98.26%	98.41%	98.55%	98.70%	98.80%	98.90%	98.99%	99.09%

**ANNEXURE 9.
PERCENTAGE**

SOUTH-I & SOUTH-II AREA DIVISIONS- CYCLE WISE TARGET DOWNLOAD

sdo	Portion	Division	Cycle	New_code	Month0	Month1	Month2	Month3	Month4	Month5	Month6	Month7	Month8	Month9	Month10	Month11	Month12
2510	41011	S1ALN	1	11	98.29%	98.35%	98.41%	98.47%	98.53%	98.64%	98.74%	98.85%	98.96%	99.03%	99.11%	99.18%	99.25%
2510	41012	S1ALN	2	12	98.70%	98.73%	98.77%	98.80%	98.84%	98.90%	98.96%	99.02%	99.08%	99.13%	99.17%	99.21%	99.25%
2510	41013	S1ALN	3	13	98.55%	98.59%	98.64%	98.68%	98.72%	98.80%	98.88%	98.96%	99.04%	99.09%	99.14%	99.20%	99.25%
2510	41014	S1ALN	8	14	98.76%	98.79%	98.82%	98.85%	98.88%	98.94%	98.99%	99.05%	99.10%	99.14%	99.18%	99.21%	99.25%
2510	41021	S1ALN	4	21	98.85%	98.87%	98.90%	98.92%	98.95%	98.99%	99.04%	99.08%	99.13%	99.16%	99.19%	99.22%	99.25%
2510	41022	S1ALN	5	22	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%
2510	41023	S1ALN	6	23	98.60%	98.65%	98.69%	98.73%	98.77%	98.84%	98.91%	98.98%	99.06%	99.10%	99.15%	99.20%	99.25%
2510	41024	S1ALN	7	24	98.64%	98.68%	98.72%	98.75%	98.79%	98.86%	98.93%	99.00%	99.07%	99.11%	99.16%	99.20%	99.25%
2510	410JJ	S1ALN	JJ	JJ	98.56%	98.60%	98.64%	98.69%	98.73%	98.81%	98.89%	98.96%	99.04%	99.09%	99.15%	99.20%	99.25%
2511	41111	S1KHP	1	11	99.01%	99.02%	99.04%	99.05%	99.07%	99.10%	99.12%	99.15%	99.18%	99.20%	99.21%	99.23%	99.25%
2511	41112	S1KHP	2	12	98.74%	98.78%	98.81%	98.84%	98.87%	98.93%	98.98%	99.04%	99.10%	99.14%	99.17%	99.21%	99.25%
2511	41113	S1KHP	3	13	98.93%	98.95%	98.97%	98.99%	99.01%	99.04%	99.08%	99.12%	99.15%	99.18%	99.20%	99.23%	99.25%
2511	41114	S1KHP	7	14	98.70%	98.73%	98.77%	98.80%	98.84%	98.90%	98.96%	99.02%	99.08%	99.13%	99.17%	99.21%	99.25%
2511	41121	S1KHP	4	21	98.77%	98.80%	98.83%	98.86%	98.89%	98.95%	99.00%	99.05%	99.11%	99.14%	99.18%	99.21%	99.25%
2511	41122	S1KHP	5	22	98.09%	98.16%	98.23%	98.30%	98.38%	98.51%	98.64%	98.77%	98.90%	98.99%	99.08%	99.16%	99.25%
2511	41123	S1KHP	6	23	98.93%	98.95%	98.97%	98.99%	99.01%	99.05%	99.08%	99.12%	99.16%	99.18%	99.20%	99.23%	99.25%
2511	41124	S1KHP	8	24	98.93%	98.95%	98.97%	98.99%	99.01%	99.04%	99.08%	99.12%	99.15%	99.18%	99.20%	99.23%	99.25%
2511	411JJ	S1KHP	JJ	JJ	98.81%	98.83%	98.86%	98.89%	98.92%	98.97%	99.02%	99.07%	99.12%	99.15%	99.18%	99.22%	99.25%
2520	52011	S2SKT	2	11	99.06%	99.07%	99.08%	99.09%	99.10%	99.13%	99.15%	99.17%	99.19%	99.21%	99.22%	99.24%	99.25%
2520	52012	S2SKT	3	12	98.24%	98.30%	98.37%	98.43%	98.49%	98.61%	98.72%	98.83%	98.95%	99.02%	99.10%	99.17%	99.25%
2520	52013	S2SKT	7	13	97.88%	97.95%	98.02%	98.09%	98.16%	98.28%	98.41%	98.54%	98.66%	98.75%	98.83%	98.92%	99.00%
2520	52021	S2SKT	1	21	98.98%	99.00%	99.01%	99.03%	99.05%	99.08%	99.11%	99.14%	99.17%	99.19%	99.21%	99.23%	99.25%
2520	52022	S2SKT	4	22	98.01%	98.09%	98.17%	98.24%	98.32%	98.46%	98.60%	98.74%	98.88%	98.97%	99.06%	99.16%	99.25%
2520	52023	S2SKT	5	23	98.86%	98.88%	98.91%	98.93%	98.96%	99.00%	99.04%	99.09%	99.13%	99.16%	99.19%	99.22%	99.25%
2520	52024	S2SKT	6	24	99.11%	99.12%	99.13%	99.13%	99.14%	99.16%	99.18%	99.19%	99.21%	99.22%	99.23%	99.24%	99.25%
2520	52025	S2SKT	8	25	98.59%	98.63%	98.67%	98.71%	98.76%	98.83%	98.90%	98.98%	99.05%	99.10%	99.15%	99.20%	99.25%

