

**SECTION – V**  
**SCOPE OF WORK**

## Part-I: Meter Reading & Bill distribution

### A. General Guidelines

1. The scope of the contract is strictly defined and contained within the field activities of meter-reading of SLCC and bill distribution of the bills allocated by the company for BYPL consumers.
2. The Contractor will have to perform diligently any other assigned work which is relevant to given scope of work as and when required in future or desired by the management or the managerial incharge.
3. 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 BYPL is ascertained.

4. Non-downloading of Meter Reading due to the reasons beyond the control of Bidder, as mentioned in Annexure - V, shall be considered as downloaded meters. Such no. of meters shall be considered while calculating the Download %age of the meter readings.

### B. SCOPE OF WORK

#### 1 Company's Scope of work:

- 1.1 The Company shall provide PDS/HHD/CMRI required for meter reading. The quantity of PDS/HHD and CMRI will be worked out at the time of execution of contract as per the average productivity of meter readers. The contractors have to submit Indemnity Bond @ Rs 18,000/- per PDS and Rs 22,000/- per CMRI and Data Logger respectively taken from the company in good working condition after the completion of the assignment. The Contractor shall take all the step and measure for healthiness of CMRI and Data Logger. The Company may also direct Contractor to buy/arrange additional or all the PDS/HHD/CMRI at any point of time during the contract period for which they shall be suitably compensated.
- 1.2 The Company shall take prompt action to provide all possible assistance to change faulty/ burnt meters and to change the port in communication error cases.
- 1.3 The Company shall print the bills & acknowledgement and hand over to Contractor for further distribution to consumers as per billing schedule.
- 1.4 The employees of Contractor must carry the identity card every time.
- 1.5 The Company shall take prompt action to render all possible assistance in case consumer denies access to meter.

- 1.6 The Company shall replace mechanical meters by downloadable meters to ensure higher meter download.
- 1.7 The Company may provide any additional material for distribution with the printed bills before the start date of bill distribution cycle. The contractor will arrange to deliver additional information attached or to be passed along with bills
- 1.8 The process for meter reading and the specific information to be captured in MRI is defined by BYPL . BYPL can modify the process of capturing of meter reading information as and when required.

BYPL reserve the right to modify the following, at any time:

- i) Numbers and location of Data Centres and customers aligned to each data centre
- 2) Number of Cycles, cycle-time, start and end date of cycles and customer aligned with each cycle.
- 3) Information to be captured from customer premises, meters, etc.

## **2 Contractor's Scope of work:**

- 2.1 At all times perform fully and properly all functions required to be performed for Meter Reading of single & Bill Distribution of single / three phase consumers for BYPL, always in accordance and full compliance with the procedures and specifications set out.
- 2.2 The Contractor shall carry out meter reading as per Reading & Billing Schedule for all Single Phase LT Consumers on monthly basis as required. The Contractor shall deploy & organize the resource accordingly.
- 2.3 The Contractor shall use PDS/HHD/CMRI with suitable software for carrying out meter reading. The software shall have features of field validation checks to reduce errors in meter reading.
- 2.4 The Contractor will be responsible for any loss/damage of PDS/HHD/CMRI during operation/use of the same by employees of the Contractor. Company shall be compensated suitably by the Contractor for this. Any faulty / damaged PDS/HHD/CMRI shall be submitted to AM (PS) within one working day. In cases of theft / stolen of PDS/HHD/CMRI, Contractor is responsible for lodging of FIR and submit the same to AM(PS) / Divisional Head for further claim of insurance.
- 2.5 The Contractor shall ensure to collect pre audit data on daily basis from company billing system and will revert with updated data on same day.
- 2.6 All meters are to be read for KWH consumption, KVAH Consumption, MDI.
- 2.7 The employees deployed by the contractor for the purpose of meter reading are also expected to match & record K. No., Meter Sr. No., meter make etc and report Company in case of anomaly. These readings shall be captured subject to availability of feature in the meter and as per instruction given by the Company to the contractor. The Contractor shall extend all reasonable support to the Company in a drive for recording any other statutory information which Company deems necessary to be collected from the consumer premises as instructed from time to time to enrich

database for improved performance of meter reading and billing like installation of ELCB and reporting of Earth leakage indicator ON etc.

- 2.8 Contractor Should ensure that its employees deployed should record correct reading from the meters installed in the consumer premises and further record & report meter status and conditions in existence at site in order to facilitate necessary corrective actions initiated by Company to update the database, prosecute consumers/ offenders, indulging in theft /violation of tariff / attempt to indulge in the offences related to electricity. Contractor must ensure to mark/paste sticker of K. No. on meter / Meter Box and marking sequence of premises at the Consumer's premise as per requirement.
- 2.9 The Contractor shall also provide on an on-going basis customer information such as broken seals, visible tampering of meters, direct supply by passing the meter, energy theft / tapping from the service lines and other similar discrepancies notice during the meter reading and else the activities which have a direct effect upon an energy bill of the customer. The report shall be submitted in prescribed format.
- 2.10 Contractor shall optimize route sequencing to get better productivity. Contractor shall provide the Company finalized route sequence initially within two cycles and thereafter for new connections, after every cycle of reading and any changes thereto on cycles. Contractor shall keep the Company informed of such changes and all such data shall be submitted to the Company along with Meter Reading Data/Report as per schedule.
- 2.11 Contractor shall ensure continuous improvement in OK and downloaded meter reading, and as a quality check he should take random meter reading just after the readings. The accuracy of meter reading is responsibility of contractor and necessary edit and correction is in his scope of work.
- 2.12 Contractor will read/ report all meters in a premise and report cases which were not given in the downloaded data and report these as extra connections/ Unbilled meters plus assist Company to correct database to start billing of such consumers wherever not being billed presently.
- 2.13 The Contractor is also liable to assist Company in correction of its database by carrying out through address correction/ verification, pole tagging, correct allocation of DT, Phone Number details and Meter Status etc.
- 2.14 In case Premises locked, Box Locked or non-accessibility of meter due to obstruction etc. Contractor should paste Reading Request Form (as per process defined by Company) on some conspicuous part of the premises and revisit these premises at appropriate time (as defined in the process) to obtain the readings/ site photograph. Contractor will bring in photographs of the meter faulty, abnormal reading cases, disconnected/ no meter, exceptional reading - NR, HC and submit the same with follow up as per schedule, as required for expeditious and conclusive handling of such exceptions.
- 2.15 Contractor will attempt to get the reading of all PL cases e.g. on holiday or with prior appointment through phone & ensure that meter reading is obtained against these cases and PL cases are continuously reduced. Contractor shall provide site photographs of the permanent premise locked cases along with final data submission of every cycle if reading could not be taken after all the necessary efforts by agency.
- 2.16 In cases where non-accessibility to meter continues, the Contractor shall paste

Disconnection Notice as issued by the company on some conspicuous part of premises as per DERC guidelines and revisit the premise for obtaining/recording reading. Contractor will help the Company in the disconnection process to be executed by the Company, as per DERC regulation. No separate charges will be paid when this activity is being carried out along with meter reading activity.