2520	520JJ	S2SKT	JJ	JJ	97.83%	97.90%	97.98%	98.05%	98.12%	98.25%	98.39%	98.52%	98.65%	98.74%	98.82%	98.91%	99.00%
2521	52111	S2VKJ	2	11	98.59%	98.63%	98.67%	98.71%	98.75%	98.83%	98.90%	98.98%	99.05%	99.10%	99.15%	99.20%	99.25%
2521	52112	S2VKJ	3	12	97.63%	97.72%	97.81%	97.89%	97.98%	98.13%	98.28%	98.44%	98.59%	98.69%	98.80%	98.90%	99.00%
2521	52113	S2VKJ	7	13	98.04%	98.11%	98.19%	98.27%	98.34%	98.48%	98.61%	98.75%	98.89%	98.98%	99.07%	99.16%	99.25%
2521	52121	S2VKJ	1	21	97.67%	97.75%	97.84%	97.92%	98.00%	98.15%	98.30%	98.45%	98.60%	98.70%	98.80%	98.90%	99.00%
2521	52122	S2VKJ	4	22	98.17%	98.24%	98.31%	98.38%	98.44%	98.56%	98.69%	98.81%	98.93%	99.01%	99.09%	99.17%	99.25%
2521	52123	S2VKJ	5	23	98.94%	98.96%	98.98%	98.99%	99.01%	99.05%	99.09%	99.12%	99.16%	99.18%	99.20%	99.23%	99.25%
2521	52124	S2VKJ	6	24	96.99%	97.12%	97.24%	97.37%	97.49%	97.72%	97.95%	98.17%	98.40%	98.55%	98.70%	98.85%	99.00%
2521	52125	S2VKJ	8	25	97.37%	97.47%	97.57%	97.67%	97.78%	97.96%	98.14%	98.33%	98.51%	98.63%	98.76%	98.88%	99.00%
2521	521JJ	S2VKJ	JJ	JJ	96.03%	96.22%	96.40%	96.59%	96.78%	97.11%	97.44%	97.78%	98.11%	98.33%	98.56%	98.78%	99.00%
2530	43011	S1NHP	1	11	98.90%	98.93%	98.95%	98.97%	98.99%	99.03%	99.07%	99.11%	99.15%	99.17%	99.20%	99.22%	99.25%
2530	43012	S1NHP	2	12	98.78%	98.81%	98.84%	98.87%	98.90%	98.95%	99.00%	99.05%	99.11%	99.14%	99.18%	99.21%	99.25%
2530	43013	S1NHP	3	13	99.10%	99.11%	99.12%	99.12%	99.13%	99.15%	99.17%	99.19%	99.20%	99.22%	99.23%	99.24%	99.25%
2530	43014	S1NHP	4	14	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%	99.56%
2530	43021	S1NHP	5	21	99.13%	99.14%	99.15%	99.16%	99.16%	99.18%	99.19%	99.20%	99.22%	99.22%	99.23%	99.24%	99.25%
2530	43022	S1NHP	6	22	95.72%	95.89%	96.07%	96.24%	96.42%	96.73%	97.04%	97.35%	97.67%	97.87%	98.08%	98.29%	98.50%
2530	43023	S1NHP	7	23	98.87%	98.89%	98.92%	98.94%	98.96%	99.01%	99.05%	99.09%	99.14%	99.16%	99.19%	99.22%	99.25%
2530	43024	S1NHP	8	24	98.23%	98.29%	98.36%	98.42%	98.49%	98.60%	98.71%	98.83%	98.94%	99.02%	99.10%	99.17%	99.25%
2530	430JJ	S1NHP	JJ	JJ	98.85%	98.88%	98.90%	98.93%	98.95%	99.00%	99.04%	99.09%	99.13%	99.16%	99.19%	99.22%	99.25%
2540	44011	S1NZD	1	11	98.49%	98.54%	98.59%	98.64%	98.68%	98.77%	98.85%	98.94%	99.02%	99.08%	99.14%	99.19%	99.25%
2540	44012	S1NZD	2	12	98.39%	98.45%	98.50%	98.55%	98.61%	98.70%	98.80%	98.90%	98.99%	99.06%	99.12%	99.19%	99.25%
2540	44013	S1NZD	3	13	98.07%	98.14%	98.22%	98.29%	98.37%	98.50%	98.63%	98.76%	98.90%	98.98%	99.07%	99.16%	99.25%
2540	44014	S1NZD	4	14	98.34%	98.40%	98.45%	98.51%	98.57%	98.67%	98.77%	98.87%	98.98%	99.05%	99.11%	99.18%	99.25%
2540	44021	S1NZD	5	21	98.33%	98.39%	98.44%	98.50%	98.56%	98.66%	98.77%	98.87%	98.97%	99.04%	99.11%	99.18%	99.25%
2540	44022	S1NZD	6	22	98.40%	98.46%	98.51%	98.56%	98.62%	98.71%	98.81%	98.90%	99.00%	99.06%	99.12%	99.19%	99.25%
2540	44023	S1NZD	7	23	98.49%	98.54%	98.58%	98.63%	98.68%	98.76%	98.85%	98.94%	99.02%	99.08%	99.14%	99.19%	99.25%
2540	44024	S1NZD	8	24	98.94%	98.96%	98.98%	99.00%	99.02%	99.05%	99.09%	99.12%	99.16%	99.18%	99.20%	99.23%	99.25%
2540	440JJ	S1NZD	JJ	JJ	97.85%	97.92%	97.99%	98.06%	98.14%	98.27%	98.40%	98.53%	98.65%	98.74%	98.83%	98.91%	99.00%
2541	44111	S1SVR	1	11	94.82%	95.03%	95.24%	95.46%	95.67%	96.06%	96.45%	96.83%	97.22%	97.48%	97.73%	97.99%	98.25%
2541	44112	S1SVR	2	12	95.50%	95.69%	95.88%	96.06%	96.25%	96.59%	96.93%	97.26%	97.60%	97.83%	98.05%	98.28%	98.50%
2541	44113	S1SVR	3	13	96.63%	96.77%	96.92%	97.07%	97.22%	97.49%	97.75%	98.02%	98.29%	98.47%	98.64%	98.82%	99.00%
2541	44114	S1SVR	4	14	97.47%	97.57%	97.66%	97.76%	97.85%	98.03%	98.20%	98.37%	98.54%	98.66%	98.77%	98.89%	99.00%

2541	44121	S1SVR	5	21	95.99%	96.15%	96.30%	96.46%	96.62%	96.90%	97.18%	97.46%	97.75%	97.94%	98.12%	98.31%	98.50%
2541	44122	S1SVR	6	22	96.07%	96.25%	96.44%	96.62%	96.80%	97.13%	97.46%	97.79%	98.12%	98.34%	98.56%	98.78%	99.00%
2541	44123	S1SVR	7	23	95.13%	95.34%	95.55%	95.76%	95.97%	96.35%	96.73%	97.11%	97.49%	97.74%	97.99%	98.25%	98.50%
2541	44124	S1SVR	8	24	96.57%	96.73%	96.88%	97.03%	97.18%	97.45%	97.73%	98.00%	98.27%	98.45%	98.64%	98.82%	99.00%
2541	441JJ	S1SVR	JJ	JJ	93.20%	93.52%	93.83%	94.15%	94.46%	95.03%	95.60%	96.17%	96.73%	97.11%	97.49%	97.87%	98.25%
2542	44211	S1NFC	1	11	95.61%	95.79%	95.97%	96.15%	96.33%	96.66%	96.98%	97.31%	97.63%	97.85%	98.07%	98.28%	98.50%
2542	44212	S1NFC	2	12	96.37%	96.53%	96.69%	96.86%	97.02%	97.32%	97.62%	97.91%	98.21%	98.41%	98.60%	98.80%	99.00%
2542	44213	S1NFC	3	13	96.78%	96.92%	97.06%	97.20%	97.34%	97.59%	97.84%	98.09%	98.34%	98.50%	98.67%	98.83%	99.00%
2542	44214	S1NFC	4	14	95.35%	95.55%	95.74%	95.94%	96.14%	96.49%	96.85%	97.20%	97.56%	97.79%	98.03%	98.26%	98.50%
2542	44221	S1NFC	5	21	95.44%	95.63%	95.82%	96.01%	96.20%	96.55%	96.89%	97.24%	97.58%	97.81%	98.04%	98.27%	98.50%
2542	44222	S1NFC	6	22	97.03%	97.15%	97.27%	97.40%	97.52%	97.74%	97.96%	98.19%	98.41%	98.56%	98.70%	98.85%	99.00%
2542	44223	S1NFC	7	23	93.57%	93.87%	94.16%	94.45%	94.74%	95.27%	95.80%	96.32%	96.85%	97.20%	97.55%	97.90%	98.25%
2542	44224	S1NFC	8	24	91.10%	91.55%	92.00%	92.44%	92.89%	93.69%	94.50%	95.30%	96.11%	96.64%	97.18%	97.71%	98.25%
2542	442JJ	S1NFC	JJ	JJ	94.72%	94.94%	95.16%	95.38%	95.60%	96.00%	96.39%	96.79%	97.19%	97.45%	97.72%	97.98%	98.25%
2550	55011	S2RKP	1	11	98.87%	98.89%	98.92%	98.94%	98.96%	99.01%	99.05%	99.09%	99.14%	99.16%	99.19%	99.22%	99.25%
2550	55012	S2RKP	4	12	98.38%	98.43%	98.49%	98.54%	98.60%	98.69%	98.79%	98.89%	98.99%	99.05%	99.12%	99.18%	99.25%
2550	55013	S2RKP	7	13	98.55%	98.60%	98.64%	98.68%	98.73%	98.81%	98.88%	98.96%	99.04%	99.09%	99.15%	99.20%	99.25%
2550	55014	S2RKP	8	14	98.80%	98.83%	98.86%	98.89%	98.92%	98.97%	99.02%	99.07%	99.12%	99.15%	99.18%	99.22%	99.25%
2550	55021	S2RKP	2	21	97.94%	98.01%	98.08%	98.14%	98.21%	98.33%	98.45%	98.56%	98.68%	98.76%	98.84%	98.92%	99.00%
2550	55022	S2RKP	3	22	98.62%	98.66%	98.70%	98.74%	98.78%	98.85%	98.92%	98.99%	99.06%	99.11%	99.16%	99.20%	99.25%
2550	55023	S2RKP	5	23	98.15%	98.22%	98.29%	98.36%	98.43%	98.55%	98.67%	98.80%	98.92%	99.00%	99.09%	99.17%	99.25%
2550	55024	S2RKP	6	24	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%	99.41%
2550	550JJ	S2RKP	JJ	JJ	97.65%	97.74%	97.82%	97.90%	97.99%	98.14%	98.29%	98.44%	98.60%	98.70%	98.80%	98.90%	99.00%
2551	55111	S2HKS	1	11	98.83%	98.86%	98.89%	98.91%	98.94%	98.99%	99.03%	99.08%	99.13%	99.16%	99.19%	99.22%	99.25%
2551	55112	S2HKS	4	12	99.18%	99.18%	99.19%	99.19%	99.20%	99.20%	99.21%	99.22%	99.23%	99.23%	99.24%	99.24%	99.25%
2551	55113	S2HKS	7	13	98.52%	98.56%	98.61%	98.66%	98.70%	98.78%	98.87%	98.95%	99.03%	99.09%	99.14%	99.20%	99.25%
2551	55114	S2HKS	8	14	99.04%	99.06%	99.07%	99.08%	99.10%	99.12%	99.14%	99.17%	99.19%	99.20%	99.22%	99.23%	99.25%
2551	55121	S2HKS	2	21	98.77%	98.80%	98.83%	98.86%	98.89%	98.94%	99.00%	99.05%	99.11%	99.14%	99.18%	99.21%	99.25%
2551	55122	S2HKS	3	22	98.72%	98.76%	98.79%	98.82%	98.85%	98.91%	98.97%	99.03%	99.09%	99.13%	99.17%	99.21%	99.25%
2551	55123	S2HKS	5	23	97.40%	97.50%	97.60%	97.70%	97.80%	97.98%	98.16%	98.34%	98.52%	98.64%	98.76%	98.88%	99.00%
2551	55124	S2HKS	6	24	97.83%	97.90%	97.97%	98.05%	98.12%	98.25%	98.38%	98.52%	98.65%	98.74%	98.82%	98.91%	99.00%
2551	551JJ	S2HKS	JJ	JJ	97.41%	97.51%	97.61%	97.71%	97.81%	97.99%	98.17%	98.34%	98.52%	98.64%	98.76%	98.88%	99.00%