- 2.17 Contractor shall arrange meter reading through ladder where meter is installed at height.
- 2.18 Contractor shall carryout special meter reading of a consumer or a group of consumers at specific requisition / instance of the Company in addition to normal meter reading.
- 2.19 The Contractor will help the Company in change of port for communication error cases to improve downloading performance. No separate charges will be paid when this activity is being carried out along with meter reading activity.
- 2.20 Contractor shall assist Company to resolve and reduce the number of exceptions brought in by deployed resource as per performance standards
- 2.21 Contractor shall collect bills from Commercial Officer / Area Manager of concerned district for further distribution to consumers.
- 2.22 Contractor shall distribute the bills as per the schedule under a receipt of the same from the consumers. Acknowledgment sheets shall be provided along with the Bills. The Contractor has to return the original acknowledged sheet along with one photocopy to the concern Commercial Officer / Area Manager.
- 2.23 The Contractor must ensure proper distribution of all energy bills. Contractor shall furnish a report by the completion of each cycle in the format specified by Company, of distribution of bills; notice etc. along with undistributed materials shall be submitted to the Commercial Officer / Area Manager
- 2.24 The Contractor must ensure the POD for Bill Distribution shall be maintained Contractor shall furnish a report by the completion of each cycle in the format specified by Company, of distribution of bills.
- 2.25 Contractor shall distribute Disconnection Notices/any other notice under acknowledgement of consumer. Cycle wise disconnection notice shall be given to contractor for delivery in one lot.
- 2.26 Contractor shall carryout Bill distribution (Like Revised Bill, Duplicate bill etc.) of a consumer or a group of consumers at specific requisition / instance of the Company in addition to normal Bill distribution.
- 2.27 Contractor shall carryout delivery of disconnection /any other notices to a consumer or a group of consumers at specific requisition / instance of the Company.
- 2.28 For the Bill Distribution and Service of Disconnection Notice / Any other Notice with acknowledgement the Contractor must submit the name, telephone number to whom the said was delivered along with the date.
- 2.29 For the Bill Distribution and Service of Disconnection Notice / Any other Notice without acknowledgement the Contractor must submit the location, time along with the date where the said document was delivered. The report shall be submitted in our

format as enclosed.

- 2.30 Contractor may at times require pre-printed letters, news bulletin, notices etc also to be distributed to the consumers along with bills for which No extra charge will be payable for any additional sheets attached with bills.
- 2.31 Contractor to fully understand & recognize that this job assignment is a customer interface process involving image of the Company and therefore the employees deployed shall be adequately qualified, presentable with I-Card, customer friendly and of high integrity. Moreover, Meter Readers and Bill Distributors should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 2.32 Contractor shall furnish an analysis report for Meter reading & Bill distribution separately by the completion of each cycle and a consolidated report on 7th of every month giving the summary of works done during the previous month, constraints, possible areas of improvement, suggested measures, inputs required etc as per the formats enclosed.
- 2.33 Contractor shall deploy resource that are suitable in all respects to carry out the proper meter reading and Bill distribution The Company has the right to inspect, either on its own, or by hiring the services of a third party, the resource deployed in order to be satisfied of their good order and condition. Nothing contained herein shall, in any manner, discharge the Contractor from the obligation to provide for suitable resource. Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable.
- 2.34 Contractor shall on a continuous basis assist the company in the process of cleaning and correcting the database. The reporting shall be done by Contractor in standard format and shall help in processing data cleaning. The Contractor will render all assistance to the Company including field checks, if necessary to expedite the correction at no additional charge.
- 2.35 The Contractor shall provide all the assistance to the Company for any queries relating to Meter Reading and Bill Distribution and Service of Disconnection Notice / Any other Notice
- 2.36 Meter Reading and Bill Distribution work shall be considered to be complete only when it meets desired performance level. The Contractor will submit the data only when it reaches the desired level as communicated to the Contractor from time to time.
- 2.37 The supervisor of the Contractor shall submit a cross verification report in a prescribed format specified by Company for every cycle, by inspecting 1.5% of meter reading / Bill distribution done by every meter reader and bill distributor.
- 2.38 The Contractor Performance shall be monitored by the contractor Score Card and additional Penalty may be imposed, right for the same remains with company
- 2.39 The Contractor shall capture the Delivery of Bill through Mobility solution capture Proof of delivery Bills. The POD record of bill distribution have to be collected from field through touch pad screen and soft copy data to be kept for whole contract period and need to be furnished as and when required by the company.
- 2.40 The Contractor shall drive KYC through Bill Distributer and update the Telephone No

/ Mobile No of Cosumers.

- 2.41 Contractor shall assist Company in all its endeavors to improve downloading %, curb theft of electricity, reduction in reading and billing time, reduction in reading and billing errors and up gradation to new & innovative technologies.
- 2.42 The Scope of Meter Readers & Bill Distributors will not be limited to Meter Reading & Bill Distribution only &also include other activities like KYC & GPS Coordinates etc. or any activity assigned by Commercial officer/ Area Manager.
- 2.43 Agency may implement Reward & Recognition policy based on Score Card mechanism .
- 2.44 Agency has to implement productivity optimization of MR/ BD performance as per norms already in place. Monthly report of productivity to be submitted along with monthly invoice and this will also be one of mandatory requirement .
- 2.45 After implementing the productivity optimization plan the resources required will also be optimized.
- 2.46 The contractor 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 BYPL within 1 month of deployment. Such reports shall be shared with BYPL as requested.
- 2.47 The contractor shall maintain attendance of the MR and BD personnel, in a specified format and share the same with BYPL on demand.
- 2.48 The contractor shall ensure timely payment of salaries to the deployed workforce as per correct category in accordance with minimum wage compliance laws as applicable.
- 2.49 The contractor shall highlight any training requirements related to Meter-Reading or Bill Distribution process/administrative procedures to BYPL. No case should left un-attempted.
- 2.50 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.
- 2.51 In order to carry out the above activities, the The contractor 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 At circle level.
- 2.52 List of exceptions in case of Manual reading/ no reading: This is subjected to change as per the requirement.

A. For Manual Reading case:

- a) Consumer Box locked
- b) Meter at position difficult to download
- c) Meter Communication Problem
- d) Box Cable Problem

e) Port Not Accessible

B. For No Reading Case:

- a) Premises locked
- b) Containment Area – Sealed/ Barricaded
- c) Containment Premise – Meter Inside
- d) Meter not traceable
- e) Electricity Theft
- f) Supply from Other Meter
- g) Structure Demolished / Under Construction
- h) No Power Supply
- i) Consumer refusal
- j) No Display
- k) Consumer Box locked
- l) Meter at difficult position
- m) Meter Disconnected
- n) Meter Burnt - Direct Supply
- o) Meter Burnt - No Direct Supply
- p) MCD Sealed

C) Meter Mismatch:

- a) Downloaded Reading ->
  - i. Meter No. in MRO “not equal to” Meter No. on meter body
  - ii. Meter No. in MRO “equal to” Meter No. on meter body  
but Meter no. in MRO “not equal to” Meter No. in Meter Memory
- b) Manual Reading ->
  - i. Meter No. in MRO “not equal to” Meter No on meter body

D) 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  $\geq$  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

E) Exceptions based on Pre-Audit checks for Manual Reading

- a) Zero consumption and Premises occupied is Yes
- b) Abnormally low consumption and Premises occupied is Yes
- c) Consumption against disconnected customer
- d) High Consumption and bill basis is provisional

- 2.53 BYPL may ask to start Meter reading with Android based mobiles/HHD. The Company shall ensure availability of mobile for mobile Meter Reading activity through their field staff's Mobile/HHD i.e. Meter Reader's Mobile. The Android based Applications will be provided by BYPL. The bidder has to ensure proper upkeep of the mobile/HHD during the entire contract period and handover the same in proper working condition to Company at the end of the expiry of the contract.
- 2.54 BYPL may ask to start Bill Delivery Tracking with Android based mobiles. The Company shall ensure availability of mobile 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 BYPL. The bidder has to ensure proper upkeep of the mobile/HHD during the entire contract period and handover the same in proper working condition to Company at the end of the expiry of the contract.
- 2.55 Smart & Group Meter reading as & when required. Meter readers will provide manual or hand held device reading in case it is required in connections where smart meter is installed. Such type of requirements will communicate to the supervisors or the agency through the concerned Head or In-charge when ever requirement arises.
- 2.56 Apart from above activities Head or In-charge would be able to assign any type of work to MR Supervisors, Meter Readers, Data centre executives or other backend staff which is directly or indirectly falls in the preview of meter to cash cycle for the fulfilment of management's goal and objectives.
- 2.57 Agency shall arrange the training programs in consultation with BYPL L&D on time to time to enhance or upgrade the required skills for all associates.