ANNEXURE 10. WEST I & WEST II AREA DIVISIONS – CYCLE WISE TARGET DOWNLOAD PERCENTAGE

sdo	Portion	Division	Cycle	New_code	Month0	Month1	Month2	Month3	Month4	Month5	Month6	Month7	Month8	Month9	Month10	Month11	Month12
2610	71011	W2JKP	2	11	98.74%	98.77%	98.81%	98.84%	98.87%	98.93%	98.98%	99.04%	99.10%	99.14%	99.17%	99.21%	99.25%
2610	71012	W2JKP	3	12	98.66%	98.69%	98.73%	98.77%	98.80%	98.87%	98.94%	99.00%	99.07%	99.12%	99.16%	99.21%	99.25%
2610	71013	W2JKP	4	13	99.03%	99.04%	99.06%	99.07%	99.08%	99.11%	99.13%	99.16%	99.18%	99.20%	99.22%	99.23%	99.25%
2610	71014	W2JKP	1	14	99.15%	99.15%	99.16%	99.17%	99.17%	99.18%	99.20%	99.21%	99.22%	99.23%	99.23%	99.24%	99.25%
2610	71021	W2JKP	6	21	99.22%	99.22%	99.22%	99.22%	99.22%	99.23%	99.23%	99.24%	99.24%	99.24%	99.24%	99.25%	99.25%
2610	71022	W2JKP	7	22	98.86%	98.88%	98.90%	98.93%	98.95%	99.00%	99.04%	99.09%	99.13%	99.16%	99.19%	99.22%	99.25%
2610	71023	W2JKP	8	23	99.09%	99.10%	99.11%	99.12%	99.13%	99.15%	99.17%	99.18%	99.20%	99.21%	99.23%	99.24%	99.25%
2610	71024	W2JKP	5	24	98.88%	98.90%	98.93%	98.95%	98.97%	99.01%	99.06%	99.10%	99.14%	99.17%	99.19%	99.22%	99.25%
2610	710JJ	W2JKP	JJ	JJ	96.38%	96.54%	96.71%	96.87%	97.03%	97.33%	97.62%	97.92%	98.21%	98.41%	98.61%	98.80%	99.00%
2620	62011	W1NJF	2	11	96.63%	96.78%	96.92%	97.07%	97.22%	97.49%	97.75%	98.02%	98.29%	98.47%	98.64%	98.82%	99.00%
2620	62012	W1NJF	5	12	95.87%	96.03%	96.20%	96.36%	96.53%	96.82%	97.12%	97.41%	97.71%	97.91%	98.11%	98.30%	98.50%
2620	62013	W1NJF	6	13	96.22%	96.40%	96.57%	96.75%	96.92%	97.23%	97.54%	97.86%	98.17%	98.38%	98.58%	98.79%	99.00%
2620	62014	W1NJF	7	14	96.95%	97.08%	97.21%	97.33%	97.46%	97.69%	97.92%	98.15%	98.39%	98.54%	98.69%	98.85%	99.00%
2620	62015	W1NJF	8	15	96.84%	96.97%	97.11%	97.24%	97.38%	97.62%	97.86%	98.11%	98.35%	98.51%	98.68%	98.84%	99.00%
2620	62021	W1NJF	1	21	96.02%	96.21%	96.39%	96.58%	96.76%	97.10%	97.44%	97.77%	98.11%	98.33%	98.55%	98.78%	99.00%
2620	62022	W1NJF	3	22	96.60%	96.75%	96.90%	97.05%	97.20%	97.47%	97.74%	98.01%	98.28%	98.46%	98.64%	98.82%	99.00%
2620	62023	W1NJF	4	23	97.09%	97.21%	97.33%	97.45%	97.57%	97.78%	98.00%	98.21%	98.43%	98.57%	98.71%	98.86%	99.00%
2620	620JJ	W1NJF	JJ	JJ	84.83%	85.46%	86.10%	86.73%	87.37%	88.52%	89.66%	90.80%	91.95%	92.71%	93.47%	94.24%	95.00%
2621	62111	W1JFR	2	11	97.60%	97.69%	97.78%	97.87%	97.95%	98.11%	98.27%	98.42%	98.58%	98.69%	98.79%	98.90%	99.00%
2621	62112	W1JFR	5	12	97.20%	97.31%	97.42%	97.53%	97.65%	97.85%	98.05%	98.26%	98.46%	98.59%	98.73%	98.86%	99.00%
2621	62113	W1JFR	6	13	98.23%	98.29%	98.36%	98.42%	98.48%	98.60%	98.71%	98.83%	98.94%	99.02%	99.10%	99.17%	99.25%
2621	62114	W1JFR	7	14	98.02%	98.10%	98.18%	98.25%	98.33%	98.47%	98.61%	98.74%	98.88%	98.97%	99.07%	99.16%	99.25%
2621	62115	W1JFR	8	15	97.14%	97.26%	97.38%	97.49%	97.61%	97.82%	98.03%	98.23%	98.44%	98.58%	98.72%	98.86%	99.00%
2621	62121	W1JFR	1	21	96.77%	96.91%	97.05%	97.19%	97.33%	97.58%	97.83%	98.08%	98.33%	98.50%	98.67%	98.83%	99.00%
2621	62122	W1JFR	3	22	97.20%	97.31%	97.43%	97.54%	97.65%	97.85%	98.06%	98.26%	98.46%	98.60%	98.73%	98.87%	99.00%

2621	62123	W1JFR	4	23	97.52%	97.61%	97.70%	97.79%	97.89%	98.05%	98.22%	98.39%	98.55%	98.67%	98.78%	98.89%	99.00%
2630	63011	W1NGL	4	11	96.42%	96.58%	96.74%	96.91%	97.07%	97.36%	97.65%	97.94%	98.23%	98.42%	98.61%	98.81%	99.00%
2630	63012	W1NGL	5	12	98.90%	98.92%	98.95%	98.97%	98.99%	99.03%	99.07%	99.11%	99.15%	99.17%	99.20%	99.22%	99.25%
2630	63013	W1NGL	6	13	94.95%	95.16%	95.36%	95.57%	95.77%	96.15%	96.52%	96.89%	97.26%	97.51%	97.75%	98.00%	98.25%
2630	63014	W1NGL	7	14	97.14%	97.26%	97.37%	97.49%	97.61%	97.82%	98.02%	98.23%	98.44%	98.58%	98.72%	98.86%	99.00%
2630	63015	W1NGL	8	15	96.98%	97.10%	97.23%	97.36%	97.48%	97.71%	97.94%	98.16%	98.39%	98.54%	98.70%	98.85%	99.00%
2630	63021	W1NGL	1	21	96.95%	97.07%	97.20%	97.33%	97.46%	97.69%	97.92%	98.15%	98.38%	98.54%	98.69%	98.85%	99.00%
2630	63022	W1NGL	2	22	96.72%	96.87%	97.01%	97.15%	97.29%	97.55%	97.81%	98.06%	98.32%	98.49%	98.66%	98.83%	99.00%
2630	63023	W1NGL	3	23	96.57%	96.73%	96.88%	97.03%	97.18%	97.45%	97.73%	98.00%	98.27%	98.45%	98.64%	98.82%	99.00%
2630	630JJ	W1NGL	JJ	JJ	96.63%	96.78%	96.93%	97.08%	97.22%	97.49%	97.76%	98.02%	98.29%	98.47%	98.64%	98.82%	99.00%
2631	63111	W1MDK	4	11	98.83%	98.86%	98.88%	98.91%	98.94%	98.98%	99.03%	99.08%	99.12%	99.16%	99.19%	99.22%	99.25%
2631	63112	W1MDK	5	12	98.66%	98.69%	98.73%	98.77%	98.80%	98.87%	98.94%	99.00%	99.07%	99.12%	99.16%	99.21%	99.25%
2631	63113	W1MDK	6	13	98.86%	98.88%	98.90%	98.93%	98.95%	99.00%	99.04%	99.09%	99.13%	99.16%	99.19%	99.22%	99.25%
2631	63114	W1MDK	7	14	98.70%	98.73%	98.77%	98.80%	98.83%	98.90%	98.96%	99.02%	99.08%	99.13%	99.17%	99.21%	99.25%
2631	63115	W1MDK	8	15	98.10%	98.17%	98.24%	98.31%	98.39%	98.52%	98.64%	98.77%	98.90%	98.99%	99.08%	99.16%	99.25%
2631	63121	W1MDK	1	21	97.25%	97.36%	97.47%	97.58%	97.69%	97.89%	98.08%	98.28%	98.48%	98.61%	98.74%	98.87%	99.00%
2631	63122	W1MDK	2	22	98.19%	98.25%	98.32%	98.39%	98.45%	98.57%	98.69%	98.81%	98.93%	99.01%	99.09%	99.17%	99.25%
2631	63123	W1MDK	3	23	98.00%	98.08%	98.16%	98.24%	98.31%	98.45%	98.59%	98.73%	98.88%	98.97%	99.06%	99.16%	99.25%
2631	631JJ	W1MDK	JJ	JJ	99.24%	99.24%	99.24%	99.24%	99.24%	99.25%	99.25%	99.25%	99.25%	99.25%	99.25%	99.25%	99.25%
2640	64011	W1PJB	5	11	98.02%	98.10%	98.18%	98.25%	98.33%	98.47%	98.61%	98.74%	98.88%	98.97%	99.07%	99.16%	99.25%
2640	64012	W1PJB	6	12	98.05%	98.13%	98.20%	98.28%	98.35%	98.49%	98.62%	98.76%	98.89%	98.98%	99.07%	99.16%	99.25%
2640	64013	W1PJB	7	13	97.79%	97.86%	97.94%	98.01%	98.09%	98.23%	98.36%	98.50%	98.64%	98.73%	98.82%	98.91%	99.00%
2640	64014	W1PJB	8	14	98.48%	98.53%	98.58%	98.63%	98.68%	98.76%	98.85%	98.93%	99.02%	99.08%	99.14%	99.19%	99.25%
2640	64021	W1PJB	1	21	98.13%	98.20%	98.27%	98.34%	98.41%	98.54%	98.66%	98.79%	98.91%	99.00%	99.08%	99.17%	99.25%
2640	64022	W1PJB	2	22	98.26%	98.32%	98.38%	98.44%	98.50%	98.62%	98.73%	98.84%	98.95%	99.03%	99.10%	99.18%	99.25%
2640	64023	W1PJB	3	23	97.90%	97.97%	98.04%	98.11%	98.18%	98.30%	98.42%	98.55%	98.67%	98.75%	98.84%	98.92%	99.00%
2640	64024	W1PJB	4	24	97.79%	97.87%	97.94%	98.02%	98.10%	98.23%	98.37%	98.50%	98.64%	98.73%	98.82%	98.91%	99.00%
2640	640JJ	W1PJB	JJ	JJ	95.38%	95.58%	95.77%	95.97%	96.16%	96.51%	96.86%	97.21%	97.56%	97.80%	98.03%	98.27%	98.50%
2641	74111	W2TGN	5	11	97.03%	97.15%	97.28%	97.40%	97.52%	97.74%	97.97%	98.19%	98.41%	98.56%	98.70%	98.85%	99.00%
2641	74112	W2TGN	6	12	97.45%	97.55%	97.64%	97.74%	97.84%	98.01%	98.19%	98.36%	98.54%	98.65%	98.77%	98.88%	99.00%
2641	74113	W2TGN	7	13	97.81%	97.88%	97.96%	98.03%	98.10%	98.24%	98.37%	98.51%	98.64%	98.73%	98.82%	98.91%	99.00%
2641	74114	W2TGN	8	14	97.91%	97.98%	98.04%	98.11%	98.18%	98.30%	98.43%	98.55%	98.67%	98.75%	98.84%	98.92%	99.00%