**3. Execution Program and Co-ordination Procedure:**

- 3.1. Service Provider shall deploy adequate number of skilled and efficient workmen, supervisors and engineers so as to ensure that the services as required by the / BYPL are completed in time, and in any case, as and when directed by the Company.
- 3.2. Immediately upon completion of any and all jobs under this Agreement the Service Provider shall submit to Commercial officer /Area Manager/ Division Chief / Head RCM a report that sets out in detail the jobs carried out. The Commercial officer /Area Manager/ Division Chief / Head RCM shall, after being satisfied that the jobs under this Agreement have been properly and successfully completed by the Service

Provider, certify the same. In case the Company's representative is of the view that modifications/corrections need to be carried out Service Provider shall immediately carry out the said modifications/ corrections without being compensated for expenses incurred, if any, by Service Provider for such modifications / corrections.

#### **4 Performance Standards**

- 4.1 The Contractor will submit meter-reading data after proper Quality Check and duly corrected, ready to be billed, as specified by the Company. Any error detected afterwards will attract penalty. The Contractor shall ensure that all meter-reading sheets bear the signature of the concerned meter reader, duly verified by his supervisor.
- 4.2 Meter Reading and Bill Distribution work shall be considered to be complete only when both activities are completed and it meets desired performance level set by the Company. The Contractor will submit the data only when it reaches the desired level. The performance level as measured by Company will be final and binding to both parties.
- 4.3 If the data/reports are delayed, Company shall reserve the right to get the same job carried out through another Contractor and in such case; all expenses incurred/ plus 50% of expenses incurred shall be recovered from the bills of the Contractor.
- 4.4 Contractor will have to record and provide meter reading of all consumers for which meter reading is coming in and will have to continuously improve the downloading % & reduce percentage of not read cases at the time of upload as well as at the time of billing.
- 4.5 Special attention will be paid by the Contractor to all temporary connections and new connections added to the cycle for the first time. These should be read along with the cycles. The Contractor will obtain list of such K Nos at the beginning of the cycle.
- 4.6 Site verification reports bearing signature of the concerned meter reader, duly verified by his supervisor have to be completed within two working days or within the period as specified by the Commercial officer/ Area Manager.
- 4.7 In case of wrong/non reporting of meter reading suggesting connivance between deployed resource and consumer Contractor will take punitive legal action against such employee under intimation to company & terminate the service of such employee. Contractor will have to assist and cooperate with Company in recovery of dues from the consumer failing which Company will reserve the right to realize the charges from the Contractor.
- 4.8 In case Company finds connivance of Contractor with the consumers in such event, Company has the right to recover the dues from the Contractor. Company may also terminate the services of Contractor without prejudice to its right or take legal action as well as recovery of loss from the bills.
- 4.9 Contractor shall report all extra connection cycle-wise. (This extra connection could be of those cases where book /cycle needs to be corrected or these could be those which are not in Company's billing net/connection status is disconnected). Non Reporting of extra connection where supply is live at site but case is not in Company's billing net / connection status is disconnected shall attract penalty.
- 4.10 In case of any event that any law enforcement forum or a court or similar body

imposes penalty on Company for acts which are attributed due to non performance/behavior/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.

## **Meter Auditors**

### **A. SCOPE OF WORK**

#### **1 Contractor's Scope of work:**

Contractor shall be fully responsible for the smooth running of Meter reading data audit activity to complete the tasks as per the Company's directions with the requisite number of manpower to meet the desired performance level up to the company satisfaction.

Contractor shall:

At all times perform fully and properly all functions required to be performed for the Meter Reading data audit Function for BYPL, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the manpower accordingly.

- 1.1 The Contractor shall develop an internal control program for audit of various activities of Meter Reading. The audit program should include a list of internal controls that would be reviewed along with a defined approach for understanding the design of the internal control.
- 1.2 The Contractor will timely complete audit of data on sample basis per month, on bill date, as well as on Due Date Basis.
  - a) Not Read Cases (PL / PPL / MCD Seal / Building demolished etc.)
  - b) Not Download Manual punched cases
  - c) Not Read Cases
  - d) No display/meter faulty cases
  - e) Data Quality & control System
  - f) Meter reading related tesing & compilation.
  - g) Sampling on specific data & quality maintainence
  - h) Developing mechanism for Audit & checklist for daily / monthly / weekly task  
Compilation & report generation without error within stipulated time
- 1.3 The Contractor will ensure that necessary devices/data collection instruments provided to perform the audit work should be kept in good condition and shall be return to the company in running condition at the expiry of contract.
- 1.4 The Contractor shall ensure to coordinate and submit report on daily basis for audit done on given data.
- 1.5 The contractor will coordinate with the RCM department/divisions on daily basis for timely completion of work.
- 1.6 The Contractor will prepare MIS on daily, weekly & monthly basis, as required and in

given format.

- 1.7 Contractor shall assist Company to maintain & checking of data already submitted in company.
- 1.8 Contractor to fully understand & recognize that this job assignment is a various internal & external customer interface, therefore the employees deployed shall be adequately qualified, presentable and with I-Card, customer friendly and of high integrity. Moreover they should in the employment roll of the Contractor and should owning/maintaining scooter or motor cycle in good running condition, and using it for all official journeys. Contractor shall not sublet or assign this job to any other Contractor.
- 1.9 Contractor shall initially and on a continuous basis assist the company in the process of audit of data. The reporting shall be done by Contractor in standard format. The Contractor will render all assistance to the Company to expedite the correction at no additions charge.
- 1.10 The Contractor will have to perform diligently any other assigned work by the DGM/Manager RCM/Head RCM.
- 1.11 The desired work shall be considered to be complete only when it meets desired performance level. The Contractor will submit the data only when it reaches the desired level as communicated to the Contractor from time to time.

**B Execution Program and Co-ordination Procedure:**

- 1 Immediately upon completion of any and all jobs under this contract order the Contractor shall submit to the Company's representative a report that sets out in detail the jobs carried out. The Company's representative shall, after being satisfied that the jobs under this contract order have been properly and successfully completed by the Contractor, certify the same. In case the Company's representative is of the view that further action/modifications/corrections need to be carried out, Contractor shall immediately carry out the said action/ modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such action/ modifications / corrections.

**C Performance Standards:**

- 1 The desired work shall be considered to be complete only when it meets desired performance level set by the Company. The performance level measurement includes the performance of all scope of work efficiently
- 2 The Contractor will submit summary data after proper Checks, due diligence and duly corrected as specified by the Company. Any error detected afterwards will attract penalty.
- 3 If the Cycles /data / reports is delayed, Company shall reserve the right to get the

same job carried out by itself or through another Contractor and in such case, all expenses incurred/ deemed to be incurred towards carrying out the work along with overheads of 50% shall be recovered from the bills of the Contractor.

- 4 In case of delay/wrong action; suggesting connivance between Audit executive and Customer, Contractor will have to assist Company in taking punitive legal action against that executive.
- 5 In case of any event that any law enforcement forum or a court or similar body imposes penalty on Company for acts which are attributed to non performance/behavior/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.
- 6 Field auditor will have to work on MRO-01 & MRO-02 report generated by RCM.
- 7 MRO Report will be generated on the last day of every calendar month and will contain the data of cycles billed from the 26th of the last month to 25th of current month. For example last day for the month of June will be 30th June and MRO Report will contain the data from 26th of May to 25th of June.