2641	74121	W2TGN	1	21	97.40%	97.50%	97.60%	97.70%	97.80%	97.98%	98.16%	98.34%	98.52%	98.64%	98.76%	98.88%	99.00%
2641	74122	W2TGN	2	22	97.19%	97.31%	97.42%	97.53%	97.64%	97.85%	98.05%	98.25%	98.46%	98.59%	98.73%	98.86%	99.00%
2641	74123	W2TGN	3	23	97.03%	97.16%	97.28%	97.40%	97.53%	97.75%	97.97%	98.19%	98.41%	98.56%	98.71%	98.85%	99.00%
2641	74124	W2TGN	4	24	97.23%	97.34%	97.45%	97.56%	97.67%	97.87%	98.07%	98.27%	98.47%	98.60%	98.73%	98.87%	99.00%
2641	741JJ	W2TGN	JJ	JJ	96.70%	96.84%	96.99%	97.13%	97.27%	97.53%	97.79%	98.05%	98.31%	98.48%	98.65%	98.83%	99.00%
2650	75011	W2VKP	3	11	96.54%	96.70%	96.85%	97.00%	97.16%	97.43%	97.71%	97.99%	98.26%	98.45%	98.63%	98.82%	99.00%
2650	75012	W2VKP	4	12	96.64%	96.79%	96.94%	97.09%	97.23%	97.50%	97.76%	98.03%	98.29%	98.47%	98.65%	98.82%	99.00%
2650	75013	W2VKP	7	13	97.45%	97.55%	97.65%	97.74%	97.84%	98.01%	98.19%	98.36%	98.54%	98.65%	98.77%	98.88%	99.00%
2650	75014	W2VKP	8	14	98.30%	98.36%	98.42%	98.48%	98.54%	98.65%	98.75%	98.86%	98.97%	99.04%	99.11%	99.18%	99.25%
2650	75021	W2VKP	1	21	97.65%	97.73%	97.82%	97.90%	97.99%	98.14%	98.29%	98.44%	98.59%	98.70%	98.80%	98.90%	99.00%
2650	75022	W2VKP	2	22	98.32%	98.37%	98.43%	98.49%	98.55%	98.65%	98.76%	98.86%	98.97%	99.04%	99.11%	99.18%	99.25%
2650	75023	W2VKP	5	23	98.36%	98.42%	98.47%	98.53%	98.58%	98.68%	98.78%	98.88%	98.98%	99.05%	99.12%	99.18%	99.25%
2650	75024	W2VKP	6	24	96.74%	96.88%	97.02%	97.16%	97.30%	97.56%	97.81%	98.07%	98.32%	98.49%	98.66%	98.83%	99.00%
2650	750JJ	W2VKP	JJ	JJ	96.97%	97.10%	97.22%	97.35%	97.48%	97.71%	97.93%	98.16%	98.39%	98.54%	98.70%	98.85%	99.00%
2651	75111	W2UTN	3	11	98.70%	98.73%	98.77%	98.80%	98.84%	98.90%	98.96%	99.02%	99.08%	99.13%	99.17%	99.21%	99.25%
2651	75112	W2UTN	4	12	98.99%	99.01%	99.02%	99.04%	99.06%	99.08%	99.11%	99.14%	99.17%	99.19%	99.21%	99.23%	99.25%
2651	75113	W2UTN	7	13	98.98%	99.00%	99.01%	99.03%	99.05%	99.08%	99.11%	99.14%	99.17%	99.19%	99.21%	99.23%	99.25%
2651	75114	W2UTN	8	14	98.77%	98.80%	98.83%	98.86%	98.89%	98.94%	99.00%	99.05%	99.11%	99.14%	99.18%	99.21%	99.25%
2651	75121	W2UTN	1	21	99.09%	99.10%	99.11%	99.12%	99.13%	99.15%	99.17%	99.19%	99.20%	99.21%	99.23%	99.24%	99.25%
2651	75122	W2UTN	2	22	98.53%	98.57%	98.62%	98.66%	98.71%	98.79%	98.87%	98.95%	99.03%	99.09%	99.14%	99.20%	99.25%
2651	75123	W2UTN	5	23	98.15%	98.22%	98.28%	98.35%	98.42%	98.55%	98.67%	98.79%	98.92%	99.00%	99.08%	99.17%	99.25%
2651	75124	W2UTN	6	24	98.71%	98.74%	98.78%	98.81%	98.84%	98.90%	98.97%	99.03%	99.09%	99.13%	99.17%	99.21%	99.25%
2652	75211	W2MGN	3	11	97.94%	98.00%	98.07%	98.14%	98.20%	98.32%	98.44%	98.56%	98.68%	98.76%	98.84%	98.92%	99.00%
2652	75212	W2MGN	4	12	97.46%	97.55%	97.65%	97.75%	97.84%	98.02%	98.19%	98.36%	98.54%	98.65%	98.77%	98.88%	99.00%
2652	75213	W2MGN	7	13	96.70%	96.85%	96.99%	97.13%	97.28%	97.54%	97.79%	98.05%	98.31%	98.48%	98.66%	98.83%	99.00%
2652	75214	W2MGN	8	14	98.19%	98.25%	98.32%	98.39%	98.45%	98.57%	98.69%	98.81%	98.93%	99.01%	99.09%	99.17%	99.25%
2652	75221	W2MGN	1	21	97.25%	97.36%	97.47%	97.58%	97.69%	97.88%	98.08%	98.28%	98.47%	98.61%	98.74%	98.87%	99.00%
2652	75222	W2MGN	2	22	97.64%	97.72%	97.81%	97.89%	97.98%	98.13%	98.28%	98.44%	98.59%	98.69%	98.80%	98.90%	99.00%
2652	75223	W2MGN	5	23	97.15%	97.27%	97.38%	97.50%	97.61%	97.82%	98.03%	98.24%	98.45%	98.58%	98.72%	98.86%	99.00%
2652	75224	W2MGN	6	24	97.99%	98.05%	98.12%	98.18%	98.24%	98.36%	98.47%	98.58%	98.70%	98.77%	98.85%	98.92%	99.00%
2660	76011	W2PLM	3	11	98.59%	98.63%	98.67%	98.71%	98.75%	98.83%	98.90%	98.98%	99.05%	99.10%	99.15%	99.20%	99.25%
2660	76012	W2PLM	4	12	98.43%	98.48%	98.53%	98.59%	98.64%	98.73%	98.82%	98.91%	99.00%	99.07%	99.13%	99.19%	99.25%