## Part -II: Recovery (Business)

### Dues Collection

#### A Contractor's Scope of work:

- 1 At all times, to perform fully and properly, all functions required to be performed for the recovery of SLCC segment of consumers of BYPL, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the resources accordingly. The details of recovery actions with various remarks shall be given to the COMPANY in the required format.
- 2 Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable. The mobile / HHD shall be provided, wherever required, by the company. The bidder has to ensure proper upkeep of the mobile/HHD during the entire contract period and handover the same in proper working condition to Company at the end of the expiry of the contract.
3. Contractor will follow the following steps to recover the outstanding:
  - i. A list of defaulters will be generated by back-end staff for the SLCC/MLCC defaulter consumers as per direction of Divisional Business Head.
  - ii. For default amt <5000/-, telecallers to be provided in divisions for calling such consumers as per requirement
  - iii. The recovery persons will approach the defaulted consumer on or after the due date of energy bill as directed.
  - iv. Recovery person would also make a call to the defaulters for payment reminders as well as to call regular consumers on or before the due

date for current bill due as per list allocated by division business head.

- v. Collection of cheques against the dues, directing consumers to make payment through online mode /Cash counters, reminder visits or serving disconnection notice as per the standard format. Also contractor is advised to promote payment through online mode.
- vi. Arranging site visit reports as per designated formats, as & when required.
- vii. The contractor shall ensure weekly meeting with the concerned recovery person of the respective division/circle.
- viii. Co-ordinating disconnections with O&M, as directed by the Divisional Business Manager/ Recovery Head.
- ix. The contractor shall not collect any amount in cash from Consumers.
- x. The Contractor shall ensure regular and prompt recovery actions on daily basis. The intent is to ensure that the contractor shall deliver the data to the company promptly and as per the Schedule.
- xi. The Contractor shall ensure to collect defaulter list on daily basis from company recovery module and will revert with updated list on same day.
- xii. Contractor shall assist Company to resolve and reduce the number of defaulters as per performance standards.
- xiii. Contractor shall assist Company to resolve and reduce the number of never paid and cheque return cases. And also reduce long time pending cases since more than 3 Months of high value consumers on priority.
- xiv. The complete details of recovery (Contract No./Meter No./ Consumer Name/ Address/ Date of payment/ Mode of payment/ Date/ Final meter reading etc.) with various remarks shall be given to the COMPANY in the required format
- xv. Contractor should not only recover the dues from the consumers but also record & report meter status and conditions in existence at site in order to facilitate necessary corrective actions, if any, which can be initiated by Company
- xvi. The Contractor shall also provide on on-going basis customer information such as broken seals, visible tampering of meters, direct supply by passing the meter, energy theft / tapping from the service lines and other similar discrepancies which have a direct bearing on energy bill of the customer. The report shall be submitted in prescribed format.
- xvii. The Contractor is also liable to assist Company in correction of its database by carrying out through address correction/ verification, Phone Number details and Meter Status etc.

- xviii. The Contractor must ensure proper recovery of all energy bills/enforcement bills. Contractor shall furnish a report by the completion of each cycle in the format specified by Company, shall be submitted to the divisional Business Head /designated Divisional Recovery head/ Recovery Head .
- xix. Contractor shall pack / distribute disconnection Notices/any other notice under acknowledgement of consumer. Cycle wise disconnection notice shall be given to contractor for delivery in one lot.
- xx. Contractor shall carryout generation, enveloping and delivery of disconnection /any other notices to a consumer or a group of consumers at specific requisition / instance of the Company.
- xxi. For the Service of disconnection Notice / Any other Notice, with acknowledgement the contractor shall submit name, telephone number to whom it was delivered along with the date.
- xxii. Contractor to fully understand & recognize that this job assignment is a customer interface process involving image of the Company and therefore the employees deployed shall be adequately qualified, presentable with I-Card, customer friendly and of high integrity. Moreover, Key punching operators, recovery agents and linemen should in the employment roll of the Contractor.
- xxiii. Contractor shall furnish report on Daily, Monthly basis upon completion of each cycle and a consolidated report on 7th of every month giving the summary of works done during the previous month, constraints, possible areas of improvement, suggested measures, inputs required etc. as per the formats enclosed.
- xxiv. Contractor shall deploy the resources that are suitable in all respects to carry out the proper recovery action. The Company has the right to inspect, either on its own, or by hiring the services of a third party, the resources deployed in order to be satisfied of their good order and condition. Nothing contained herein shall, in any manner, discharge the Contractor from the obligation to provide for suitable resources. The resources should be rotated periodically.
- xxv. Contractor shall initially and on a continuous basis assist the company in the process of cleaning and correcting the database. The reporting shall be done by Contractor in standard format and shall help in processing data cleaning. The Contractor will render all assistance to the Company including field checks, if necessary to expedite the correction at no additional charge.
- xxvi. The Contractor shall provide all the assistance to the Company for any queries relating to recovery, disconnection& service of disconnection Notice / any other Notice.
- xxvii. The desired work shall be considered to be complete only when it meets desired performance level. The Contractor will submit the data only when it reaches the desired level as communicated to the Contractor from time to time.

- xxviii. Contractor shall assist Company in all its endeavors to improve collection efficiency percentage, curb theft of electricity, reduction in defaulters and up-gradation to new & innovative technologies.
- xxix. Divisional Recovery Head/ Coordinators will supervise the day to day functioning of the activity.
- xxx. For electrical related work agency shall have electrical license from Govt of NCT of Delhi.
- xxxi. The Contractor shall maintain the Field Executive wise performance and maintain a score card for Field Executive and shall submit the same on monthly basis.
- xxxii. Any information regarding connections (Live/Disconnected) in the required format to be provided by the agency, as per the direction of / BYPL.
- xxxiii. Any incentive scheme formulated by BYPL, to be implemented by the agency and reimbursed to the deployed resource.

## **Disconnection**

### **A Contractor's Scope of work:**

1. In case of disconnection due to non payment, disconnection details to be submitted to Recovery officer on same day in the prescribed format.
2. In case of meter removal due to non payment, meter removal particulars along with meter & service line to be submitted to Recovery officer on same day in the prescribed format.
3. In chronic cases, contractor will also arrange police protection for timely resolution of these cases.
4. Contractor should ensure to upload all the details at the site thru Mobile app / digitally.
5. Contractor should ensure to provide sufficient Manpower based on number of defaulters. The agency shall ensure additional mobilization in case of increase in allocation of cases so as to ensure that all activities are completed in time.
6. The Contractor will provide necessary tools & tackles, and all protective and safety equipment like, helmet, safety Belts, rubber shoes, insulated gloves, goggles, proper ladder to linemen for disconnection. The staff must follow all requisite safety regulations strictly. In case of any mishap even after taking all due precautions by the Recovery Contractor, the contractor will indemnify BYPL against all claims and liabilities which may arise as a consequence thereto.
7. All unutilized MROs shall be reconciled with Division within 7 days from the date of generation of MRO.

8. All removed meters / service cable / seals shall be reconciled with Division & store within 7 days from removal.
9. The contractor should ensure proper surveillance of connection after disconnection/ meter removal.
10. The contractor should ensure all necessary efforts required to achieve the specified targets as given by BYPL.
11. The contractor shall mobilize all resources i.e., tools, plants, etc. for the performance of this work at its own and no compensation for this shall be provided by BYPL. . Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable
12. Contractor shall be responsible to collect and record all such information that is useful for improving recovery.
13. All types of training such as soft-skills training, safety training, procedure for disconnection and induction training to new joiners shall be arranged by the contractor. On the request of the contractor, BYPL may facilitate the trainings of contractor staff.
14. The Contractor shall maintain digital attendance of the recovery personnel and provide the details as and when asked for by BYPL.
15. The Contractor shall ensure timely payment of salaries to the deployed workforce in compliance with the Minimum Wage Act
16. FE Score card to be implemented and to be shared with the company on monthly basis.
17. The Contractor should provide Site Report of disconnected cases i.e TD/PD for dues transfer activity.
18. Also responsible for any other work related to recovery assigned by Divisional Business Manager/ Recovery Head of the Division/ Circle Enforcement Recovery Coordinators / Recovery Head.
19. In case Premises locked, Box Locked or non accessibility of meter due to obstruction etc. Contractor should paste notice for Disconnection (as per process defined by Company) on some conspicuous part of the premises and revisit these premises at appropriate time (as defined in the process). Contractor will bring in photographs of the no meter, meter not traceable sites and submit the same with follow up as per schedule, as required for expeditious and conclusive handling of such cases.
20. Contractor will attempt all PL cases in odd hours/holiday/by appointment through phone to ensure the recovery of these cases and PL cases are continuously reduced. Contractor shall provide site photographs of the permanent premises locked cases along with final data submission if recovery action could not be taken after all the necessary efforts by agency.

21. In cases where non accessibility to premises/meter continues, the Contractor shall paste disconnection Notice on some conspicuous part of premises as per DERC guidelines and revisit the premises.
22. Ensure disconnection after expiry of notice period, in case consumer has not came forward for settlement or payment.
23. Day wise performance against allocated cases to be maintained and shared with BYPL on periodic basis, for all executives (including backend staff)

**B Execution Program and Co-ordination Procedure:**

Immediately upon completion of any and all jobs under the Contract, the Contractor shall submit to the Company's representative a report that sets out in detail the jobs carried out. The Company's representative shall, after being satisfied that the jobs under the Contract have been properly and successfully completed by the Contractor, certify the same. In case the Company's representative is of the view that further action/modifications/corrections need to be carried out, Contractor shall immediately carry out the said action/ modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such action/ modifications / corrections.

**C Performance Standards**

- 1 Agency has to take the case to the logical conclusion as per the desired format of the company.
- 2 The desired work shall be considered to be complete only when it meets desired performance level set by the Company. The performance level measurement will be as follows:

For Field staff:

- A: It is desirable that the field executive deployed shall make atleast 20 field visits per day (Monthly Details to be shared).
- B: For Back end staff
- 1 Allocation of cases on Daily basis to Field Executives for the desired results in consultation of Divisional Recovery Head/ Divisional Business Head.
  - 2 100% daily punching and updation of records based on the field input.
  - 3 Preparation of all daily MIS as per the requiriement.
  - 4 Analysis of performance charts of field executives.
  - 5 Need to highlight critical cases to higher ups on daily basis.
  - 6 Defaulters notice generation from the system and its distribution as per the instructions of Business Manager/ / Circle Recovery Coordinators.
  - 7 The Contractor will submit summary data after proper Quality Check and duly corrected as specified by the Company. Any error detected afterwards will attract penalty.

- 8 If the work / data / reports is delayed, Company shall reserve the right to get the same job carried out by itself or through another Contractor and in such case, all expenses incurred plus 50% of expenses incurred shall be recovered from the bills of the Contractor.
- 9 In case of wrong/non recovering the dues suggesting connivance between recovery agent and consumer, Contractor will have to assist Company in taking punitive legal action against agent. Contractor will have to assist and cooperate with Company in recovery of dues from the consumer failing which Company will reserve the right to realize the charges from the Contractor. Company may also instruct the Contractor to terminate the service of the agent.
- 10 In case Company finds connivance of Contractor with the consumers in such event, Company has the right to recover the dues from the Contractor. Company may also terminate the services of Contractor without prejudice to its right or take legal action as well as recovery of loss from the bills.
- 11 Contractor shall report all any other connection cycle-wise. (This any other connection could be of those cases where book /cycle needs to be corrected or these could be those which are not in Company's billing net/connection status is disconnected). Non Reporting of any other connection where supply is live at site but case is not in Company's billing net / connection status is disconnected shall attract penalty.
- 12 In case of any event that any law enforcement forum or a court or similar body imposes penalty on Company for acts which are attributed to non performance/behavior/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.
- 13 The contractor agrees and acknowledges that any indulgence shown towards the accused would attract penal consequences under the provisions of the electricity act 2003 as the scope of services under this contract involves discharging of statutory responsibilities towards containing theft of electricity.

## Part -III: Enforcement

### Enforcement Activity –

The staff deployed by the bidder shall be used for various activities as defined in the scope below depending upon the requirement of the job as per directions of the Engineer-In-Charge. The staff deployed may be rotated due to sensistivity of the Enforcement Activity

#### 1 SCOPE OF WORK

##### 1.1. Contractor's Scope of work

Service Provider shall assist and shall extend its support to Team Leaders/authorized officer, Assessing Officers & Other Officers for smooth functioning of the Enforcement operations to complete the Overall Enforcement activity which includes load booking, punching of files, generation of bills, passing of speaking orders, bill generation & recovery etc in accordance with the rules and regulations framed by Delhi Regulatory

Commission and other statutory laws, the details of the same mentioned below.

Service Provider shall provide the assigned services as per the desired performance level to the Company.

**1.1.1 For Enforcement - I Dept (Inspection):**

**1.1.1 Enforcement - Recovery:-**

**A. Inspection Assistance:**

Service Provider shall assist the Team Leaders/authorized officer in effective discharge of enforcement activities related to inspection in the following manner:-

- a) Assist the Authorized officer in Testing of meter through accua-check machine.
- b) Assist the Authorized officer in Preparation of Report (Load Report / Inspection of Report / Meter Report / Seizer Memo / Material Evidence / Provisional Bill / Show Cause Notice).
- c). Assist the Authorized officer in Connection of meter with accua-check when the meter is required to be checked.
- d). Assist the Authorized officer to detect wire of DT where the theft going on.
- e). Assist the Authorized officer in removal of material evidence from site (meter & cable / wire)
- f). Assist the Authorized officer to Seal the Seized material evidence in the bag.
- g). Submit the sealed material evidence bag in the Local store as a case property.
- h). Submit case files for punching.
- i). Collect the suspected meter from Enforcement Teams on daily basis with the help of Lab store in-charge.
- j). Send the suspected meter's to NABL Lab for further testing on daily basis in the coordination of Lab store in-charge.
- k). Receive the tested meter from NABL lab on daily basis in the coordination of Lab store in-charge.
- l). Hand over the tested meter to concern Team Leader's/authorized officer's of Enforcement-I in the coordination of Lab store in-charge for seizing & submitting to Local store.
- m). Search the case property required in court / FIR from the main store on daily basis in the coordination of main store in-charge and Produce this case property in the court as material evidence in the supervision of DGM.
- n). Return back this case property to main store after producing it in court in the coordination of DGM. Submit the case property in Police station demanded by the

IO for registration of FIR in the supervision of DGM.

- o). Assist the Authorized officer in Organizing the raid with the help of Delhi Police.
- p). Disconnection and removal of illegal cables of left out alive cables from consumer's site
- q). One supervisor per circle needs to be deployed for effective supervision.
- r). The lineman, who should be proficient in climbing on poles to remove service cable even from the height of the pole, shall be equipped with tool kit with bag with ISI mark, having following tools and safety equipment:
  - 1. Supply Tester
  - 2. Plier
  - 3. Key for Meter Box Opening
  - 4. Hammer
  - 5. Chisel
  - 6. Hand Gloves
  - 7. Torch (Rechargeable) LED
  - 8. Clip-on meter/tong tester/clamp tester
  - 9. Heating load of 1KW for meter testing
  - 10. Arrangement - Mayur type jug with drinking water
  - 11. Foldable ladder
  - 12. Safety belt
  - 13. External heating load of 1KW of single phase &(1KWx3) of 3 phase for testing of single or 3 phase meters shall be made available as resources.
  - 14. Any other tools and tackles which may be required to ensure proper safety.
  - 15. Concealed Live Wire Detector

**B. Punching Assistance:**

Service Provider shall Assist the Teams & Back-end staff of BYPL in followings manner:

- a). Receive & verify the details of case files submitted by the Team Leader/authorized officer of Enforcement-I on daily basis.
- b). Download the case wise photo in the system as per the direction of Team Leader/authorized officer capture at site on daily basis.
- c). Receive the theft case video prepared during videography on daily basis.
- d). Punching of these theft case files in the system on daily basis.
- e). Prepare the ATR & CD of the theft case files & send to Enforcement-II through special messenger for further action on daily basis.

**C. Store Assistance:**

Service Provider shall assist the Teams & Back-end staff of BYPL in followings manner:

**C 1. At Local Stores:**

- a). Receive the sealed material evidence submitted by the Teams in the Local store with the help of store in charge.

- b). Set the sealed material evidence in bin wise available in the local store as per the instruction of store in charge.
- c). Send this receive sealed material evidence to main store for future record till the case will be closed / finalized in the supervision of store in charge.

C 2. At Main Stores:

- a). Receive the sealed material evidence submitted in main store by all the store in-charge with the help of main store in-charge.
- b). Set the sealed material evidence in bin wise available in the main store as per the instruction of main store in charge.
- c). Search the closed / finalized / dropped cases in the bins available in main store as per the list provided of these cases to main store as per the instruction of main store in-charge.
- d). Assist in Dismantle this sealed evidence material & help the main store in-charge to prepare the docket of closed / finalized / dropped cases.
- e). Send this dismantle material evidence to scrap store in the supervision of main store in charge.
- f). Entry of material evidence received in system on daily basis.
- g). Entry of scrap material send to scrap store.
- h). Assist Team Leader/Authorized Officer & office staff in providing the detail of material evidence received in store when required in court / FIR cases on daily basis.
- i). Re-Entry of material evidence return back in system from court / Police station.

D. Backend Support:

Service Provider will assist the Enforcement Staff of BYPL in followings manner:

DGM/Head-Enforcement Support:

Service provider shall extend the support to Enforcement Officers in their day-to-day activities; e.g. Allocation of complaints to Team Leader's of Enforcement-I on daily basis, Prepare the ATR of cases checked by the Teams of Enforcement-I, and preparation of various MIS and maintaining the records as per instruction of Enforcement Officers. Provide assistance in printing and despatch of Lok Adalats notices when held.

Note:

1. FIR in case of man handling with Service Provider's staff will be dealt and managed by the Service Provider.
2. For disconnection purpose, if service provider doesn't have valid electrical license, they will have to make permanent arrangement with an agency having electrical license and the same shall be communicated to officer in charge in advance.

**1.2.1 Enforcement - II Dept (Billing):**

Service Provider shall assist the Assessing Officers in following manner:-

**A. RECOVERY ACTIVITIES:-**

Service Provider shall assist in Enforcement Recovery in the following manner:-

- a) Checking of payment status after due date.
- b) Printing of Notice under section 56 & dispatch to consumer on daily basis
- c) Shortlist cases for recovery action
- d) Supply to be disconnected by Recovery team after expiry of Notice under Section 56.
- e) All cases are to be punched in SAP/ Recovery App on daily basis
- f) In case of resistance supply to be disconnected and meter removed with help of police protection by recovery team.
- g) After disconnection TD/ PD is to be punched in SAP
- h) Tele-calling of Defaulters
- i) MIS to be generated on regular basis
- j) After Disconnection, If consumer pays the bill-
  - i) For PD Case, Advice business for reconnection
  - ii) For TD Case, Advice O&M through business for reconnection through mail.

**B. Punching Assistance:**

Service Provider Shall assist the Enforcement Officers of BYPL in following manner:

- a). Receiving case files from Enforcement Inspection Teams.
- b). Punching in the system with all details.
- c). Preparation of MIS Reports

**C. Assessment Assistance:**

- a). Service Provider will assist the Assessing Officer In Generating Show cause notice
- b). Service Provider will assist the Assessing Officer In Note sheet preparation
- c). Service Provider will assist the Assessing Officer in maintaining the records/ Documentation related to speaking order.

**D. Service Provider will Assist the Enforcement Officers for Filing the cases in courts and it will includes the followings:**

- a). Prepare files for the court as per all requirement.
- b.) send these files to legal dept.

**E. Backend Support:**

Service Provider will assist the Enforcement Staff in followings

- a). Scan all documents and maintain in the systems.
- b). Receiving consumer letters and maintain the necessary diary entries/records.

**1.3 Execution Program and Co-ordination Procedure:**

- 1.3.1 Service Provider shall deploy adequate number of skilled and efficient workmen, supervisors and engineers so as to ensure that the services as required by the / BYPL are completed in time, and in any case, as and when directed by the Company. Contractor will also provide reimbursement for conveyance & mobile calling expenditure to deployed resources, wherever applicable
- 1.3.2 Immediately upon completion of any and all jobs under this Agreement the Service Provider shall submit to the Engineer in-charge i.e. SR/Manager AM / DGM Circle a report that sets out in detail the jobs carried out. The Engineer in-charge i.e. SR Manager / AM / DGM Circle shall, after being satisfied that the jobs under this Agreement have been properly and successfully completed by the Service Provider, certify the same. In case the Company's representative is of the view that modifications/corrections need to be carried out Service Provider shall immediately carry out the said modifications/ corrections without being compensated for expenses incurred, if any, by Service Provider for such modifications / corrections.

**1.4 Performance Standards**

- 1.4.1 The Service Provider will submit data after proper Quality Check and duly corrected, ready to be billed, as specified by the Company. Any error detected afterwards will attract penalty. The Service Provider shall ensure that all Enforcement Reports bear the signature of the designated Employee, duly verified by his Sr. Manager / AM.
- 1.4.2 If the data / reports are delayed, Company shall reserve the right to get the same job carried out through another Service Provider and in such case; all expenses incurred plus 50% expenses incurred shall be recovered from the bills of the Service Provider.
- 1.4.3 In case of wrong/non reporting of Enforcement activity suggesting connivance between deployed resource and consumer, Service Provider will take punitive legal action against such employee under intimation to company & terminate the service of such employee. Service Provider will have to assist and cooperate with Company in recovery of dues from the consumer failing which Company will reserve the right to realize the charges from the Service Provider.
- 1.4.4 In case Company finds connivance of Service Provider with the consumers in such event, Company has the right to recover the dues from the Service Provider. Company may also terminate the services of Service Provider without prejudice to its right or take legal action as well as recovery of loss from the bills.
- 1.4.5 In case of any event that any law enforcement forum or a court or similar body imposes penalty on Company for acts which are attributed due to non performance/behavior/act by the Service Provider or its employees intentionally or unintentionally, the same shall be recovered from the Service Provider.

## **Liaisoning Assistance**

Activities of LAs (liaisoning Assistant, retired SI of Delhi Police):

- i. Execution of the warrants/Summon received from special court time to time.
- ii. Enforcement mass raid arrangement of police in the theft prone areas
- iii. Surveillance of BYPL material lying in BYPL stores at different location.
- iv. Persuasion of the complaint lodged in the police station against the consumer including search of the PO of the theft proclaimed of electricity theft with the coordination of concerned local police.
- v. Arrangement of the police in case of any demonstration/dharna by BSES employees.

### **1.5 Ex-Delhi Police**

#### **1. SCOPE OF WORK**

- a) They will take leading part in entry of inspection team to the premises.
- b) They will remain with team and try to ensure that inspection team is safe and not obstructed to discharge their lawful duty.
- c) They will try to protect the team in case of mob gathering, gherao etc. and call police assistance for protection by using their influence
- d) They will leave the premises after ensuring that all members of the team has safely evacuated the premises after inspection
- e) In case of assault on inspection team members they will try to get complaint lodged in police station and try to fulfill initial formalities as per law till other support teams like panel advocate etc. reaches the spot
- f) In case any hostile consumer/ user creates law and order issue at the Enforcement office and the Ex Delhi Police Staff in question is present in office then he will assist the office staff in diffusing the situation
- g) They will assist the recovery team in disconnection and recovery
- h) In case support is sought by Division Business or O&M they may be deputed for assisting the Division team in the required situation
- i) Telecalling to deafaulters during recovery drive
- j) During Special Lok Adalats/ Camps at MLA Office or any other public office they may be deputed for assistance and security purpose.