2660	76013	W2PLM	7	13	99.11%	99.12%	99.13%	99.13%	99.14%	99.16%	99.18%	99.19%	99.21%	99.22%	99.23%	99.24%	99.25%
2660	76014	W2PLM	8	14	98.76%	98.79%	98.82%	98.85%	98.88%	98.94%	98.99%	99.05%	99.10%	99.14%	99.18%	99.21%	99.25%
2660	76021	W2PLM	1	21	98.49%	98.54%	98.59%	98.64%	98.68%	98.77%	98.85%	98.94%	99.02%	99.08%	99.14%	99.19%	99.25%
2660	76022	W2PLM	2	22	98.54%	98.58%	98.63%	98.67%	98.72%	98.80%	98.88%	98.96%	99.04%	99.09%	99.14%	99.20%	99.25%
2660	76023	W2PLM	5	23	98.47%	98.52%	98.57%	98.62%	98.67%	98.76%	98.84%	98.93%	99.02%	99.08%	99.13%	99.19%	99.25%
2660	76024	W2PLM	6	24	98.42%	98.47%	98.52%	98.57%	98.62%	98.72%	98.81%	98.91%	99.00%	99.06%	99.12%	99.19%	99.25%
2660	760JJ	W2PLM	JJ	JJ	93.98%	94.24%	94.51%	94.78%	95.05%	95.53%	96.01%	96.49%	96.97%	97.29%	97.61%	97.93%	98.25%
2661	76111	W2DWK	3	11	98.42%	98.47%	98.52%	98.57%	98.63%	98.72%	98.81%	98.91%	99.00%	99.06%	99.13%	99.19%	99.25%
2661	76112	W2DWK	4	12	97.70%	97.78%	97.86%	97.94%	98.02%	98.17%	98.32%	98.46%	98.61%	98.71%	98.80%	98.90%	99.00%
2661	76113	W2DWK	7	13	98.34%	98.40%	98.46%	98.51%	98.57%	98.67%	98.77%	98.88%	98.98%	99.05%	99.11%	99.18%	99.25%
2661	76114	W2DWK	8	14	98.02%	98.09%	98.17%	98.25%	98.33%	98.46%	98.60%	98.74%	98.88%	98.97%	99.07%	99.16%	99.25%
2661	76121	W2DWK	1	21	99.09%	99.10%	99.11%	99.12%	99.13%	99.15%	99.17%	99.18%	99.20%	99.21%	99.23%	99.24%	99.25%
2661	76122	W2DWK	2	22	98.38%	98.43%	98.49%	98.54%	98.60%	98.69%	98.79%	98.89%	98.99%	99.05%	99.12%	99.18%	99.25%
2661	76123	W2DWK	5	23	98.04%	98.11%	98.19%	98.26%	98.34%	98.48%	98.61%	98.75%	98.89%	98.98%	99.07%	99.16%	99.25%
2661	76124	W2DWK	6	24	98.24%	98.31%	98.37%	98.43%	98.49%	98.61%	98.72%	98.83%	98.95%	99.02%	99.10%	99.17%	99.25%
2661	761JJ	W2DWK	JJ	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%

ANNEXURE 11: DETAILS OF PERSONNEL ENGAGED IN METER READING

S.No.	Name of Personnel	MR/BD	Mobile Number	Educational Qualification	Prior Relevant Work Experience	Technical Evaluation Score (Score/Date of Test)	Soft Skill Score (Score/Date of Test)	Current Residence Address	Permanent Address
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

ANNEXURE: 12 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>

ANNEXURE 13: FORMAT OF METER READING INVOICE

Name of Division Alaknanda

Month/Year Apr-20

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
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	Alknanda	2	12694	0	12694
3	Alknanda	3	4876	0	4876
4	Alknanda	4	4830	2000	2830
5	Alknanda	5	4582	2000	2582
6	Alknanda	6	6126	2000	4126
7	Alknanda	7	10854	1000	9854
8	Alknanda	8	12336	0	12336
SubTotal					63932

Payment for the month	
Payment for Meter Reading	445531
Payment for Bill Distribution	63932
Grand Total	509463
Rupees Five Lakhs Nine Thousand Four Hundred Sixty Three and Paise Twenty Only	
Amount (in words)	

Verified that the details mentioned are correct			
AM-PS Signature		Data Centre Lead Signature	
AM-PS Name		Data Centre Lead Name	

ANNEXURE 14: FORMAT FOR REPORTING OF MRI/MRI PARTS RELATED ISSUES

S No	MRI Number	Problem with the device	Problem Observed on	Problem reported on
1				
2				
3				
4				
5				
6				
7				
8				
9				

ANNEXURE 15: REQUEST FOR TECHNICAL TRAINING

S.No.	Division	Name	MR/BD	Contact Number	Training Required
1	Sarita Vihar	Sekhar	BD	1234567890	Bill Distribution Administrative Process Training
2	Sarita Vihar	Gaurav	MR	2345678901	MRI Usage Training
3	Hauz Khas	Dipti	MR	3456789012	MRI Usage Training
4	Hauz Khas	Ramesh	MR	4567890123	Meter Reading Administrative Process Training
5	Hauz Khas	Suresh	MR	5678901234	MRI Usage Training

ANNEXURE 16: FORMAT FOR MAINTAINING ATTENDANCE

TABLE 13 FORMAT FOR MAINTAINING ATTENDANCE OF MR PERSONNEL

		Division								Month					
		Date of Month													
		1		2		3		4		30		31		
Meter Reader Name	Meter Reader Id	Cycle Number	PDS Number	Cycle Number	PDS Number	Cycle Number	PDS Number	Cycle Number	PDS Number		Cycle Number	PDS Number	Cycle Number	PDS Number	

TABLE 14 FORMAT FOR MAINTAINING ATTENDANCE OF BD PERSONNEL

		Division								Month				
		Date of Month												
		1	2	3	4	5	6	7	8	28	29	30	31
Bill Distributor Name	Bill Distributor Id	Cycle Number	Cycle Number	Cycle Number	Cycle Number	Cycle Number	Cycle Number	Cycle Number	Cycle Number		Cycle Number	Cycle Number	Cycle Number	Cycle Number

ANNEXURE 17: EXCEPTION CASES

Meter Reader Exceptions punched in PDS- NEW				
Sr. No.	Reading_Type	Remarks	Responsibility	
			BRPL	Agency
1	Manual Reading	Box Cable Prob.	Y	
2		Communication Problem	Y	
3		Port Not Accessible	Y	
4		Consumer Box Locked		Y
5		Meter On Height	Y	
6		Mismatch	Y	
7	No Reading	Entry Not Allowed		Y
8		Meter On Height	Y	
9		Meter Box Locked		Y
10		Meter Burnt-Direct Supply	Y	
11		Meter Burnt-No Direct Supply	Y	
12		Meter Disconnected	Y	
13		Meter Not Traceable	Y	
14		No Display	Y	
15		No Supply		Y
16		Premises Locked		Y
17	Site Demolished	Y		
18	Download Reading	Meter Changed	Y	
19		Meter Mismatch	Y	
20	Not Attempted			Y

ANNEXURE-A

TERMS & CONDITIONS FOR REVERSE AUCTION

In a bid to make our entire procurement process more fair and transparent, BRPL intends to use the reverse auctions 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.