## **Part -IV: Common Scope of Work**

### **Common Scope of Work for All Facility/Contract**

#### **A. By Bidder/Contractor**

1. Contractor shall be fully responsible for the smooth running of operations of all the services/contract/facility to complete the tasks as per the Company's directions with the requisite number of resource to meet the desired performance level up to the company satisfaction.

2. The resource deployed by agency shall be on 26 days in a month basis as per Minimum Wages Act prevailing NCT of Delhi. All the resources shall be deployed after prior clearance of the Engineer In Charge.
3. Agency will submit all relevant documents as stipulated in the contract to Engineer Incharge for verification before the commencement of the work and thereafter as and when required in addition to Compliance Cell / C&M / Finance / HR Cell
4. The resource shall be deployed after clearance from BYPL.
5. The Contractor shall issue identity cards bearing the name of the Contractor to its employees and shall provide an authority letter to the them and the employees shall carry the same when they are on duty at the Company.
6. The Contractor shall ensure marking of attendance of its employees in the manual registers maintained at the Company locations. Additionally, wherever Company has installed manual/electronic attendance marking devices, the Contractor is required to mark the attendance of its employees in those devices also at the time interval decided by Company. At the end of the month a copy of the attendance sheet along with the attendance cards of such devices should be forwarded to Company for processing of payment to the Contractor by the Company. Without such attendance proof, no payment would be made.
7. The contractor will submit police verification report for the entire workforce deployed before submission of the first running bill.
8. The contractor agrees and acknowledges that any indulgence shown towards the accused would attract penal consequences under the provisions of the electricity act 2003 as the scope of services under this contract involves discharging of statutory responsibilities towards containing theft of electricity.
9. Contractor shall deploy adequate number of skilled and efficient executives so as to ensure that the various jobs are completed in time, and in any case, as and when directed by the Company.
10. Contractor shall submit to the Company written detailed execution plan, manpower deployment plan and details of the manpower at least 7 days prior to commencement of work under this Work Order and have the same approved by the company.
11. The desired work shall be considered to be complete only when it meets desired performance level set by the HOD
12. The Contractor shall, unless specifically excluded in the Contract, perform all such work and/or supply all such items and materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Completion of the Facilities as if such work and/or items and materials were expressly mentioned in the Contract.
13. The Contractor confirms that it has entered into this Contract on the basis of a proper examination of the data/site visit/full understating of subject relating to the Facilities

14. The Contractor acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Facilities.
15. Scope elaborated above/elsewhere in the contract is bare minimum requirement and anything else is required to make the system complete shall be included in the scope of the Bidder.
16. To make service better and keep resources motivation high, bidder to make arrangement / provision of monthly reward and recognition division wise in line with the direction of office in-charge
17. Bidder to make provision for refreshment of their resources deployed in BYPL office along with office boy.
18. To insure better control and monitoring mechanism bidder to depute supervisor division wise/circle wise/activity wise as per the requirement of BYPL
19. Any additional work beyond the scope enumerated in the Work Order above shall be carried out by the Contractor only after written confirmation from the signatory of the Work Order. The Company shall not entertain any claim or increase in the order value due to execution of such additional work beyond the scope defined in the Work Order. Any such claim shall stand automatically null and void unless accompanied with a formal amendment to the Work Order.

**BYPL Scope of work:**

1. Infrastructure to be provided to the Contractor:
  - a. Suitable office space is to be provided, preferably in division offices, for the smooth functioning of Business operations.
  - b. Basic amenities like electricity, drinking water, cooler, fan, tube light is to be provided.
  - c. Computers shall be provided with LAN facility with UPS (if centralized UPS is available) as per requirement.
  - d. Separate E-mail ID shall be provided, if required.
  - e. Stationeries like paper , envelopes, etc shall be provided.
2. The Company shall authorized Photo Identity cards issued by Contractor to his representative, authorizing them for Business action. The employees of Contractor must carry the identity card every time.

**Note :**

No additional billing or payment on account of addition/increase in number of consumer and location during the term of contract.

Scope of work mentioned is minimum and indicative only. The same may vary based on business requirements of BYPL.

**ABBREVIATIONS**

AM	Assistant Manager
AM (PS)	Assistant Manager (Power Supply)
AMR	Automatic Meter Reading
AOP	Annual Operating Plan
ATR	Action Taken Report
BYPL	Bses Yamuna Power Limited
C&M	Contract & Material
CCI	Customer Care In charge
CCO	Customer Care Officer
CEA	Central Electricity Authority
CES	Central Engineering Services
CF	Commercial Feasibility
CGRF	Consumer Grievance Redressal Forum
CHD	Consumer Help Desk
CMG	Connection Management Group
CMRI	Common Meter Reading Instrument
CO	Commercial Officer
CRM	Consumer Relationship Management
CSR	Corporate Social Responsibility
CT	Current Transformer
DAM	DT Audit Module
DB	Distribution Box
DCA	Data Centre Associate
DCL	Data Centre Leader
DDA	Delhi Development Authority
DERC	Delhi Electricity Regulatory Commission
DGM	Divisional General Manager
DMRC	Delhi Metro Rail Corporation
DN	Demand Note
DSK	Digi Seva Kendra
DSM	Demand Side Management
DSS	Door Step Service
DT	Direct Theft
DT	Distribution Transformer
DTC	Dues Transfer Cell
EA	Energy Audit
E-bill	Electronic Bill
EEREM	Energy Efficiency & Renewable Energy Management
EHT	Extra High Tension
ELCB	Earth Leakage Circuit Breaker
EMS	Energy Management System
EV Cell	Electric Vehicle
FAQ	Frequently Asked Question
FE	Field Executive

FIFO	First in first out
FL	Feeder Location
GBI	Generation Based Incentive
GCC	Govt. Consumer Cell
GNM	Grid Net Metering
HOD	Head of Department
HHD	Hand held device
HT	High Tension
IGMS	Interconnected Group Meter System
IOMS	Integrated Outage Management System
JE	Journal Entry
JJ	Juggi Jhopri
KCC	Key Consumer Cell
KVAH	Kilo Volt Ampere Hour
KWH	Kilo Watt Hour
KYC	Know Your Client
L&D	Learning & Development
LT	Low Tension
MCD	Municipal Corporation of Delhi
MCR	Meter Change Report
MD	Maximum Demand
MDI	Maximum Demand Indicator
MLCC	Medium Load Consumer Cell
MMG	Meter Management Group
MNRI	Ministry Of New & Renewable Energy
MRD	Meter Reading Data
MRO	Meter Removal Order
MRO	Meter Reading Order
MTR	Meter Testing Report
NABL	National Accreditation Board for Testing & Calibration Laboratories
NAS	Network Access System
NDHT	Non Domestic High Tension
NOC	No Objection Certificate
NRLDC	Northern Regional Load Dispatch Center
O&M	Operation & Maintenance
O/G	Out-Going
OA	Open Access
PCB	Printed Circuit Board
PD	Permanently Disconnection
PF	Power Factor
PL	Premises Locked
POD	Proof Of Delivery
PPE	Personal Protective Equipment
PPL	Premises Permanent Locked

PPT	Power Point Presentation
RCM	Revenue Cycle Management
RPO	Renewable Purchase Obligation
RTC	Real Time Clock
RWAs	Resident Welfare Associations
SAT	Site Acceptance Test
SC	Sub Cluster
SCADA	Supervisory Control And Data Acquisition
SD	Sub Division
SDO	Sub Divisional Officer
SLCC	Small Load Consumer Cell
SLD	Single Line Diagram
SLDC	State Load Dispatch Centre
SOP	Standard Operating Procedure
TD	Temporarily Disconnected
TF	Technical Feasibility
TFE	Technical Feasibility Executive
TOD	Time of Day
UPF	Unity Power Factor
VNM	Virtual Net Metering

SLCC	SMALL LOAD CONSUMER CELL
MLCC	MEDIUM LOAD CONSUMER CELL
KCC	KEY CONSUMER CELL
DERC	DELHI ELECTRICITY REGULATORY COMMISSION
CEA	CENTRAL ELECTRICITY AUTHORITY
NGT	NATIONAL GREEN TRIBUNAL
DoP	DELIGATION OF POWER
MCD	MUNCIPAL CORPORATION OF DELHI
EDMC	EAST DELHI MUNCIPAL CORPORATION
DPCC	DELHI POLLUTION CONTROL COMMUNITTEE
DDA	DELHI DEVELOPMENT AUTHORITY
TF	TECHNICAL FEASIBILITY
CF	COMMERCIAL FEASIBILITY
TFE	TECHNICAL FEASIBILITY ENGINEER
DB	DISTRIBUTION BOX
HT	HIGH TENSION
EHV	EXTRA HIGH VOLTAGE
KvA	KILO VOLT AMPERE
S/L	SERVICE LINE
ELCB	EARTH LEAKAGE CIRCUIT BREAKER
KW	KILO WATT
BM	BUSINESS MANAGER
AM(PS)	ASSIST MANAGER(POWER SUPPLY)
CMG	Connection Management Group
MMG	Meter Management Group

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## Part XIII – PERFORMANCE EVALUATION & SCORE CARD

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### 1.0 SCORE CARD

#### 1.1 PERFORMANCE REVIEW PROCEDURE:

- a. The scorecards of the contractor shall be computed/released and monitored by BET/Head (Business)/HOD or his nominated official on a monthly basis. Performance review of the score card shall be at company level for the activity wherever targets are not specified at Division / Circle level.

The procedure for reviewing the performance shall be as follows:

- b. A high-level committee shall review performance of all those contractors monthly, whose scores are falling in penalty zone. In-Charge of the concerned division/work area will also be invited to the meeting. The proceedings will be coordinated and convened by the official responsible for computing/releasing and monitoring of the score card.
- c. The Score card may be modified retrospectively or prospectively as per discretion of during the tenure of contract.
- d. First review of the performance shall be held a month after the start of the contact on receipt of the scorecard for the first month. Penalty on the basis of score card will not be applicable on the first month of the contract.
- e. Key Performance Indicators and Scores for the preceding month shall be deliberated in every review meeting and the contractor will be guided and enquired about the ways to improve its performance scorecard.
- f. Subsequently, as and when deemed appropriate, the company will initiate the following corrective action if the Weighted Average Score of the contractor is below the stipulated performance standards:
- g. <<Clause Deleted>>

- h. First instance of the Weighted Average Score falling in the Penalty zone (below 6 points) during the contract period: Contractor shall be issued first Warning Letter indicating that the company may terminate the contractor if the performance of the contractor does not improve beyond the stipulated benchmark
- i. Second instance of the Weighted Average Score falling in the Penalty zone (below 6 points) during the contract period: Contractor shall be issued second warning letter indicating that the company will initiate proceedings to terminate the contractor if the performance of the contractor falls below the stipulated benchmark once again.
- j. Third instance of the Weighted Average Score falling in the Penalty zone (below 6 points) during the contract period: A Notice for Termination of Contract shall be issued to the contractor while giving the stipulated notice period as mention in contract. After suitable notice period, the contract shall be treated as terminated and it shall be binding to the contractor and the Contract Performance bank guarantee submitted by contractor shall be forfeited.
- k. Adherence to Service Level Agreement

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

#### **1.2.1 KEY PERFORMANCE INDICATORS (KPI)**

- a. Performance of the contractor shall be measured on a scale of 1 to 10 on the basis of the following KPIs.
- b. Score Card Parameters
- c. A Weighted Average Score shall be computed using the aforesaid weight age and score every month.
- d. BSES reserves the right to add/change/delete to the list of existing KPI, modify weight age for any parameter and change the basis for assigning scores, at any point of time during the execution of the contract. This will be communicated in writing to the contractor by the Company.

## 2.1 OTHERS OPERATIONAL PENALTY

### I. MRBD

- a. In case total number Billing Cycles to be completed in a month is less than the desired level & reason of the same is lack of performance of the contractor, a penalty of 2% of the Billing Amount of that month will be deducted from the Bill
- b. In the event of a consumer disputes that the reading is incorrect, a penalty of Rs 20/-per incorrect reading shall be debited to the account of the contractor – upon verification by a joint team of Company and Contractor.
- c. The delivery day will start from the same day if the bills are delivered by 09:30 AM and will start from the next day if it is delivered after 09:30 AM. There is no Sunday/ Holiday (Except National Holidays Like 26th Jan, 15th Aug and 2nd Oct) for bill delivery and it will calculate on absolute basis.

### II. RECOVERY

- a. Malpractices or negligence like: illegal disconnection, mutilation of cheque, delay in cheque deposit, seeking bribe, non-deposit of meters or cables
- b. Penalty of Rs 1000 for the first instance in a month
- c. Penalty of Rs 2000 for the second instance in a month
- d. Penalty of Rs 10000 per incidence for the three or more instances in a month
- e. Additionally, delay in deposit of collected amount shall attract interest @ 24% p.a. for the entire duration of delay.

#### a. Retention Clauses:

- i. Retention shall be made in contractor bill for the pending materials and any other pending information which needs to be submitted to BYPL. Retention amount shall be equal to the penalty amount mentioned again relevant penalty clause.

**2.2 DEDUCTION ON THE BASIS OF PERFORMANCE - KPI:**

Deduction as specified below shall be made from the monthly payment of contractor on the basis of his performance on Key performance indicator.

<b>Reference Range of marks scored in Score Card</b>	<b>Penalty on monthly billing</b>
More than 8	Nil
>7.5 to <=8.0	0.50%
>7.0 to <= 7.5	1.50%
>6.5 to <= 7.0	2.50%
>6.0 to <= 6.5	3.50%
<=6.0	5%
Below 6.0	Termination of Contract if continued the same pattern in three successive months

**Contractor should ensure min 6 point in each activities. In case of <6 points in any activity, a penalty for that activity will be double i.e. 10%.**

## A. Recovery

### Score Card

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

**B. Meter Reading and Bill Distribution (MRBD) :**

**Score Card**

**1. Meter Reading Score Card:**

<b>Performance Evaluation Score Card for MR Vendors</b>								
<b>Sr.No.</b>	<b>Parameters</b>	<b>Evaluation Criteria</b>	<b>Information source</b>	<b>Score Weightage</b>	<b>SCORE ASSIGNMENT</b>			<b>Remarks</b>
<b>A</b>	<b>Operational Performance</b>			<b>100</b>	<b>10</b>	<b>5</b>	<b>0</b>	
1	Downloading %	Total downloading % achieved as per monthly AOP target	RCM	60	DL % = > 100	DL % >=99 & < 100	DL % < 99	
2	Adherence to schedule (Packing of cycles within predefined timelines)	Instances reported of delay in cycle packing	RCM	40	On time all cycle packing	If any cycle packing delays for only 1 day	In all other cases	

**2. Bill distribution Score Card**

S.No	Parameters	Evaluation Criteria	Information source	Score Weight age	SCORE ASSIGNMENT			Remarks
<b>A</b>	<b>Operational Performance</b>			<b>100</b>	<b>10</b>	<b>5</b>	<b>0</b>	
1	% No. of delivered Bills	Total bills delivered to the consumer with and without acknowledgement	Divisional Head	70	100% Delivered	>=99.5% and <100% Delivered	<99.5%	
2	Adherence to schedule	Bill distribution of cycles within predefined timelines	RCM	30	On time (i.e. within 2 days)	If delay is for only 1 day of any cycle	In all other cases	

## C. Enforcement

### Score Card

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

**D. Master Score Card**

MASTER SCORE CARD – Other Business Activities					
S.No	Contract Name	Weightage	Score Achieved out of 10	Final Score	Remarks
a	Recovery	55%			Scorecard would be applicable at company level
b	Enforcement	45%			
c	MR & BD				Individual scorecards would be applicable at circle level.
<b>TOTAL</b>		<b>100%</b>			