Reverse auction shall be governed by following terms and conditions:

- 1) BRPL shall provide the user id and password to the authorized representative of the bidder. (Duly signed Authorization Letter in lieu of the same shall be submitted along with the bid).
- 2) BRPL will make every effort to make the bid process transparent. However, the award decision by BRPL would be final and binding on the bidder.
- 3) The bidder agrees to non-disclosure of trade information regarding the purchase, identity of BRPL, bid process, bid technology, bid documentation and bid details.
- 4) The bidder is advised to understand the auto bid process to safeguard themselves against any possibility of non-participation in the auction event.
- 5) 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.
- 6) 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.
- 7) The bidder shall be prepared with competitive price quotes on the day of the bidding event.
- 8) 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/ store
- 9) The prices submitted by a bidder during the auction event shall be binding on the bidder.
- 10) No requests for time extension of the auction event shall be considered by BRPL.
- 11) The discount received after the RA and final negotiation, w.r.t. the initial financial bid shall be applied on all the items on a pro rata basis.
- 12) 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.

BID FORM

To

Head of Department
Contracts & Material Deptt.
BSES Rajdhani Power Ltd
I Floor, "C" Block, BSES Bhawan
Nehru Place, New Delhi-110019
Sir,

1 We understand that BRPL is desirous of carrying out in it's licensed distribution network area in Delhi

2 Having examined the Bidding Documents for the above named works, we the undersigned, offer to provide our services in full conformity with the Terms and Conditions and technical specifications of the contract

3 If our Bid is accepted, we under take to provide our services as per completion schedule mentioned in the tender document from the date of award of work order/letter of intent.

4 If our Bid is accepted, we will furnish a performance bank guarantee as mentioned in the RFQ for due performance of the Contract in accordance with the Terms and Conditions.

5 We agree to abide by this Bid for a period of 120 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 Unless and until Letter of Intent is issued, this Bid, together with your written acceptance there of, shall constitute a binding contract between us.

7 We understand that you are not bound to accept the lowest, or any bid you may receive.

8 There is provision for Resolution of Disputes under this Contract, in accordance with the Laws and Jurisdiction of Contract.

Dated this..... day of..... 2020

Signature..... In the capacity of

.....duly authorized to sign for and on behalf of

(IN BLOCK CAPITALS)

APPENDIX-I

PROFORMA OF CONTRACT PERFORMANCE BANK GUARANTEE

(TO BE ISSUED ON RS 100/- STAMP PAPER)

Bank Guarantee No.

Place:

Date:

To

BSES Rajdhani Power Limited

Whereas BSES RAJDHANI POWER LTD (hereinafter referred to as the "Purchaser", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) has awarded to M/s. with its Registered/ Head Office at

(hereinafter referred to as the "Supplier" which expression shall unless repugnant to the context or meaning thereof, include its successors administrators, executors and assigns), a contract no. dated (the Contract);

And whereas the value of the Contract is Rs. (The Contract Value).

And whereas it is a condition of the Contract that the Supplier shall provide a Performance Bank Guarantee for the due and faithful performance of the entire Contract for a sum equivalent to - % of the Contract Value to the Purchaser on or before

And whereas the Bank under instructions from the Supplier has agreed to guarantee the due performance of the Contract.

Now it is agreed as follows:

1. we (Name of the Bank) having its Head Office at

(hereinafter referred to as the Bank, which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) shall indemnify and keep indemnified the Purchaser for, and guarantee and undertake to pay to the Purchaser immediately on written demand, a sum equivalent to % of the Contract Value

as aforesaid at any time upto (day/month/year) without any demur, reservation,

contest, recourse or protest and/or without any reference to the Supplier, against all losses, damages, costs and expenses that may be caused to or suffered by the Purchaser by reason of any default on the part of the Supplier in performing and observing any and all the terms and conditions of the Contract or breach on the part of the Supplier of terms or conditions of the Contract.

2. The demand shall consist only of an original letter issued by Purchaser stating that the Supplier has failed to fulfill its obligations under the Contract. Such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference or dispute between the Purchaser and the Supplier or any difference or dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3. The Bank undertakes not to revoke this guarantee during its currency without previous written consent of the Purchaser and further agrees that the guarantee herein contained shall continue to be enforceable during the period that would be taken for satisfactory performance and

fulfillment in all respects of the Contract or in the event of any dispute between the Purchaser and Supplier until the dispute is settled (provided that the claim/ demand under this guarantee is lodged /referred during the currency of this guarantee) or till the Purchaser discharges this guarantee whichever is earlier.

4. The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the Contract by the Supplier. The Purchaser shall have the fullest liberty, without affecting the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Supplier, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract. or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference: to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

5. The Bank agrees that the Purchaser and its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Supplier and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Supplier's liabilities.

6. Notwithstanding anything contained hereinabove the liability of the Bank under this guarantee is restricted to a sum equivalent to % of the Contract Value i.e. Rs.(Rupees) and it shall remain in force upto and including . Unless a demand to enforce a claim under this guarantee is made against the Bank within 3 months from the the above date of expiry i.e. up to all the rights of the Purchaser under the said guarantee shall be forfeited and the Bank shall be released and discharged from all liabilities thereafter.

7. This Performance Bank Guarantee shall be governed by the laws of India.

Dated this Witness

day of 2020 at

1. For Bank

2. Signature Name Power of Attorney No:

Banker's Seal

FORMAT FOR EMD BANK GUARANTEE

(To be issued in a Non Judicial Stamp Paper of Rs.50/-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 of [*name and/or description of the goods*] (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 it's Corporate Office at BSES Bhawan, Nehru Place, New Delhi-110019 ,(herein after called —the "Purchaser")in the sum of Rs..... (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 of_____ 2020_____.

THE CONDITIONS of this obligation are:

1 If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form ; or

2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:

(a) fails or refuses to execute the Contract Form ,if required; or

(b) 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 valid for 6(six) months after last date of receipt of tenders, 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

Communication Details

Bidder should furnish the below details for future communication:-

<u>GENERAL INFORMATION</u>	
NAME OF COMPANY	
POSTAL ADDRESS	

FOR TECHNICAL QUERY:		
CONTACT PERSON and DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO

FOR COMMERCIAL QUERY:		
CONTACT PERSON and DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO