

BSES YAMUNA POWER LIMITED (BYPL)

Notice Inviting Tender (NIT)

for

**“Business Functions for Electricity Distribution work in
BYPL”**

NIT No.: CMC/BY/22-23/RS/SvS/VK/44

Dated: 19.09.2022

Due Date for Submission of Tender: 11.10.2022, 1600 HRS

Date and Time of opening: 11.10.2022, 1630 HRS

BSES YAMUNA POWER LIMITED,
Shakti Kiran Building, Karkardooma, New Delhi – 110032
Corporate Identification Number: U40109DL2001PLC111525
Website : www.bsesdelhi.com

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

CONTENTS

S.No.	ITEM	DISCRIPTION
1	CHECK LIST	CHECK LIST FOR BID SUBMISSION
2	SECTIONS	
2.1	SECTION-I	REQUEST FOR QUOTATION (RFQ)
2.2	SECTION-II	INSTRUCTION TO BIDDERS (ITB)
2.3	SECTION-III	SPECIAL TERMS & CONDITIONS (SCC)
2.4	SECTION-IV	GENERAL TERMS & CONDITIONS (GCC)
2.5	SECTION-V	SCOPE OF WORK
2.5	SECTION-VI	PRICE BID
3	ANNEXURES	
3.1	ANNEXURE-I	BID FORM
3.2	ANNEXURE-II	BIDDER'S DETAILS
3.3	ANNEXURE-III	ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY CONDITIONS OF CONTRACT
3.4	ANNEXURE-IV	ACCEPTANCE OF REVERSE AUCTION
4	FORMATS	
4.1	EMD	EARNEST MONEY DEPOSIT (EMD) BANK GUARANTEE
4.2	CPBG	CONTRACT CUM PERFORMANCE BANK GUARANTEE (CPBG)
4.3	NDA	NON-DISCLOSURE AGREEMENT (NDA)
4.4	NDD	NO DEVIATION DECLARATION (NDD)
4.5	COMMUNICATION	BIDDER'S COMMUNICATION DETAILS

INDEX

SECTION- I.....	10
REQUEST FOR QUOTATION (RFQ).....	10
1. GENERAL	10
2. POINTS TO BE NOTED	11
3. EMD.....	11
4. QUALIFYING REQUIREMENTS (QR).....	12
5. PRE-BID MEETING:.....	15
6. BID SUBMISSION.....	15
6.3.1. PART A: TECHNO-COMMERCIAL BID, UNPRICED (Envelop-1):	16
6.3.2. PART B: PRICE BID (Envelop-2):.....	16
6.3.3. FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION:	17
7. TIME SCHEDULE	17
8. AWARD DECISION	18
9. MARKET INTEGRITY	18
10. CONFIDENTIALITY	18
11. CONTACT INFORMATION	19
SECTION-II.....	20
INSTRUCTIONS TO BIDDERS (ITB)	20
1. GENERAL	21
2. SCOPE OF WORK	21
3. DISCLAIMER.....	21
4. COST OF BIDDING.....	22
5. TENDER DOCUMENTS	22
6. AMENDMENT OF TENDER DOCUMENTS.....	22
7. PREPARATION OF BIDS & LANGUAGE.....	23
8. DOCUMENTS COMPRISING THE BID	23
9. BID FORM.....	23
10. BID PRICES	23
11. BID CURRENCIES.....	23
12. PERIOD OF VALIDITY OF BIDS.....	24
13. ALTERNATIVE BIDS	24
14. FORMAT AND SIGNING OF BID	24
15. SEALING AND MARKING OF BIDS	24
16. DEADLINE FOR SUBMISSION OF BIDS	24
17. ONE BID PER BIDDER.....	25

18.	LATE BIDS	25
19.	MODIFICATIONS AND WITHDRAWAL OF BIDS	25
20.	EVALUATION OF BID	25
21.	CLARIFICATION OF BIDS	25
22.	PRELIMINARY EXAMINATION OF BIDS / RESPONSIVENESS.....	25
23.	EVALUATION AND COMPARISON OF BIDS	26
24.	CONTACTING THE COMPANY	26
25.	THE COMPANY 'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS	26
26.	AWARD OF CONTRACT	27
27.	THE COMPANY'S RIGHT TO VARY QUANTITIES.....	27
28.	LETTER OF INTENT/ NOTIFICATION OF AWARD	27
29.	CORRUPT OR FRAUDULENT PRACTICES	27
30.	PROCESS TO BE CONFIDENTIAL.....	28
	SECTION – III	29
	SPECIAL TERMS & CONDITIONS (SCC).....	29
1.	DEFINITIONS	30
2.	SCOPE OF WORK	30
3.	EFFECTIVE DATE, TIME AND VALIDITY.....	30
4.	ORDER VALUE	31
5.	RATES & ESCALATION	31
6.	CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG).....	31
7.	PAYMENT TERMS	32
8.	INSURANCE	33
9.	PENALTY	34
10.	GUIDELINES REGARDING INSPECTION & MAINTENANCE OF PITS /DUG AREA WHILE DOING WORK AT SITE IN BYPL AREA.....	34
11.	DERC GUIDELINES & REGULATIONS.....	35
	SECTION – IV	36
	GENERAL TERMS & CONDITIONS(GCC).....	36
1.	DEFINITION & INTERPRETATION	37
2.	PRIORITY OF CONTRACT DOCUMENTS.....	40
3.	AMENDMENT	40
4.	LANGUAGE AND MEASUREMENT.....	40
5.	EXAMINATION OF SITE & LOCAL CONDITIONS	40
6.	TAXES & DUTIES.....	41
7.	PAYMENT	41

8. TAX INVOICE SUBMISSION PROCEDURE AND CERTIFICATION	42
9. TIME ESSENCE OF CONTRACT	43
10. LIQUIDATED DAMAGE	43
11. PERIOD OF MOBILISATION	43
12. OPENING OF SITE OFFICE:	43
13. ACCESS TO THE SITE	44
14. INSPECTION & QUALITY CONTROL	44
15. DEMOBILISATION/ HANDOVER ON CONTRACT COMPLETION	44
16. REPORTS AND INFORMATION	45
17. STATUTORY OBLIGATIONS	45
18. PENALTY FOR NON-COMPLIANCE OF STATUTORY REGULATIONS	46
19. PENALTY FOR MISCONDUCT/FAILURE IN PERFORMANCE OF TASK UNDER AGREEMENT	47
20. STATUTORY PERMISSION/ APPROVALS	48
21. PERMITS, LICENSES & APPROVALS	49
22. REPRESENTATION, WARRANTIES AND GUARANTEES	50
23. EVENTS OF DEFAULTS	50
24. RISK & COST	51
25. LIMITATION OF LIABILITY	51
26. TERMINATION	51
27. GOVERNING LAW AND ARBITRATION	52
28. FORCE MAJEURE	53
29. NOTICE & COMMUNICATION	54
30. SAFETY CODE	55
31. WORKMEN COMPENSATION	55
32. THIRD PARTY INSURANCE	56
33. HUMAN RESOURCE ISSUES	56
34. DEPLOYMENT OF RESOURCES	60
35. REPLACEMENT OF RESOURCE(S)	60
36. CONTRACTOR'S OBLIGATIONS	61
37. THE COMPANY/BYPL'S OBLIGATIONS/RESPONSIBILITIES	65
38. INDEMNITY	66
39. SECRECY & CONFIDENTIALITY	66
40. NON-EXCLUSIVITY	67
41. SEVERABILITY	67
42. ASSIGNMENT & SUBLETTING	67
43. ASSIGNMENT BY THE COMPANY	68

44.	NOT USED	68
45.	NO JOINT VENTURE	68
46.	WAIVER OF RIGHTS	68
47.	THE COMPANY'S RIGHT TO VARY QUANTITIES.....	68
48.	CONTRACTOR'S EQUIPMENT	68
49.	AVAILABILITY OF TOOL & PLANT (T&P).....	69
50.	FREE ISSUE MATERIAL	69
51.	VENDOR CODE OF CONDUCT	69
52.	DISCLOSURE OF RELATIONSHIP	69
53.	MSME	70
54.	COVID GUIDELINES	70
55.	CLEANLINESS & PRECAUTIONS TO BE TAKEN WHILE DOING WORK AT SITE TO PREVENT DUST POLLUTION.....	70
56.	ENVIRONMENTAL, HEALTH & SAFETY	71
57.	ACCEPTANCE.....	72
	SECTION – V	73
	SCOPE OF WORK.....	73
	Part I – Connection Management	74
1.1	CMG -Connection Management Group	74
1.2	MMG backend activity	79
	Part II – RCM & MLCC	86
2.1	Meter Reading & Bill distribution.....	86
2.2	Revenue Cycle Management (RCM)- Backend Activity.....	95
2.3	Meter Auditors	97
2.4	Data Centre – Division Activity	99
2.5	MLCC Reading.....	101
	Part III – Recovery.....	107
3.1	Dues Collection.....	107
3.2	Disconnection.....	110
3.3	Dues Transfer Cell.....	113
	Part IV – Enforcement & Surveillance.....	115
4.1	Photography & Video recording for enforcement	115
4.2	Enforcement Activity.....	118
4.3	Mobile Surveillance	123
	Part V – Customer Care	128
	Part VI – Energy Audit & DSM.....	134

Part VII – Consumer Connect.....	135
Part VIII – Renewable	138
8.1 EV & Open Access Cell/ Sustainability & Clean Technology (E-Mobility).....	138
8.2 Net Metering (Roof Top Solar), Battery Energy Storage & New Initiatives	141
Part IX – Business Excellence Team	146
Part X – Priority Consumer Cell	146
Part XI – Key Consumer Cell.....	149
Part XII – Common Scope of Work.....	178
Annexure: V-A Specifications of Meter Test Equipments	181
Annexure: V-B Guidelines and SOP for on-site Testing of Energy Meters.....	184
Annexure: V-C Details of Test Equipments, Tools, Safety Gears and Uniform	188
Annexure: V-D Contractor Bill Documents	189
Annexure: V-E Time Lines- MMG Backend activities.....	190
Annexure: V-F Key Business Parameter BYPL.....	191
Annexure: V-G ABBREVIATIONS.....	192
Part XIII – PERFORMANCE EVALUATION & SCORE CARD.....	195
SECTION – VI.....	220
PRICE BID.....	220
SECTION-VI.....	221
ANNEXURE –I : BID FORM	224
ANNEXURE – II.....	225
BIDDER'S DETAILS	225
ANNEXURE – III.....	228
ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY CONDITIONS OF CONTRACT.....	228
Appendix – 1.....	237
Appendix – 2.....	238
Appendix – 3.....	239
ANNEXURE – IV	240
ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION.....	240
EVENT.....	240
FORMAT – 4.1.....	242
EMD BANK GUARANTEE	242
FORMAT – 4.2.....	243
PROFORMA OF CONTRACT CUM PERFORMANCE BANK GUARANTEE	243
FORMAT – 4.3.....	246
NON-DISCLOSURE AGREEMENT	246

FORMAT – 4.4.....	249
NO DEVIATION DECLARATION	249
FORMAT – 4.5.....	250
BIDDER'S COMMUNICATION DETAILS.....	250

CHECK LIST
(FOR BID SUBMISSION)

S. No	Item Description	Yes/ No
1	BID INDEX	
2	COVERING LETTER	
3	TENDER FEE	
4	EARNEST MONEY DEPOSIT	
5	POWER OF ATTORNEY	
6	BID FORM DULY SIGNED	
7	NON-DISCLOSURE AGREEMENT (NDA)	
8	NO DEVIATION DECLARATION (NDD)	
9	UNPRICED TECHNO-COMMERCIAL BID (IN SEPARATE SEALED ENVELOPE-1)	
10	PRICE BID (IN SEPARATE SEALED ENVELOPE-2)	
11	COMPLETE BID DOCUMENTS, ENVELOPE 1 & 2 (IN SEPARATE SEALED ENVELOPE-3)	

SECTION- I

REQUEST FOR QUOTATION (RFQ)

SECTION- I

REQUEST FOR QUOTATION (RFQ)

1. GENERAL

BSES Yamuna Power Limited invites sealed tenders on a “Single Stage: Two Envelope” bidding basis (Envelope –I, Techno-Commercial Bid & Envelope-II, Price Bid) from eligible Bidders for award of contract for “Business Functions for Electricity Distribution work in BYPL”.

- 1.1. The bidder must qualify the requirements as specified in heading “Qualifying Requirements” of this RFQ.
- 1.2. The sealed envelopes shall be duly super-scribed as:

“NIT No.: CMC/BY/22-23/RS/SvS/VK/44 Dated: 19.09.2022”

for

“Business Functions for Electricity Distribution work in BYPL”

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

Cost of Tender Documents (Non- Refundable)	Rs.5900/- (including GST)
Earnest money Deposit	Rs 20 Lakh
Duration of the Work	36 Months
Tender documents on sale	19/09/2022 to 11/10/2022 (Working days)
Date & time of Submission of Bid	11/10/2022 till 1600 HRS
Date & time of opening of Techno-Commercial Bid	11/10/2022 till 1630 HRS

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

Head of Department,
Contracts & Material Department,
BSES Yamuna Power Limited,
III Floor, “A” Block, Shakti Kiran Building,
Karkardooma,
New Delhi-110032.

- 1.5. Only DD shall be accepted for tender fees.
- 1.6. The tender documents will be issued on all working days up to the date mentioned in clause 1.3. The tender documents & detail terms and conditions can also be

downloaded from the website www.bsedelhi.com. In case tender documents are downloaded from the above website, then the bidder has to enclose a separate demand draft covering the cost of bid documents.

2. POINTS TO BE NOTED

- 2.1. Works envisaged under this contract are required to be executed in all respects up to the period of completion/ duration of work mentioned above.
- 2.2. Only those agencies, who fulfil the qualifying criteria as mentioned in clause 3 should submit the tender documents.
- 2.3. BSES YAMUNA Power Ltd reserves the right to accept/reject any or all bids without assigning any reason thereof and alter/amend/modify/add/reduce the amount and quantity mentioned in the tender documents at the time of placing Order
- 2.4. The bid will be summarily rejected if:
 - (a) **Earnest Money Deposit (EMD)** and **Tender Fee** of requisite amount is not deposited as per tender conditions
 - (b) Bid received after due date and time.

3. EMD

- 3.1. The bidder shall furnish, as part of its bid, an EMD of the requisite amount. The EMD is required to protect the Company against the risk of Bidder's conduct which would warrant forfeiture. The EMD shall be denominated in any of the following forms:
 - (a) BG from nationalized / Scheduled Bank, as per the format annexed in the tender document in favour of BSES Yamuna Power Limited valid for 6 (six) months from original due date of bid submission.
 - (b) Fixed Deposit (lien marked in favor of BSES YAMUNA POWER LTD) valid for 6(six) months from original due date of bid submission.
- 3.2. Please note that bank details as given below have been provided only for the purpose of making BG for EMD.

Beneficiary Name	: BSES Yamuna Power Limited
Bank Name	: State Bank of India (SBI)
A/c No.	: 10277791808
IFSC Code	: SBIN0009601
- 3.3. The EMD of the bidders who are not technically qualified shall be returned after the price bid opening.
- 3.4. Earnest money given by all the bidders who are techno commercially qualified except the lower bidder shall be returned within 8 (Eight) weeks after award of the work.
- 3.5. The EMD of the successful bidder shall be returned on submission of CPBG as per tender terms.
- 3.6. The EMD may be forfeited in case of:
 - (a) The Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form or

- (b) The successful Bidder does not
 - (i) accept the Purchase Order/Work Order, or
 - (ii) furnish the required CPBG as per tender terms
- (c) The bidder is found to have submitted false or forged, any of the documents/certificates/information.

4. QUALIFYING REQUIREMENTS (QR)

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

4.1. Technical QR:

- (i) The bidder individually or as a group company ^(#) should have experience for providing services in the Meter reading, bill distribution and recovery work in any power distribution Utilities / SEB's /Discoms / other govt. organizations for not less than continuous 06 months within last 5 financial years (FY18 to FY22).

OR

The Bidder should have experience working as Distribution Franchisee of any DISCOM having minimum 50,000 consumers with the task of Meter reading, bill distribution, recovery work and other business/commercial functions for not less than continuous 06 months within last 5 financial years (FY18 to FY22).

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

- (ii) The bidder should have requisite skills, knowledge, expertise, experience, and system as per the requirement of the company and the capability to act as an SLA contractor with the trained and experienced person of the requisite skill and knowledge to perform the function. Organisation chart of bidder indicating Executive / technical staff with educational qualification and experience needs to be submitted along with the bid. Details of project execution or Distribution Franchisee work of similar nature carried out by bidder as mentioned in scope of work in last five (5) years shall be submitted as per format Annexure II.
- (iii) Performance certificates of the qualifying contracts of same or similar area of work or in the SLAs of similar nature completed successfully shall be submitted by bidder. In case the bidder is a distribution franchisee, it can submit the copy of Distribution Franchisee Agreement along with performance certificate of ongoing work.
- (iv) Bidder should have an office in Delhi NCR or shall open an office in Delhi NCR within 15 days from the date of LOI/Award of contract. Bidder to submit undertaking/details of such office on their letterhead. The office should have fully fledged statutory

compliance team and the Head/ In-charge of this office should be competent enough to take all decisions related to this contract.

4.2. Financial QR:

- (i) The bidder must have executed a single order of minimum value of Rs 16 Crore or two orders of minimum value Rs 10 Crore each or three orders of minimum value Rs 8 Crore each in the field of Project execution or maintenance work of Distribution Network in the last seven financial years (FY16 to FY22). The completed cost will be escalated by BYPL @8% compounded rate for each completed year, ending March 31st for the assessment purpose.

OR

The Bidder should have experience working as Distribution Franchisee of any DISCOM having minimum 50,000 consumers with the task of Meter reading, bill distribution, recovery work and other business/commercial functions for not less than continuous 06 months within last 5 financial years (FY18 to FY22).

- (ii) The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e., FY22, FY21 & FY20) should not be less than Rs 50 Crore. The bidder shall submit the Annual Turnover Report of the last 3 FYs duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number.
- (iii) The bidder should have net worth of Rs 9 Crore as on the last day of the preceding financial year on the date of bid submission. The bidder shall submit the Certificate of Net Worth duly certified by Chartered Accountant for the last financial year i.e. FY 2021-22. The Net worth certificate must have UDIN Number.
- (iv) Bidder must provide proof of having solvency of an amount equal to Rs 6 Crore from any nationalized/ scheduled commercial bank. It should not be older than 30 days from the date of submission of Techno-Commercial bid.
- (v) Bidder should have valid Registration of GST & PAN.
- (vi) Bidder should fulfil all statutory compliances like PF, ESI registration, etc.
- (vii) Entities that have been currently debarred/blacklisted by any Private/central/state government institution including electricity boards in India, any of the DISCOM in India, lacks qualifying pre-requisites to participate in this tender will not be considered. Accordingly, an undertaking by the Authorized Person along with other documents to be provided by the bidder on its letter head in this regard, confirming in clear terms, that the contractor has not been debarred/blacklisted as on the date of submission of the bid. Bidders who is currently debarred/ blacklisted/ suspended by BYPL will not be considered in this tender.

- (viii) The bidder should give an undertaking by the Authorized Person on their letterhead that all the documents/certificates/information submitted by them against the

tender are genuine/true/correct and the copies of documents have been made from the original document/s. Further, in case any of the documents/certificates/information submitted by the bidder is found to be false or forged, BYPL at its sole discretion shall be free to take all actions as permitted under law, including forfeiture of EMD and disqualification from participation in the future tenders of BYPL & Its group companies for indefinite period or period as may be decided by BYPL.

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

4.3. Other Requirements:

- (a) Company reserves the right to carry out technical capability/ infrastructure assessment of the Bidders by factory/office/site inspection or by any other means and company's decision shall be final in this regard.
- (b) The bidder shall submit all necessary documentary evidence to establish that the Bidder meets the above qualifying requirements including but not limited to following:
- i. Last three Financial Years (FY 19-20, FY 20-21& FY 21-22) audited financial statement.
 - ii. Bidder to submit UDIN based CA Certificate showing NIL dues towards Statutory Liabilities, including GST, Taxation, PF, ESI, or any other dues Statutory in nature for the period up to 31.03.2022, herein collectively called as “Statutory dues” and there is no liability over the bidder relating to deposition of such statutory dues.
 - iii. Detail of Banks& Fund & Non fund based Credit limit
 - iv. Details of formation/registration of the firm (Proprietary/ Partnership) or Company along with all relevant details)
 - v. Memorandum & Articles of Association of the Company/ Partnership Deed of the Firm /other registration documents, as applicable
 - vi. Organization Chart of the Bidders Company/organisation
 - vii. Organisation chart for execution of the contract comprising of Technically Qualified manager, Safety officer as per CEA guidelines, HR manager, Diploma / Graduate Engineers etc.
 - viii. Experience details with credentials
 - ix. Number of Employees & necessary details
 - x. Details of office/s in Delhi, Details of Registered and Corporate offices and details of other offices/establishments in India.
 - xi. Work order copies along with performance certificates in support of relevant experience
 - xii. Turnover certificate issued by CA (along with UDIN no.) for the last three Financial Years.
 - xiii. Networth certificate as elaborated in financial QR
 - xiv. List of pending litigation with government/other institution on account of executing any order.
 - xv. Copy of ESI/PF Registration certificate

- xvi. Copy of PAN/GST no.
 - xvii. Copy of GST Return of last Financial Year.
 - xviii. Copy of valid Electrical License
 - xix. Non-Disclosure Agreement (NDA) as per format attached
 - xx. Bidder's details as per format attached
 - xxi. Solvency Certificate
 - xxii. An undertaking to provide all Tools & Plants, Safety Kits, PPEs Gadgets and uniforms as per tender scope.
- (c) The bidder should enclose performance certificates in support of relevant experience.
- (d) For Existing vendors of BYPL, the evaluation will also include the performance in the existing contracts via-a-vis performance in terms of HR issues, all statutory Compliance parameters and wages disbursement by Vendors. BYPL reserves the right to qualify or disqualify their bid based on the contract performance despite them meeting the above-mentioned qualification requirements.
- (e) BYPL may ask for such other documents as it deems fit for substantiating/ justifying the submissions made by the bidder.

5. PRE-BID MEETING:

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

The details of the proposed Zoom/WebEx meeting (if applicable) are given below: -

Time: 29.09.2022 11:00 HRS India
Link: - **ZOOM**
Meeting ID – 867 289 9211
Password – 5678@

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

6. BID SUBMISSION

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

**Head of Department,
Contracts & Material Department,
BSES Yamuna Power Limited,
III Floor, "A" Block, Shakti Kiran Building,
Karkardooma, New Delhi-110032.**

- 6.2. Technical bid documents along with commercial terms and conditions shall also be submitted in Pen Drive. No price bid shall be submitted in Pen Drive. The PEN Drive should be owned by Bidder. The bidder shall ensure that the Pen Drive is free from all viruses/malware. The pen drive once submitted shall not be returned.
- 6.3. This is a two part bid process. Bidders are to submit the bids in 2(two) parts. Both these parts should be furnished in separate sealed covers super scribing **NIT no. DUE DATE OF SUBMISSION, with particulars as PART-A Techno-Commercial Bid and Part-B PRICE BID** and these sealed envelopes should again be placed in another sealed envelope which should be super scribed with — **"Tender Notice No.& Due date of opening"**. The same shall be submitted before the due date & time specified.

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

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

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

Techno-Commercial Bid should not contain any cost information whatsoever and shall be submitted within the due date. After techno-commercial evaluation, the list of techno-commercially qualified bidders will be posted immediately on the BSES website.

The bidder should submit complete tender document along with all corrigendum (if any) published against this NIT at our website, signed and stamped with bidder's seal as an acceptance of all the terms & conditions of the Tender.

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

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

Price bid are given below:

- (a) **PRICE BID** shall Comprise of Prices **strictly** in the Format enclosed in SECTION VI. Any change in price bid format, content may lead to rejection of the bid.
- (b) Price Bid will be opened after techno-commercial evaluation of all the bids and only of the qualified bidders.

6.3.3. FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION:

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

7. TIME SCHEDULE

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

S. No.	Activity	Description	Due date
1	Submission of Technical & Commercial Queries, if any	All Queries related to NIT	27.09.2022
2	Pre-Bid Meeting	Discussion on pre-bid queries	29.09.2022
3	Submission of Techno-Commercial & Price Bid	Unpriced Techno-Commercial & Price Bid in separate sealed envelopes	11.10.2022
4	Opening of Techno-Commercial Bid	Opening of PART-A	11.10.2022
5	Opening of Price Bid	Opening of PART-B of only the techno-commercially qualified bidders (List of bidders will be published at our website)	To be informed separately
6	Reverse Auction (if required)	As per RA terms	Schedule will be intimated to eligible bidders through email from email id: BYPL.Eauction@relianceada.com

8. AWARD DECISION

- 8.1. 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.
- 8.2. The Company reserves all the rights to award the contract to one or more bidders who meet the execution requirement or nullify the award decision without assigning any reason thereof.
- 8.3. In case the performance of any contractor is found unsatisfactory during the execution process, the award will be cancelled and BYPL reserves the right to award the work to another contractor(s) who will be found eligible/fit.
- 8.4. The abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BYPL on this shall be final and binding on the bidders.
- 8.5. The bidding firms are advised to quote their Margin / Administrative Service Charges accordingly. BYPL reserves the right to reject the bids quoted with abnormally higher or abnormally lower individual activity rates. The criteria decided by BYPL on this shall be final and binding on the bidders and will not be open for discussion under any circumstances.

9. MARKET INTEGRITY

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

- Failure to honour prices submitted to the market place.
- Breach of the terms published in Request for Quotation/NIT
- Misrepresentation of facts, submitting false and fabricating documents

10. CONFIDENTIALITY

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

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

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

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

11. CONTACT INFORMATION

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

Address	Name/ Designation	E-mail Address / Phone Number
Technical		
Head Business, 1 st Floor BSES Yamuna Power Ltd.Shakti Kiran Building, Karkardooma, New Delhi-110032	Mr. Deepak Benjamin GM-Business Retail	Deepak.Benjamin@relianceada.com /011-4124 9753
	Mr. Naveen Vats Head Business (Retail)	Naveen.Vats@relianceada.com /011-4124 7120
	All technical queries shall also be marked copy to Commercial team as per the details below.	
Commercial		
C&M Dept, 3rd Floor, A Block, BSES Yamuna Power Ltd Shakti Kiran Building, Karkardooma, New Delhi-110032	Mr. Vimal Kumar, SM – (C&M)	Vimal.r.kumar@relianceada.com /011-4124 9388
	Mr. Santosh Srivastava, Head – (Contracts)	Santosh.V.Srivastava@relianceada.com /011-4124 9850
	Mr. Robin Sebastian, Head – (C&M)	Robin.Sebastian@relianceada.com /011-4124 9230

SECTION-II

INSTRUCTIONS TO BIDDERS (ITB)

SECTION-II **INSTRUCTIONS TO BIDDERS (ITB)**

1. GENERAL

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

- 1.1 All the Bids shall be prepared and submitted in accordance with these instructions.
- 1.2 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.
- 1.3 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.
- 1.4 The Company reserves the right to request for any additional information/documents and also reserves the right to reject the proposal of any Bidder, if in the opinion of the Company, the data in support of RFQ requirement is incomplete.
- 1.5 The Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the Bid Documents. Failure to furnish all information required in the Bid Documents or submission of a Bid not substantially responsive to the Bid Documents in every respect may result in rejection of the Bid. However, the Company's decision in regard to the responsiveness and rejection of bids shall be final and binding without any obligation, financial or otherwise, on the Company.
- 1.6 The company reserves the right to split the order among various successful bidders in any manner it chooses without assigning any reason whatsoever.

2. SCOPE OF WORK

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

3. DISCLAIMER

- 3.1. This NIT is not an agreement and further it is neither an offer nor an invitation by BYPL to bidders or any other person for award of contract. The purpose of this NIT is to provide bidders information that may be useful to them in the preparation and submission of their bids.
- 3.2. This Document includes statements, which reflect various assumptions, which may or may not be correct. Each Bidder should conduct its own estimation and analysis and should check the accuracy, reliability and completeness of the information in this Document and obtain independent advice from appropriate sources in their own interest.
- 3.3. Neither Company nor its employees will have any liability whatsoever to any Bidder or any other person under the law or contract, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage whatsoever which may arise from or be incurred or suffered in connection with anything contained in this Document, any matter deemed to form part of this Document, provision of Services and any other

information supplied by or on behalf of Company or its employees, or otherwise arising in any way from the selection process for the Work.

- 3.4. Though adequate care has been taken while issuing the Tender document, the Bidder should satisfy itself that Documents are complete in all respects. Intimation of any discrepancy shall be given to this office immediately.
- 3.5. This Document and the information contained herein are Strictly Confidential and are for the use of only the person(s) to whom it is issued. It may not be copied or distributed by the recipient to third parties (other than in confidence to the recipient's professional advisors).
- 3.6. It shall be deemed that by submitting a bid, a bidder agrees to release BYPL and its employees, agents and advisors irrevocably unconditionally fully and finally from any and all liability for any claims losses damages costs expenses or liabilities in anyway related to or arising from exercise of any rights and all performance of any obligations under this NIT and or in connection with the bid process to the fullest extent permitted by applicable law and waives any and all rights and all claims it may have in this respect whether actual or contingent whether present or in the future
- 3.7. BYPL and its employees and advisors also accept no liability of any nature whether resulting from negligence or otherwise arising from reliance of any bidder upon the contents of this NIT. BYPL may in its absolute discretion but without being under any obligation to do so, update amend or supplement the information assessment statement or assumptions contained in this NIT.
- 3.8. The issue of this tender document does not imply that BYPL is bound to qualify any bidder or to award the contract to any bidder. BYPL reserves the right to reject all or any of the bids without assigning any reasons whatsoever.

4. COST OF BIDDING

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

5. TENDER DOCUMENTS

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

"Check List, Sections, Annexure & Formats as elaborated in CONTENT of this NIT."

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

6. AMENDMENT OF TENDER DOCUMENTS

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

/amendment.

- 6.2. The corrigendum / amendment shall be part of tender document, pursuant to Clause 5.1, and it will be notified
- (a) by way of uploading the corrigendum/amendment on BSES website (in case of public tender),
 - (b) in writing by e-mail to all the Bidders who have received the Bidding Documents by email. (in case of limited tender)

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

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

7. PREPARATION OF BIDS & LANGUAGE

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

8. DOCUMENTS COMPRISING THE BID

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

- (a) Techno-Commercial Bid & Price Bid as elaborated in RFQ. (STRICTLY AS PER FORMAT)
- (b) All the Bids must be accompanied with the required EMD & Tender Fees against each tender.

9. BID FORM

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

10. BID PRICES

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

11. BID CURRENCIES

Prices shall be quoted in Indian Rupees Only.

12. PERIOD OF VALIDITY OF BIDS

- 12.1. Bids shall remain valid & open for acceptance for a period of 180 days from the date of opening of the Bid.
- 12.2. Notwithstanding above, the Company may solicit the Bidder's consent to an extension of the Period of Bid Validity and the bidder shall be liable to extend the same at the sole cost and consequences of the bidder and no claim from the company in this regard shall be maintainable.

13. ALTERNATIVE BIDS

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

14. FORMAT AND SIGNING OF BID

- 14.1. The original Bid Form and accompanying documents (as specified in Clause 9.0), clearly marked "Original Bid", must be received by the Company at the date, time and place specified in Section-I, RFQ.
- 14.2. The original copy of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. Such authorization shall be indicated by written Power-of-Authority accompanying the Bid. All pages of the bid shall be signed by the signatory accompanied with seal of the Agency.
- 14.3. The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person or persons signing the Bid.

15. SEALING AND MARKING OF BIDS

- 15.1. Bid submission: One original (hard copies) and one duplicate (total two copies) of all the Bid Documents shall be sealed and submitted to the Company before the closing time for submission of the bid.
- 15.2. The Bidder has the option of sending the Bids in person. Bids submitted by Email/Telex/Telegram /Fax will be rejected. No request from any Bidder to the Company to collect the proposals from Courier/Airlines/Cargo Agents etc shall be entertained by the Company.

16. DEADLINE FOR SUBMISSION OF BIDS

- 16.1. The Original bid must be timely received by the company at the address specified in Section –I, RFQ.
- 16.2. The Company may, at its discretion extend the deadline for the submission of bids by amending the Tender Documents in accordance with Clause 6.0, in which case all

rights and obligations of the Company and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

17. ONE BID PER BIDDER

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

18. LATE BIDS

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

19. MODIFICATIONS AND WITHDRAWAL OF BIDS

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

20. EVALUATION OF BID

- 20.1. The bids will be evaluated techno-commercially on compliance to tender terms and Conditions.
- 20.2. BYPL reserves the right to ask the bidders to provide any additional information including breakup of the prices as quoted by them against line items.

21. 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

22. PRELIMINARY EXAMINATION OF BIDS / RESPONSIVENESS

- 22.1. Company will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.
- 22.2. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected.
- 22.3. Company will determine the substantial responsiveness of each Bid to the Tender Documents including execution capability and acceptable quality of the services offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Tender Documents without deviation.

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

23. EVALUATION AND COMPARISON OF BIDS

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

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

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

- 23.3. The Company's evaluation of a Bid will take into account, in addition to the Bid price, the following factors, in the manner and to the extent indicated in this Clause:
- (a) Contract completion schedule
 - (b) Conformance to Qualifying Criteria
 - (c) Deviations from Tender Documents
 - (d) Conformity and compliance to the conditions/details provided in pre-bid meeting
 - (e) Change in the quantity from mentioned in the tender
- 23.4. The cost of all quantifiable deviations and omissions from the specification, terms and conditions specified in Tender Documents shall be evaluated.
- 23.5. The Company will make its own assessment of the cost of any deviation for the purpose of ensuring fair comparison of Bids.
- 23.6. Adjustments in price, if any, based on the above procedures, shall be made for the purposes of comparative evaluation only to arrive at an "Evaluated Bid Price". Bid Prices quoted by Bidders shall remain unaltered.

24. CONTACTING THE COMPANY

- 24.1. From the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Company on any matter related to the Bid, it should do so in writing.
- 24.2. Any effort by a Bidder to influence the Company and/or in the Company's decisions in respect of Bid evaluation, Bid comparison or Contract Award, will result in the rejection of the Bidder's Bid.

25. 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 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.

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

27. 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 before the award of Contract. Further BYPL may increase or reduce the area/ scale of operations / increase or decrease the Numbers/ quantities after the start of work execution under the contract and the size of contract / contract value shall be adjusted accordingly. In case of decrease in base resources decided mutually then contract value will be adjusted accordingly.

28. 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 successful for award of work/order.

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

29. CORRUPT OR FRAUDULENT PRACTICES

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

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

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

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

- (c) Will declare a firm ineligible either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.
- 29.2. Furthermore, It shall be the responsibility of the Bidders to read and understand & aware of the provision stated in the Terms and Conditions of tender before participating in the tender.

30. 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.

SECTION – III

SPECIAL TERMS & CONDITIONS (SCC)

SECTION – III:

SPECIAL TERMS & CONDITIONS (SCC):

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

1. DEFINITIONS

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

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

2. SCOPE OF WORK

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

3. EFFECTIVE DATE, TIME AND VALIDITY

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

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

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

BYPL may, at its sole discretion, consider renewal and extension of the agreement beyond agreement duration. Such a decision for extension, if envisaged, may be taken 1 month before the expiry of the agreement. However, BYPL may, at its discretion, renew even within One Month of expiry of agreement. BYPL reserves the right not to renew and extend the agreement beyond agreement duration. However, in exceptional cases when the Contract period shall be extended beyond 3 years then same shall be discussed and agreed mutually.

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

4. ORDER VALUE

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

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

- (a) increased labour costs including minimum wages or costs related to vehicles or other equipments provided,
- (b) changes in insurance premiums, and/or
- (c) changes in legislations or regulations relating to the Service.

5. RATES & ESCALATION

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

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

- I. Cost of Labour, tool & tackles and supervision.
- II. All taxes and levies, including but not limited to GST, etc as applicable during the currency of the contract.
- III. Mobile and Conveyance of the Contractor's employees up to place of work and/ or from one place to another place for carrying out the job.
- IV. Uniform with all accessories for the team as per the sample decided
- V. Rates shall be valid for all heights and locations.
- VI. All other expenses incidental to the job.
- VII. The Company shall pay only once against the service provided irrespective of the fact that the Contractor might have to take more than one attempts for providing the service.
- VIII. Compliance with all labour laws including Minimum Wage Act, Bonus Act, The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) ACT, 2013 etc in respect of employees engaged by the Contractor for the discharge of services as per this agreement.

6. CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG)

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

6.2. The CPBG shall be of 7.5% (Seven and half percentage) of initial average annual contract value inclusive of taxes & duties and shall be valid till agreement period plus three (3) months towards claim period or latest RBI guidelines (if any) regarding claim period, whichever is higher.

6.3. If not otherwise specified in agreement this amount shall remain fixed during the currency of the agreement.

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

- 6.5. The CPBG shall be issued from any nationalized / scheduled bank as per company format.
- 6.6. The Company shall reserve the right to invoke the CPBG unconditionally and without recourse to the Contractor, if there is failure to perform any part of the Agreement for whatsoever reason. This clause is pertaining to performance of contractual obligations and the decision of Company shall be final in this regard.
- 6.7. In the event of any claim or any other outstanding Contractual obligations remaining unfulfilled, the Contractor shall be required to extend the CPBG till the settlement of all claims and completion of all Contractual obligations at the cost and consequences of contractor.
- 6.8. In the event, in Company's sole judgement, the Contractor has fulfilled all its obligations under this Agreement, The CPBG shall be released without any interest after the expiry of CPBG and its claim period as mentioned above upon compulsory submission of i) No Demand Certificate ii) Indemnity Bond iii) Work completion certificate issued by BYPL iv) NOC issued by BYPL compliance cell
- 6.9. If the CPBG is or becomes invalid for any reason (other than its expiry), the Contractor shall immediately notify the Company/BYPL and provide within five (5) days a replacement CPBG in the form set out in the Contract/Agreement.
- 6.10. Not later than sixty (60) Business Days before the expiry of the CPBG, the Contractor shall, upon request of the Company/BYPL obtain extension of the validity of such CPBG for the period stated in such request by the Company/BYPL and provide a copy of such renewed CPBG.
- 6.11. It is Contractor's responsibility to incur charges / cost to maintain and for extension of CPBG without claiming reimbursement from the company/BYPL.

7. PAYMENT TERMS

- 7.1. All monitoring, measurement, billing & payment processes shall be on IT enabled platform of BYPL as per Company's guidelines issued from time to time and bidders to ensure adherence.
- 7.2. Contractor shall upload correct monthly running bills along with all supporting documents in online BTS (Bill Tracking Systems) software or any other IT enabled platform of BYPL as per Company's guidelines issued from time to time for certification / approval purpose and bidders to ensure adherence. Further the contractor shall also submit original bill (hard copy) along with all supporting documents at Vendor Support Cell of BYPL. The bills shall be made in favor of BSES Yamuna Power Ltd, Shakti Kiran Building, Karkardooma, Delhi.
- 7.3. Invoices raised for work carried out under this order, in the manner indicated above, will be either returned to the contractor with observations by BYPL within 7 days of its receipt or duly certified by Engineer-in-charge.
- 7.4. Company shall make payments, without any interest/charges and after deduction of taxes, penalties as applicable, against the bills within 30 days from the date of receipt of the bills, duly verified and certified by Engineer-in-Charge.
- 7.5. The billing period shall be till the end of the calendar month for all the bills.

- 7.6. The bill shall consist of the prescribed documents on standard stationary designed by the Company. Contractor shall collect the details of such documents and formats from the Company.
- 7.7. The Contractor shall submit to the Company proof of all taxes paid, PF / ESI deposited & Employee salary paid in previous month along with the bills of the current month.
- 7.8. Notwithstanding anything with the release of payment of bills by the Company to the Contractor, the Contractor shall at all times ensure the due and timely payment of wages to all persons, including workmen, employed by the Contractor pursuant to this Agreement and compliance with other applicable statutory requirements within time limits. Nothing contained herein shall establish any link between release of payment of the bill by the Company to the Contractor and the payment of any salary, wages or any other dues whatsoever by the Contractor to its employees and workmen.
- 7.9. Contractor shall, at no point of time, claim or have the right to claim any additional fees, expenses or charges of any nature whatsoever, other than the Rates set out in the contract.
- 7.10. The company may modify the procedure for the submission of bills. The Contractor shall be obliged to submit its bill as per the procedure stipulated by the company from time to time.

8. INSURANCE

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

8.1. Insurance Policies:

a) Term Insurance for life

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

b) Group Personal Accident Insurance:

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

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

8.2. Medical Insurance Policy:

Contractor shall take a mediclaim policy including family floater of minimum sum assured value Rs. 2.00 lakhs for the resources who are not covered under ESI. Recovery of premium of GMC insurance shall be as per bidder company policy.

8.3. Comprehensive Marine Storage cum Erection insurance policy:

Company shall take at his own cost Comprehensive Marine Storage cum Erection insurance policy for the total work. However, Contractor shall take at his own cost third party insurance and other suitable insurance policy for his own men and materials. Please note that these insurance policies shall be taken in consultation with the company and a copy of the such insurance policies shall have to be furnished to company within 15 days of the date of LOI/Order.

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

9. PENALTY

- 9.1. Penalty related to score card shall be levied as mentioned in Section-V, Scope of Work.
- 9.2. Penalty related to HR issues & ID Cards shall be applicable as defined in GCC.
- 9.3. Penalty for non-compliance of statutory regulations shall be applicable as defined in GCC.
- 9.4. Penalty for misconduct/failure in performance of task under the agreement shall be applicable as defined in GCC.
- 9.5. Penalty for violation of safety & quality norms shall be applicable as defined in Annexure-III, EHS Conditions of the Contract.
- 9.6. Total annual aggregated Liquidated Damages and Penalty against various clauses of the contract shall be limited to maximum 10% of the annual Contract Value.
- 9.7. The contract is strictly on the basis of scope of work as per DERC supply code schedule of charges and performance standards. Any penalty imposed by DERC shall be passed on to contractor which will be over and above the penalty mentioned in clause 9.6 above.

10. GUIDELINES REGARDING INSPECTION & MAINTENANCE OF PITS /DUG AREA WHILE DOING WORK AT SITE IN BYPL AREA

The contractor shall ensure strict compliance of the following directions:

- a) The sites of all manholes, pits, holes, tanks or any other opening in the ground of any kinds shall be regularly inspected and maintained.
- b) Schedule and protocols of inspections and maintenance shall be drawn up and notified to BYPL.
- c) These sites shall be cordoned off to render them inaccessible to the public.
- d) The existence of these sites shall be clearly & visibly marked by the display of signboards/signages.
- e) If they are required to be covered, it shall be ensured that the covers are in place.
- f) If required, as per law, prior permission from authorities shall be secured before the commencement of work.

protective environmental steps as per guidelines. Any violations from the above guidelines has been viewed very seriously by the authorities. Contractor is liable for the penalties / other action by the authorities, the contractor shall indemnify BYPL its employees/directors/associates from all liabilities/penalties/claims including litigation expenses on this account.

11. DERC GUIDELINES & REGULATIONS

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

SECTION – IV

GENERAL TERMS & CONDITIONS(GCC)

SECTION – IV

GENERAL TERMS & CONDITIONS(GCC)

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

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

1. DEFINITION & INTERPRETATION

1.1 Definition

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

- 1.1.1 "Accounting Year" means the financial year commencing from 1 April of any calendar year and ending on 31 March of the next calendar year.
- 1.1.2 "Applicable Laws" means all Law / Laws in force and effect, as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including any revisions, amendments or re-enactments including without limitation regulations, rules and notifications made there under and judgments, decrees, injunctions, writs and orders of any court or regulators or quasi-judicial body or any appropriate authorities, as may be in force and effect during the subsistence of the Contract. It includes Law/Laws of Country/State legislation, statues, ordinance, notification, circular, regulations and other Laws, and bye Laws of any legally constituted public authority.
- 1.1.3 "Change in Law" means the occurrence of any of the following after the execution of agreement:
 - (i) The enactment of any new Indian Law;
 - (ii) The repeal, modification or re-enactment of any existing Indian Law;
 - (iii) The commencement of any Indian Law which has not entered into effect until the date of performance the Contract;
 - (iv) Change in the interpretation or application of any Indian Law by a court as compared to such interpretation or application twenty-eight (28) days prior to the last date of submission of Tender;
 - (v) It also includes changes in the tax rates upward or downward.
- 1.1.4 "Change in Service" means any addition to, deletion from, suspension of or other modification, to the Services, or to the quality, function or as delineated in this agreement, including any such addition, deletion, suspension or other modification, which requires a change in one or more of the service specification and the completion schedule.
- 1.1.5 "Communication" means instruction or information or written notice issued on letter head or through electronic mail exchange between Parties and excludes verbal or short messaging services (SMS). The notice shall be served by delivering a copy by electronic mail, or registered post/speed post etc. Unless otherwise stated in the agreement, all communications to be given under the Contract shall be in writing. Communication may be sent to competent authority or authority delegated to such officer/employee. Communication shall be on letter head of Party signed by competent authority/authorized signatory of the Party.

- 1.1.6 “**Company/Owner/Purchaser/First Party** ” the terms used in this agreement shall refer to BSES YAMUNA Power Limited (BYPL) having its office at Shakti Kiran Building, Karkardooma, Delhi-110032 and shall include its authorized representatives, agents, successors and assignees
- 1.1.7 “**Contractor/Agency/Vendor**” means the successful bidder to whom this Agreement is awarded. It is entity named in the Execution Cover and includes assignees, administrator, executors, successors, associated company/subsidiary/joint venture/firm/representative of the Contractor. It is also termed as ‘Contractor’ or ‘Agency’.
- 1.1.8 “**Contract**” /” **Agreement/”Work Order**” means the agreement between the Company and the Contractor for the performance of the Services, including the Contract / Agreement/ Work Order duly signed and executed between the Parties, the letter of acceptance, the Conditions of Contract, the schedules, Annexures, the Company/BYPL’s requirements, including but not limited to the tender, other tender documents and such further documents which are listed in the Contract / Agreement/Work Order and includes any amendment thereto made in accordance with the provisions hereof giving binding effect to the terms and conditions agreed by the Parties. This includes Work Order / Letter of Intent(LOI) issued to the Contractor by the Company/BYPL.
- 1.1.9 “**Agreement Period**” shall mean duration of Services to be performed and includes extension thereof after mutual consent of both Parties.
- 1.1.10 “**Agreement Value/Consideration**” means the price of the defined Services including taxes payable to the Contractor for the performance of the Services subject to such additions thereto and deductions there from as may be made under the provisions of this Agreement. The Agreement Value is in consideration of providing the Service by the Contractor as per scope of work and as per Service specifications stipulated in the Agreement; the Agreement Value includes all and any fees, charges, local cess, taxes (GST and Income Tax), levies together with all cost and expenses. The Agreement Value may also term as ‘Service Fee(s)’ or ‘Agreement fees’/Consideration elsewhere in the Agreement. Agreement Value is fixed lump sum for the Agreement Period unless mentioned in Agreement elsewhere.
- 1.1.11 “**Force Majeure**” shall have the meaning as ascribed in this agreement and annexures thereto.
- 1.1.12 “**Good Industry Practice**” means the exercise of the highest degree of skill, diligence, prudence and foresight in compliance with the obligations under the Contract which would be expected from a skilled and experienced Contractor engaged, being internationally accepted and customized in day to day performance in industry including for the supply of Manpower.
- 1.1.13 “**HSE Conditions**” shall mean the BYPL’s health, safety and environment conditions containing the requirements and conditions to be met with respect to safety, health and environment.
- 1.1.14 “**KPI**” shall mean Key Performance Indicator as set out in the Contract/Agreement, its schedules/annexures etc. The performance of the Manpower employed by the Contractor for execution of Services shall be measured through KPI. The payment to Contractor shall be based on Manpower’s performance as measured through KPI. It includes metrics in numerical, frequency and measuring process. Total manpower shall be monitored & calculated skill wise but it will be cumulative on monthly basis
- 1.1.15 “**Manpower**” means a person/s, labour (including Contractor’s staff / personnel) known, introduced, security personnel employed and deployed by the Contractor in Contractor’s provision of the Services who has skill, efficiency and mannerism to execute, perform Services under this Contract as per Scope Of Work of the Contract. The Manpower deployed shall have valid licenses, PAN card details / KYC information.

- 1.1.16 "Contract cum Performance Bank Guarantee (CPBG)" means the bank guarantee to be procured in accordance with terms of agreement for the performance of the Contractor's obligations under the Contract. The CPBG format is furnished in the Annexure, annexed to agreement.
- 1.1.17 "Service(s)" / "Works" shall mean Company/BYPL's requirements describing in detail including the nature of the Services and activities to be performed by the Contractor and its Manpower, in accordance with specifications, the duration of such requirement, and Services performed, the expected time of commencement and completion, detailed responsibilities and other relevant particulars. It is 'scope of work' which is to be executed, performed successfully and satisfactorily by the Contractor in accordance with the Contract and ancillary services as may be Communicated by the BYPL from time to time under the Contract Period.
- 1.1.18 "Site" means the designated place/office or establishment or construction site, office, branch, including right of way and/or places provided by the BYPL where the Services is to be executed and any other place as may be specifically designated in the Contract/Agreement as forming part of the Site or designated as such by the Company/BYPL.
- 1.1.19 "Sub-Contractor" means a Sub-Contractor whom a part of the Contract is Sub Contracted by the Contractor with the prior written approval of the Company/BYPL, and the permitted legal successors in title to such person, but not any assignee of such person.
- 1.1.20 "Sub-Contract" shall mean obligations under the Contract have been awarded by the Contractor to Sub-Contractor.
- 1.1.21 "Tax Invoice" / "Running Bill" (RA Bill/bill) shall have the meaning ascribed to it under GST Laws.

1.2 Interpretation

In the Contract except where the context requires otherwise:

- 1.2.1 Words indicating one gender include all genders
- 1.2.2 "Written" or "in writing" means hand-written, written, or electronically made and resulting in a permanent record
- 1.2.3 Any reference to any provision of an act of Parliament or of a state legislature shall be construed, at the particular time, as including a reference to any modification, extension or re-enactment thereof, to all instruments, orders or regulations then in force
- 1.2.4 The singular shall include plural and vice versa, and words denoting natural persons shall include partnerships, firms, companies, corporations, joint ventures, trusts, associations, organizations or other entities
- 1.2.5 The headings are inserted for convenience and shall not limit, alter or affect the meaning of the Contract.
- 1.2.6 The terms defined in schedule and the BYPL's Requirements shall have the same meaning ascribed thereto when used elsewhere in the Contract and vice versa;
- 1.2.7 The words "include" and "including" shall be construed without limitation
- 1.2.8 The schedules/annexures shall form an integral part of the Conditions of Contract and shall be in full force and effect as though they were expressly set out in the body of the Conditions of Contract.
- 1.2.9 The word "consent" wherever used, shall mean prior written consent;
- 1.2.10 In the event any portion or all of the Contract is held to be void or unenforceable, the Parties agree to negotiate in good faith to arrive at an amicable understanding which shall accomplish the intent of the Parties as originally set forth in the Contract;
- 1.2.11 No failure on the part of any Party to exercise, and no delay in exercising, any right hereunder shall operate as a waiver thereof, and no single or partial exercise of any such right shall preclude any other or further exercise thereof or the exercise of any other right

- 1.2.12 References to recitals, Articles or schedules in the Contract shall, except where the context otherwise requires, be deemed to be references to recitals, Articles and schedules of or to the Contract; and
- 1.2.13 In case the day on or by which any thing is to be done is not a Business Day, that thing must be done on or by the immediately occurring next Business Day

2. PRIORITY OF CONTRACT DOCUMENTS

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

- i) Contract Agreement/Work Order.
 - (a) Special Conditions of Contract
 - (b) General Conditions of Contract
- (ii) The Letter of Acceptance/ Intent
- (iii) Agreed Minutes of the Tender Negotiation Meetings
- (iv) Agreed Minutes of the Tender Technical Meetings
- (v) The Priced Bill of Quantities
- (vi) The Technical Specifications / Scope of work
- (vii) The Tender document, including all Appendices and/or Addenda, Corrigendum the latest taking precedence.

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

3. AMENDMENT

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

4. LANGUAGE AND MEASUREMENT

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

5. EXAMINATION OF SITE & LOCAL CONDITIONS

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

6. TAXES & DUTIES

- (i) Prices shall be inclusive of all taxes and duties including labour cess (except GST). However, Income Tax(TDS) as per applicable rate in accordance with Income Tax Act will be deducted from contractor's bills.
- (ii) GST at actual shall be paid extra on submission of GST Registration and self-declaration on Contractor's letter head stating that you have deposited/or will deposit the Tax as per the applicable GST laws. Contractor shall furnish its GST registration number.
- (iii) Any statutory variations i.e. increase/decrease in Taxes / Duties introduced by central Govt. / State Govt. shall be reimbursed/recovered to/from Contractor against documentary evidence and proof.
- (iv) As Per Notification No. 39/2021 # Central Tax dated 21st December, 2021 w.e.f 01/01/2022 registered person (ie, Recipient/Purchaser) can avail tax credit on those invoices only which have been reflected in GSTR 2A or GSTR2B (it means 100% matching of invoice is required). Also, GST has to be deposited by Supplier/Contractor by filing of GSTR- 1 and GSTR-3B.
- (v) In view of above, if the same is not complied with by the supplier/Contractor and the Recipient/Purchaser is not in position to avail / utilize Input Tax Credit due to non-compliance or non-filing of GSTR-1 and GSTR-3B for the month/quarter (as applicable) in which the supply was made, then Recipient/Purchaser has right to hold 100% GST amount from next payment due of the subsequent month till the time default is not cured.
- (vi) For releasing of the payment kept on hold on account of non-compliance of GST Act, supplier/Contractor shall submit payment proof i.e GST Portal screenshot reflecting name of Recipient/Purchaser alongwith GSTR-1 and GSTR-3B for month/quarter (as applicable) in which the same has been discharged. Payment shall not be released, till the time necessary proof showing the discharge of GST liabilities by the contractors for the period in default are submitted to the Company.
- (vii) Further, the recipient/purchaser shall also be entitled to recover any financial loss suffered by the Company (including tax, interest, penalty and lapse of input credit) due to non-compliance or non-filing of GSTR-1 and GSTR-3B by the supplier/Contractor.
- (viii) In case where delivery of goods is being made on FOR site basis, the Supplier/Contractor is responsible to comply with rules applicable for E-way bill. Any violation in provision of E-way Bill will attract penalty and seizure of Transit Material. Any Penalty and Pre-Deposit due to violation of rules/provision shall be paid and borne by Supplier/Contractor. Also, Supplier/Contractor is responsible to get the goods released from the concerned authority. Delay in supply due to seizure of goods shall attract liquidated damages as per Order / Agreement provisions.

7. PAYMENT

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

- 7.2. Subject to the provisions of the Contract, the Contractor shall submit to the Company, monthly on-account Running Bills on or before the 10th of every month in respect of the Services executed by the Contractor in the preceding month. If the Contractor fails to submit any Tax Invoice (Running Bill) by the 10th of any month, then the Company shall have the right to consider such Tax Invoice (Running Bill) only in the immediately succeeding month. The Running Bills shall only be for such Services, as, in the opinion of the Company, the Contractor has executed in accordance with the Contract, based on the certification of Services by the Company in accordance with the Contract. Within 30 days from the receipt of correct Running Bill along with relevant documents, payment shall be released to Contractor's designated bank account through RTGS /online payment as per payment terms under the Contract.
- 7.3. The Running Bills to be submitted by the Contractor shall be in the format approved by the Company. Each Running Bill submitted by the Contractor under the Contract shall be supported with relevant documents as instructed by the Company from time to time. On receipt of the Running Bill by the Company, the Company shall scrutinize the same to check for any errors and to verify that the amount claimed under the Running Bill is in conformity with the Contract. The Running Bill shall be payable only after certification of Service(s) and approval of the Running Bill for payment by the Company.
- 7.4. All monitoring, measurement, billing & payment processes shall be on IT enabled platform of BYPL as per Company's guidelines issued from time to time and bidders to ensure adherence.
- 7.5. Contractor shall upload correct monthly running bills along with all supporting documents in online BTS (Bill Tracking Systems) software or any other IT enabled platform of BYPL as per Company's guidelines issued from time to time for certification / approval purpose and bidders to ensure adherence.
- 7.6. The Contractor shall ensure that their billing documents support cost / expenses booking at Divisional level / Sub Divisional level as required by the Company.

8. TAX INVOICE SUBMISSION PROCEDURE AND CERTIFICATION

- 8.1. Tax Invoice shall be submitted to the Company for certification. Contractor must pay due attention for submission of Tax Invoice in time and along with relevant Documents to Company.
- 8.2. Tax Invoice shall be certified by Company after verifying relevant original Documents submitted by Contractor. If original Document associated with Tax Invoice is misplaced or lost during transit or for any genuine reason(s) attributable to Contractor, the reason(s) should be informed to Company in writing in stipulated period as instructed by Company. A true copy of certified Document with an indemnity bond or Bank Guarantee, as the case may be, must be submitted in the format provided by the Company.
- 8.3. Incomplete Tax Invoice will not be considered for processing of payments in terms of the Contract. Company reserves right to recover payable amount or part of Tax Invoice from available financial security or other dues of the contractor with the Company. Contractor shall be paid in terms of the Contract based on certification of Tax Invoice along with associated relevant Document(s) by the Company only.

9. TIME ESSENCE OF CONTRACT

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

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

10. LIQUIDATED DAMAGE

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

- a) Equivalent to charges for completion /rectification of work plus 30% overhead charges, which will be recovered from the Contractor's invoice/outstanding payment/CPBG;
- b) Equivalent to the penalties defined in various clauses of tender/contract.

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

11. PERIOD OF MOBILISATION

The contractor shall mobilize its resources to carry out the assigned services under this Agreement within 30 days from the issuance of LOI/Order so that services are made available from the date of start of the work mentioned in LOI/Order.

12. OPENING OF SITE OFFICE:

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

13. ACCESS TO THE SITE

- 13.1. The Company shall provide to Contractor the right of access to the Site progressively for the Execution of the Works. The Contractor acknowledges that its access to the Site shall not be exclusive to the Contractor but subject to the restrictions as contained in the Contract as well as the following:
- (a) Any public passage or right existing over any part of the Site from time to time;
 - (b) The rights and obligations of persons or authorities under any Applicable Laws; and
 - (c) The rights of the Company's Representative, Consultants or any other representative of the Owner or any statutory authorities to have access to the Site for inspection of the Works
- 13.2. If the Contractor foresees any delay in the Execution of the Works due to failure on the part of the Company to provide right of access to the Site, the Contractor shall immediately give written notice to the Company's Representative substantiating its claim for any delay in the execution of the works due to delay in providing the Site. After receipt of such notice, the Company's Representative shall determine extension of time, if any, to be granted to the Contractor and notify the Contractor accordingly. The Contractor acknowledges and agrees that it shall not be entitled to any monetary claim under any circumstances whatsoever due to any delay in handing over of the Site by the Company.
- 13.3. The Contractor shall not demolish, remove or alter any structures or other facilities on the Site without the prior written approval of the Company's Representative. The Contractor shall further ensure that all garbage resulting from the Execution of the Works is removed or disposed of, in accordance with Applicable Laws.

14. INSPECTION & QUALITY CONTROL

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

15. DEMOBILISATION/ HANDOVER ON CONTRACT COMPLETION

- 15.1. The contractor shall ensure that all the premises/equipment/services are in good working condition and are with full configuration while handing over back to the Company/new Contractor at the end of the contract.
- 15.2. The demobilization/ handover period will be a period of upto 30 days starting from the date of expiry of the contract. The Contractor shall have to complete the demobilization process including closing all pending calls, and handing over all site-related information to the new Contractor/BYPL during this period.
- 15.3. Within 30 days of the expiry of the contract, the Contractor's representative and BYPL's representatives or the new Contractor may carry out a Joint survey/physical inspection to identify the status of the premises/equipment/services at their locations.

If any of the premises/equipment/services are found non-working/ irreparable / unsatisfactory, it is the responsibility of the contractor to make the same good as part of the existing contract.

- 15.4. No payments shall be admissible for the demobilization period/activities.
- 15.5. In case the Contractor is not able to close the pending work as identified in Joint survey/physical inspection during the demobilization period, BYPL at its sole discretion can get the work done / Services rendered/ equipment restored/ repaired/substituted by new Contractor/the third party at the risk and cost of the Contractor and the same will be deducted/recovered from the bills of the contractor or the security amount , CPBG , retention amount or otherwise as per terms of the contract and no claim from the Contractor's side , of any nature, including the claim citing the award of work to third party and consequences thereof, shall not be maintainable.
- 15.6. Payments for the last month shall be cleared only after all the pending works have been closed successfully as indicated above.
- 15.7. Ceiling on deductions/penalty stipulated in this contract, if any, shall not be applicable on deductions stipulated herein during demobilization/ handover on contract completion.

16. REPORTS AND INFORMATION

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

17. STATUTORY OBLIGATIONS

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

- The Child Labour (Prohibition and Regulation) Act, 1986.
- The Agreement 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 Company's Liability Act, 1938.
- The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
- The Delhi Preservation of Trees Act 1994

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

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

Contractor shall bear the entire responsibility, liability and risk relating to coverage of its workforce under different statutory regulations including Workmen's Compensation Act, ESI Act, Factories Act 1948, the Agreement 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 be entitled to deduct from any money due to or become due to Contractor, any money paid or payable by way of compensation as aforesaid or cost or expenses in connection with any claims thereto and Contractor shall abide by the decision of the Company as regards the sum payable by Contractor under the provisions of this clause

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

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

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

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

18. PENALTY FOR NON-COMPLIANCE OF STATUTORY REGULATIONS

If any non-compliance of any Statutory Obligation is observed then an amount equivalent to 1.5 times of the value of the non-compliance will be retained from

outstanding (monthly) payment bill, however; if non-compliance is continued, penalty will be levied as follows:

- a. Retained amount will be converted into penalty if Non-compliances are not closed within 60 days
- b. Termination of agreement in case non-compliances are not cleared after show cause in writing.
- c. The imposition of the penalty is without prejudice to the BYPL's right to terminate the Contract. The closure of the work and final settlement of the contract order shall be effected only after issuance of NOC by BYPL.

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

- 19.1. The Contractor and its manpower shall adhere all code of conduct/Schedule/SOP/Instructions associated with the task to be performed under the agreement.
- 19.2. During the period of validity/execution of task under agreement, the behavior of manpower deputed by Contractor shall be entirely professional and shall not commit any misconduct.
- 19.3. Misconduct shall refer to the following:
 - a. Interaction with the customer in a non-professional way, including any form of verbal/physical abuse to customer or misuse/damage/tempering of premises and/or meter.
 - b. Any form of harassment to customer i.e. asking for bribes, reaching customer premises outside the defined working hours, asking the customer for any favours etc.
 - c. Additional interaction with customer not under purview of task to be performed under agreement.
 - d. Provide other customer services with or without a charge unless directed by BYPL.
 - e. Accessing BYPL's IT Infrastructure within data centre or anywhere else, in BYPL premises.
 - f. The contractor's deputed manpower do not wear the uniform as per the terms and conditions of the contract during the performance of services under the contract.
- 19.4. BYPL shall conduct audit and quality checks on the activities to be performed by Contractor and/or the personnel deputed by Contractor under Agreement on a periodic basis, to ascertain the overall quality and performance of field activities.
- 19.5. Any complaints received by BYPL either directly from the customer or observations through audit or any other sources shall be reviewed by BYPL. The decision of the committee on the final action on Contractor shall be binding.

19.6. PENALTY FOR MISCONDUCT

- (a) The penalty to be imposed in case of misconduct shall be as follows:

In case of any misconduct as defined above, a penalty of Rs 5000/- per incident shall be levied.

(b) In case of multiple incidences of Misconduct:

- 1) 4 complaints per annum OR
- 2) more than 1 complaint in a quarter

An additional penalty of Rs 20,000/- shall be levied and possible termination of the contract.

- 19.7. The person responsible for such incidence of misconduct must be immediately removed by Contractor from Company's services under the contract and should also never be deployed for providing any other services to the Company. If needed contractor shall file police FIR against such person
- 19.8. The Contractor shall collect the following documents from the manpower deputed under this agreement, within two weeks of mobilization and shall deposit the same with BYPL as & when demanded, as follows:
- (i) Educational Qualification Certificate: Certificate and mark-sheet of all manpower demonstrating the highest educational qualification of all personnel, making them competent for the task assigned.
 - (ii) Permanent Address Proof: Supporting document for permanent address proof of all personnel.
 - (iii) Identity Proof: Copy of PAN/Adhaar card should be submitted as identity proof for all personnel.
- 19.9. Contractor shall deploy the manpower in mutual consultation with BYPL. BYPL reserves the right to reject deployed manpower, in case the same is not found suitable.
- 19.10. The Contractor shall conduct relevant background checks and prepare Background Reports through an authorized agency of all manpower deployed for the performance of task under agreement in BYPL within one month of deployment.

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

20. STATUTORY PERMISSION/ APPROVALS

- 20.1. The Contractor shall take all steps as may be necessary to comply with the various applicable laws/rules including the provisions of agreement labour (Regulation & Abolition Act) 1970 as amended, minimum wages Act, 1984, Workmen Compensation Act, ESI Act, PF Act, Bonus Act and all other applicable laws and rules framed there under including any other statutory compliance/approval required from the Central/State Govt., Ministry of Labour.
- 20.2. The Contractor must also submit the following before award of First Work Order under agreement and these shall be renewed time to time:
- a) Certificate of registration under Contract labour (R & A) Act 1970.
 - b) PF Code No. and all employees to have PF A/c No. under PF Act, 1952.
 - c) All employees to have a temporary or permanent ESI Card as per ESI Act.
 - d) ESI Registration No.
 - e) GST registration number
 - f) PAN No.
 - g) Electrical License as applicable
 - f) Labour License under Labour Act (R & A) Act 1970. A copy of Labour License shall be deposited by Contractor with all Engineer-in-charge responsible for execution of the job before start of the work by the contractor, as per guidelines of HR department.)

- 20.3. The Contractor must follow/adhere/perform the following task:
- (a) To take Third party Insurance Policy before start of work.
 - (b) To follow Minimum Wages Act prevailing in the state.
 - (c) Salary / Wages to be distributed not later than 7th of each month.
 - (d) To maintain Wage- cum - Attendance Register.
 - (e) To maintain First Aid Box at Site.
 - (f) To Submit Latest P.F. and E.S.I. challans pertaining to the period in which work was undertaken along with a certificate mentioning that P.F. and E.S.I. applicable to all the employees has been deducted and deposited with the Authorities within the time limits specified under the respective Acts.
 - (g) To frame and adhere the Workmen Compensation Policy in compliance with the law.
 - (h) To obtain Labour license before start of work.
 - (i) Registration of Contractors & Contractual Employees under Building & other Construction Worker Welfare Cess Act 1996 & The Building & \ other Construction Workers (Regulation of Employment & Conditions of services) Act 1996, as applicable
 - (j) Registration under “The Delhi Building and other Construction Worker (Regulation of Employment and Conditions of Services) Rules 2002(B.O.C.W.)”, as applicable

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

- 20.4. Contractor ensures that Manpower deployed at the site must adhere to terms & conditions as set out in the Contract.
- 20.5. The Contractor shall give a written declaration / undertaking on or before 15th of the following month that he has complied with the following:
- a) Has paid minimum wages to his manpower along with its proof.
 - b) Deduct and deposited ESI/PF contribution. Copy of the same shall be submitted
- 20.6. Contractor shall comply with all the amendments to existing acts, upcoming new comprehensive labour acts related to applicable labour law, wage code etc

21. PERMITS, LICENSES & APPROVALS

- 21.1. It shall be the Contractor's exclusive responsibility to obtain all requisite approvals, permits or licenses required for the performance of the Services. However, upon the request of the Contractor, the Company may, where it is necessary to do so, provide reasonable assistance to the Contractor, at the risk and cost of the Contractor, in applying for and obtaining such permits, licenses or approvals. Any delay in obtaining any such permits, licenses and approvals shall not relieve the Contractor from any of its obligations under the Contract.
- 21.2. The cost of obtaining the above mentioned permits, approvals and licenses and follow- up of the applications for such permits, approvals and license shall be borne by the Contractor.
- 21.3. It shall also be the Contractor's exclusive responsibility to obtain those requisite approvals, permits or licenses required for the performance of the Services which needs to be obtained by the Company. However, the cost of obtaining such permits, approvals and licenses shall be borne by the Company. Company shall provide

reasonable assistance to the Contractor in applying for and obtaining such permits, licenses or approvals. Any delay in obtaining any such permits, licenses and approvals shall not relieve the Contractor from any of its obligations under the Contract.

22. REPRESENTATION, WARRANTIES AND GUARANTEES

The Contractor hereby represents warrants and guarantees that:

- 22.1. It is a legally recognized entity under the laws of India;
- 22.2. The Agreement contains valid and binding obligations and is enforceable in accordance with the terms hereof;
- 22.3. It has studied the technical feasibility, Site conditions and other prevailing conditions and all other operational details and based on these studies carried out, has agreed to provide to the Company the services as contemplated in this Agreement;
- 22.4. It has appraised itself of all applicable rules and regulations, and shall at all times comply with such rules and regulations;
- 22.5. It shall procure vehicles and hire manpower suitable for the purposes of rendering services as contemplated in this agreement;
- 22.6. The Services would be conducted in a safe and efficient manner at the Site and at all times in compliance with Good Industry Practices and requirements of the Company, and in any event, in accordance to this Work Order/agreement;
- 22.7. It shall procure all consents, licenses, permits, approvals and certificates and authorizations as may be required from any governmental authority for the performance of services at the Site;
- 22.8. It shall duly pay the duties, taxes and levies as are set out in this agreement or otherwise, which are to be paid by the Contractor;
- 22.9. There is no action, suit or proceeding, at law or in equity, or to the best of knowledge of Contractor, any official investigation before or by any governmental authority, arbitration tribunal or other body pending or, to the best of its knowledge, threatened against or affecting it or any of its property, rights or assets, which could reasonably be expected to have material adverse effect on its ability to perform its obligations under this Agreement or on the validity or enforceability of this agreement;

23. EVENTS OF DEFAULTS

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

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

- 23.2. Failing to complete Contracts in accordance with the approved schedule of Contract.
- 23.3. Failing to comply with any reasonable instructions or orders issued by Company in connection with the Contract.
- 23.4. Failing to comply with any of the terms or conditions of this Contract.
- 23.5. In the event Company terminates this Contract, in whole or in part, on the occurrence of any event of default, Company reserves the right to engage any other vendor or agency to complete the Contract or any part thereof, and in addition to any other right Company may have under the Contract or in law including without limitation, including the right to penalize for delay under clause "Liquidated Damage" of this Contract, the contractor shall be liable to Company for any additional costs that may be suffered/borne by Company for the execution of the Contract.
- 23.6. Failure on the part of the Contractor to maintain its confidentiality obligations and or compromising its integrity, which are required to be of highest standards, in so far as the present scope of work is concerned.

24. RISK & COST

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

25. LIMITATION OF LIABILITY

- 25.1. The Contractor's liability (except Third Party Liability; covered under the agreement and addendums thereto) for all damages, losses, acts or omissions, howsoever occasioned, shall not, at any time exceed an amount equivalent to Contract Value.
- 25.2. Notwithstanding anything stated in the agreement, the limitation of Liability shall not be available/applicable in case of wilful default/breach/negligent act/misconduct on the part of the Contractor and/or its employees.

26. TERMINATION

26.1. TERMINATION BY COMPANY FOR NON PERFORMANCE

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

shall hand over the Company all drawing/documents prepared for this contract up to the date of cancellation of order.

26.2. PREMATURE TERMINATION

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

- (i) The Contractor repudiates this order or otherwise evidences intention not to be bound by this order;
- (ii) The Contractor assigns, mortgages, or charges or purports to assign, mortgage, or charge any of its obligations or rights in contravention to the provisions of this order; or, transfers or negates any of its obligations in contravention to the provisions of this order.
- (iii) The Contractor breaches the Secrecy/Non-disclosure Clause/Confidentiality obligations.
- (iv) If at any stage during the tenure of the work order, Contractor is found to be involved or indulging or even attempting illegal, unlawful action or activities or some fraudulent or even trying to take or ask bribe from any customer or to give bribe official/staff or misuse or abuse any meter or property of the Company.
- (v) The Company shall be entitled to deduct from any money due or to become due to the Contractor, money paid or payable by way of compensation as aforesaid or cost or expenses in connection with any claims thereto. The Contractor shall abide by the decision of the Company as to the amount payable by the Contractor under the provision of this clause.

26.3. TERMINATION BY COMPANY FOR CONVENIENCE

The Company shall, in addition to any other right enabling it to terminate the Contract, have the right to terminate the Contract at any time without assigning any reason, by giving a written notice of minimum 30 days to the Contractor. The Contract shall stand terminated on the date as per the notice but such termination shall be without prejudice to the rights of the Parties accrued on and before the date of termination.

27. GOVERNING LAW AND ARBITRATION

- 27.1. Governing Law: This Work Order/Agreement shall be governed by the laws of India and each party submits to the exclusive jurisdiction of the courts in New Delhi.
- 27.2. Dispute Resolution Mechanism. All disputes and differences arising out of or in connection with this Agreement shall be resolved amicably by mutual discussion within 30 days. If the dispute cannot be resolved by mutual discussions and agreement, the parties will take such dispute to an arbitral panel comprising Sole Arbitrator jointly appointed by the parties to agreement.
- 27.3. In the event parties fail to appoint the sole arbitrator within 30 days from the date of request made by party, the Sole Arbitrator shall be appointed as per the provisions of The Arbitration and Conciliation Act 1996 as amended upto date. The arbitration shall be conducted in New Delhi in accordance with the provisions of the Arbitration and Conciliation Act 1996. The award of the arbitral panel shall be final and binding on all parties. The arbitration proceedings shall be conducted in English. The venue

and seat of Arbitration shall be in Delhi Only. The cost of arbitration shall be shared equally between the parties unless otherwise directed by the Arbitrator.

28. FORCE MAJEURE

28.1. General

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

- (i) Such event or circumstance, despite the exercise of reasonable diligence, could not have been prevented, avoided or reasonably foreseen by such Party;
- (ii) Such event or circumstance materially and adversely affects the ability of the affected Party to perform its obligations under this agreement, and the affected Party has taken all reasonable precautions, due care and reasonable alternative measures in order to prevent or avoid the effect of such event on the affected party's ability to perform its obligations under this Agreement and to mitigate the consequences thereof. For the avoidance of doubt, if such event or circumstance would not have materially and adversely affected the performance of the affected party had such affected party followed good industry practice, such event or circumstance shall not constitute force majeure.
- (iii) Such event is not the direct or indirect result of the failure of such Party to perform any of its obligations under this Agreement; and
- (iv) Such Party has given the other Party prompt notice describing such events, the effect thereof and the actions being taken in order to comply the relevant clause

28.2. Specific Events of Force Majeure

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

- (i) 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
- (ii) Public disorder, insurrection, rebellion, sabotage, riots or violent demonstrations of a local character;
- (iii) Declaration of the Site as war zone.
- (iv) Any order, regulation, directive, requirement from any Governmental, legislative, executive or judicial authority.

28.3. Notice of Events of Force Majeure

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

- (i) Immediately notify the other party in writing of the force majeure events within 2 working days of the occurrence of the force majeure event
- (ii) Be entitled to suspend performance of the obligation under the Agreement which is affected by force majeure event for the duration of the force majeure event
- (iii) Use all reasonable efforts to resume full performance of the obligation as soon as practicable
- (iv) Keep the other party informed of all such efforts to resume full performance of

- the obligation on a regular basis
- (v) Provide prompt notice of the resumption of full performance or obligation to the other party.

28.4. Mitigation of Events of Force Majeure

The Contractor shall:

- (i) Make all reasonable efforts to prevent and reduce to a minimum and mitigate the effect of any delay occasioned by an Event of Force Majeure, including applying other ways in which to perform the agreement;
- (ii) Use its best efforts to ensure resumption of normal performance after the termination of any Event of Force Majeure and shall perform its obligations to the maximum extent practicable as agreed between the Parties; and
- (iii) Keep the Company informed at regular intervals of the circumstances concerning the event of Force Majeure, with best estimates as to its likely continuation and what measures or contingency planning it is taking to mitigate and or terminate the Event of Force Majeure.

28.5. Burden of Proof

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

28.6. Termination for Certain Events Of Force Majeure

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

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

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

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

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

29. NOTICE & COMMUNICATION

Any notice or other formal communication to be given under this agreement shall be in writing and signed by or on behalf of the party giving it and shall be sent by registered post, A.D. to the addresses of Contractor or BYPL as mentioned herein

above or to any other addresses as agreed by the parties, in writing from time to time.

Any notice or other formal communication can also be sent through official e-mail ID of authorized person of Contractor or BYPL.

30. SAFETY CODE

- 30.1. The Contractor shall ensure adequate safety precautions at site, as required under the law of the land to facilitate safe working, during the execution of work under agreement/work order and shall be entirely responsible for the complete safety of their workmen as well as other workers at site and premises during performance of work under agreement.
- 30.2. The Contractor shall observe the safety requirements as laid down in the agreement and in case of sub-contract/assignment (only after written approval of company), it shall be the responsibility of Contractor that all safety requirements are followed by the employees and staff of the sub-contractor.
- 30.3. The Contractor employing two hundred employees or more, including employees deputed under agreement, shall have a safety officer in order to ensure the implementation of safety requirements of the agreement and if the Contractor having lesser number of employees, including agreement workers, shall nominate one of its employees to act as safety coordinator who shall liaise with the safety officer on matters relating to safety and his name shall be displayed on the notice board at a prominent place at the work site.
- 30.4. The Contractor shall be responsible for non-compliance of the safety measures, implications, injuries, fatalities and compensation arising out of such situations or incidents.
- 30.5. In case of any accident, the Contractor shall immediately submit a statement of the same with BYPL 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 BYPL at the end of each month.
- 30.6. The contractor / safety officer shall be responsible for providing training to all staff & workers , safety compliances , testing and fitness of all T&P , PPE, annual safety audit reports etc in line with CEA norms

31. WORKMEN COMPENSATION

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

- 31.2. The Contractor shall keep the Company indemnified at all times, against all claims of

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

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

32. THIRD PARTY INSURANCE

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 BYPL 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 BYPL.

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 BYPL

33. HUMAN RESOURCE ISSUES

- (A) The Contractor would execute the works under agreement through its own resources.
- (B) The Contractor shall bear all expenses/cost to be incurred towards salary, allowances, perks, travelling allowances, advances, insurance, safety measures, annual increment, security, transportation, conveyance reimbursement, telephone expenses, leave pay and all other misc. expenses etc. of their employees/ workmen during the validity/tenure of the Agreement or any renewed tenure thereto. Also, the Contractor shall be solely responsible for making payment for Hospitalization, Compensation thereof in case of any accident & injury.
- (C) The Contractor to deploy its manpower immediately for carrying out the work as specified in the tender document.
- (D) The Contractor shall ensure that there are no disputes regarding service, payment etc. of the persons engaged by it, anytime during the tenure/validity of the contract. At no point of time during the tenure/validity of contract, the Contractor's employees shall insist upon the Company for employment, wages, and allowances or any other related matter, payment etc.
- (E) The Contractor shall not deploy the manpower below the age of 18 years or above the age of 58.
- (F) The Contractor shall not deploy the female manpower between 7 PM to 6 AM.
- (G) The Contractor shall be directly responsible for any / all disputes arising between Contractor and its persons and keep the Company indemnified against all losses, damages and claims arising thereof. The Contractor shall resolve all disputes of its

manpower. All the legal dues of the manpower of Contractor is to be paid on or before due date as per applicable laws or within 8 days from date of the termination of manpower.

- (H) All safety wears required for the Contractor's manpower during the execution of work must be provided by the Contractor at its own cost and the Contractor shall ensure that its employees regularly use such safety gears.
- (I) The Contractor shall be responsible for discipline of its manpower and shall ensure that the personnel deputed should adhere to the disciplinary procedure set by the Company. The Contractor shall ensure that none of its associate/personnel is engaged in any unlawful activities or any other activity subversive of the Company's interest, failing which the same shall be termed as breach of the terms of agreement and annexures thereto and suitable action may be taken against the Contractor as per the terms & conditions of the Agreement. The Contractor will ensure that none of the manpower engaged by it will demonstrate before the offices of the Company in any manner whatsoever. In case any of the manpower engaged by Contractor is found indulging in such activities, the same shall be termed as breach of the terms of agreement and annexure thereto and the Contractor will take suitable action against such of their employees and submit the ATR with company.
- (J) The Contractor shall ensure compliance with minimum wage requirements of the correct category and shall 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.
 - (b) Compliance with all other relevant PF, ESI, Insurance and other laws as applicable per statute.
 - (c) To retain Challans/Receipt issued by Statutory Authorities like Regional Provident Fund Commissioner (RPFC)/including its own Pension Provident Fund Trust for previous month & proof of payment towards compliance of other statutory provisions like E.S.I., GST etc.
 - (d) Contractor will also produce challan/receipt with respect to payment of GST as a proof for such statutory payment.
- (K) Contractor shall comply with provisions of the Payment of Wages Act 1936, Minimum wages Act-1948, Employee's Provident Fund & Miscellaneous Provision Act 1952, ESI Act 1948, Company's Liability Act 1936, Industrial Dispute Act 1947, Maternity Benefit Act 1961, Contract Labour (Regulations & abolition) Act 1970, Delhi Shops & Establishment Act or any modification thereof, THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 or any other Act relating to rules made hereunder from time to time. For the said purpose the Contractor shall get itself covered under the Employee's Provident Fund & Miscellaneous provision Fund 1952 & ESI directly with the appropriate Regional Provident Fund Commissioner, if not done so far and shall intimate to the Company the Code No. allotted by the RPFC & ESI Authorities within one month from the date of commencement of the work under agreement.
- (L) Contractor shall organize periodic awareness session on POSH, 2013 and strict compliance to POSH, 2013.
- (M) Contractor shall have a detailed HR policy for retirement, training, safety, job suitability, health etc. for it's employees. Further the Contractor shall have proper

grievance redressal process for addressing HR issues raised by its employees.

(N) ID CARD:

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

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

- (i) It is agreed by the Contractor that within five (5) days from the commencement of agreement/ date of award of work order/ date of renewal of agreement, the Contractor shall be bound to intimate BYPL, the details of manpower deputed by Contractor for the performance of task under this agreement in BYPL specified format.
- (ii) It is agreed by the Contractor that in case of change of manpower deputed by the Contractor under this instant agreement, the Contractor shall, promptly but not later than twenty four (24) hours of such change, intimate BYPL in writing about the said change and submit the revised details in the BYPL specified format.
- (iii) It is further agreed by the Contractor that it shall, promptly but not later than seven (7) working days from the commencement of agreement/ date of award of work order/ date of renewal of agreement, ensure the issuance of the photo identity cards, issued by BYPL Security, to all the personnel deputed by the Contractor. The ID Cards shall also bear the name of the Company/ Contractor, the contact details of the personnel and the Company and shall ensure that all the personnel, during the performance of task under the agreement, shall wear/ display those ID Cards.
- (iv) In addition to the events of default as specified in the agreement and annexures thereto including as specified above, it has been agreed by the parties to the agreement that the following events shall also be counted as events of default and the Contractor shall ensure not to commit the same:
 - (a) of staff found working without valid ID Cards (ID Cards issued by BYPL Security) / Not carrying ID cards to the workplace.
 - (b) of staff carrying validity lapsed (expired) ID Cards as against the number of staff billed for
 - (c) of staff found carrying Contractor issued ID Cards, instead of through BYPL Security - CONTRACTORS cannot issue ID cards for the manpower deployed on BYPL work.
 - (d) That the failure by the Contractor in compliance of the terms stated in section above and/ or the commission of defaults as notified above, i.e. non issuance of ID Cards, non-display of ID Cards by the personnel of the Contractor and/ or the commission of any of the defaults, shall attract an agreed penalty for the sum of Rs. 1000/- per person per day and the same shall be deducted/recovered from the monthly bill of the Contractor, without any advance intimation to Contractor by BYPL.
 - (e) Certification of penalty (defaults and sum penalized) shall be through BYPL Security, along with intimation to concerned User Department, C&M, F&A. A notice shall be sent to Contractor/ agency.
 - (f) That in addition to the penalty as specified above, in case of any blacklisted manpower/personnel is found working/deputed by the Contractor, with BYPL for the performance of work under agreement, the same shall be termed as breach of terms

of agreement and annexures thereto and shall, in addition to other penalties and rights available with Company/BYPL, levy a penalty of 1% of the contract value or Rs Fifty Thousand (50000), whichever is lower, and deduct/recover from the monthly bill of the Contractor.

- (g) In case of second or subsequent default as specified above, within 6 months from the first default, the same, without prejudice to other penalties/ remedies that can be imposed/resorted under the terms of this agreement, BYPL reserves the right to terminate the contract.
- (h) It is further agreed by the Contractor that the imposition of penalty and the quantum thereto shall be the sole discretion of BYPL and no claim/dispute by Contractor, challenging the imposition of penalty and/or the quantum thereto shall be maintainable.
- (i) BYPL may review/revise ID card Policy including penalty during the tenure of agreement. This shall be at the sole discretion of BYPL and Contractor shall be liable to comply in full the revised policy, notified time to time.
- (j) The Contractor shall submit resumes of its personnel to be deputed/Supervisors within 2 days of Award of Agreement/Work Order for approval and selection by BYPL. BYPL shall conduct interview and select the personnel to be deputed/Supervisors and provide inputs to Contractor for further action and deployment.
- (k) The Contractor shall collect the following documents from the personnel deputed under agreement, within two weeks of mobilization and shall deposit the same with BYPL, as follows:
 - (i) Educational Qualification Certificate: Certificate and mark-sheet of all manpower demonstrating the highest educational qualification of all personnel, making them competent for the task assigned.
 - (ii) Permanent Address Proof: Supporting document for permanent address proof of all personnel.
 - (iii) Identity Proof: Copy of PAN card should be submitted as identity proof, for all personnel.

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

- (O) The Contractor shall conduct relevant background checks and prepare Background Reports through an authorized agency of all personnel deployed for the performance of task under agreement in BYPL within one month of deployment. Such reports shall be shared with BYPL as requested. Contractor shall submit an Affidavit clearly stating that back-ground check for all personnel is complete and back-ground reports have been prepared to this effect within one month of deployment.
- (P) Failure by the Contractor's personnel to wear PIC shall attract a penalty of Rs.1,000/- per incident per day.
- (Q) In case, any of the manpower has been found not serving his part of duty on any day as per the instructions, Contractor will be fined at the rate of Rs 500/- per person per day.
- (R) A separate penalty as per score card shall be levied.
- (S) There will not be duplicity of penalty for the same default.

34. DEPLOYMENT OF RESOURCES

- 34.1. Number of resources to be deployed by the Contractor at all-time shall be specified by the bidder as per the format in Section-V, scope of work.
- 34.2. The contractor shall deploy adequate resources for the smooth execution of work assigned to them. The contractor shall provide complete details including name, address, and Aadhar Card number of resource deployed.
- 34.3. The contractor shall deploy qualified & experienced resources comprising engineers, supervisors, diploma holders, skilled, semi-skilled & unskilled staff in accordance with the requirements of electricity rules, safety laws and other applicable regulatory laws. The contractor shall also ensure to meet the requirements of performance standards as mentioned in this document. If at any stage, the Company/Engineer In-Charge finds the resources not suitable or not up to the mark, the Contractor shall deploy the alternate resources immediately.
- 34.4. Distribution of electricity is an essential service as well as a public utility service. It is imperative to secure the electric network of our license area so that uninterrupted distribution of power supply to essential services like Delhi Metro, Police, hospitals, etc. is maintained. Proper security measures are essential due to the extremely sensitive and critical nature of these services. Therefore, Contractors shall be responsible for maintaining Personal Identification Data of all staff deployed by him at our premises in electronic or any other form as prescribed by the company. In addition to this, the Contractor shall also submit a record of his deployment in various locations to BYPL on a daily basis if required by the Divisional In-charge.
- 34.5. The resource deployed by the contractor shall exercise highest level of integrity at work place and shall not involve in any type of malpractice. In case any resource of the contractor is found involved in any malpractice, the contractor shall indemnify the company for the loss incurred by the company on account of such malpractice/misconduct. Since this scope of work and the assistance contemplated under the present contract or in the nature of statutory assistance towards preventing the theft of electricity under the provisions of the electricity act 2003 the integrity levels of the Contractor and /or the agency which is awarded the contract is expected to be of the highest standards.
- 34.6. In case the contractor or the resource deployed by him unable to execute the work assigned to it as per satisfaction of the company or the workmen of the Contractor refuses to work, going on strike or for any other reason likely to lead to loss of productivity, the company shall have right of engaging any other agency or resorting to any other suitable means without giving any reason and to recover the cost incurred out of the amount payable or become due to the contractor.

35. REPLACEMENT OF RESOURCE(S)

- 35.1. Should the Company consider at its sole judgment that the persons deployed by the Contractor are not suitable for the job for whatsoever reason, the Company will have the option either (i) to seek prompt replacement deputing the other person at the cost of Contractor or (ii) to terminate this work order/agreement in part or as a whole.
- 35.2. If the Company finds any employee of the Contractor guilty of any misconduct, incompetence or negligence, the Contractor shall, if so intimated by the Company,

withdraw such employee from the work of company and replace him with a qualified and competent manpower. Contractor shall keep the Company informed of all manpower replacements and all such data shall be submitted with the person nominated by Company along with personal & qualification details of such persons deputed as replacement.

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

36. CONTRACTOR'S OBLIGATIONS

A) General Obligations

- 36.1 The performance of Services as completed by the Contractor shall be wholly in accordance with the Contract and fit for the purposes for which they are intended to and as defined in the Contract. The Services shall include any Service which is necessary to satisfy the Company's requirements and as implied by the Contract.
- 36.2 The Contractor shall execute the Services within the time frame for completion as specified in the order/agreement and Scope of Work. Without prejudice to the provisions of the Contract, before commencing the Services, the Contractor shall satisfy itself regarding the BYPL's requirements. The Contractor shall give notice to BYPL, within forty-eight (48) hours of the receipt of BYPL's requirements, of any error, fault or other defect in the BYPL's requirements or such items of reference.
- 36.3 The Contractor takes full responsibility for the adequacy and stability of Services to be performed at the Site.
- 36.4 The Contractor shall at all times endeavour to adopt best practices as is prevalent in like industry and shall always be required to achieve the desired quality and confirm to the schedule of Service(s) at no additional cost to the company/BYPL.
- 36.5 The Contractor is deemed to have satisfied itself as to the correctness and sufficiency of the BYPL's requirements and other terms of the Contract relating to its risks, liabilities and obligations set out in or implied by the Contract and all matters and things necessary for the proper performance of the Services.
- 36.6 The Contractor acknowledges the responsibility of the following during the performance of the Services:
- (a) The proper transportation of Manpower and materials upto the Site and back.
 - (b) Availability of skilled Manpower in time.
 - (c) Compliance with the HSE Conditions and adherence to Contractual terms;
 - (d) Protection of the environment and adjacent structures and taking steps for remedying any damage caused to the environment or adjacent structures during the performance of the Services by the Manpower.
- 36.7 The Contractor shall, whenever required by the BYPL, submit details of the arrangement and methods which the Contractor proposes to adopt for the performance of the Services. No alteration to these arrangements or methods shall be made without the approval of BYPL.
- 36.8 Train its Manpower in the manner as reflected in their training manual, requirements of BYPL and as per the best industry practice before the deployment at the Site.

Contractor shall maintain training records. Contractor ensures to replace Manpower of same specification in order to relieve / absenteeism of Manpower. In the event of replacement of Manpower, comply with all the pre and post requisite details of deployment, including but not limited to, furnishing of all the required registrations, licenses and medical examinations at the cost of Contractor without reimbursement from Company/BYPL.

- 36.9 Contractor agrees to provide all preliminary information or data as may be required by the Company/BYPL within fifteen days of issuance of the signed LOI/Work order or as per mutually agreed timelines.
- 36.10 In case the Contractor comes across with any ambiguity and/ or discrepancy in the BYPL's requirements, it shall immediately Communicate such ambiguity and/ or discrepancy to BYPL, for seeking appropriate instructions to resolve such ambiguities and discrepancies.
- 36.11 Contractor to maintain sufficient cash flow as working capital to meet daily expenses for the Manpower.
- 36.12 Contractor to coordinate and maintain close liaison with local police and administrators. Contractor to visit Site periodically and as per specific request of Company/BYPL.
- 36.13 Notwithstanding anything contrary in the Contract, Contractor must make judicious and economical use of resources of the company/BYPL at the Site, including, but not limited to resources such as space, water and electricity. In the opinion BYPL discover the misuse of resources by the Manpower, after serving notice to the Contractor if Contractor fails to adhere to this Article, BYPL reserves right to recover a suitable amount as per BYPL discretion. BYPL decision in this regard shall be final & binding.
- 36.14 The Contractor shall not use the name of the company/BYPL in any manner for credit arrangement or otherwise and it is agreed that the company/BYPL shall not in any way be responsible for any debts, liabilities or obligations of the Contractor or its Manpower.
- 36.15 In case, if the company/BYPL is of the opinion, after due consultation with the Contractor, that extra Manpower or material / equipment is/are required for reasons of improving the quality and nature of Services at the Site, the Contractor shall arrange for the same timely at the same price specified in the Contract.
- 36.16 Contractor to ensure that the Manpower deployed should have bank account which their payment must be directly credited to their bank account by the Contractor. The Contractor shall submit the copy of its instructions to the bank to transfer the salary / wages to the account of its Manpower deputed under the contract to the company/BYPL on or before 7th day of every month for the previous month's salary transfer of individual Manpower to their bank.
- 36.17 Contractor to maintain list of Manpower in shifts and attendance muster at the Site entrance for Manpower deployed under the Contract.
- 36.18 The Contractor shall provide such uniforms as approved by the company/BYPL.
- 36.19 Immediately on commencement of the Contract, Contractor shall provide complete

bio data of each Manpower employed at Site and shall ensure that the information provided in respect of each Manpower is verified and correct.

- 36.20 Staff working hours will be governed by the Factories Act and Applicable Law as per State where Site is located and Manpower have been deployed.
- 36.21 Contractor must ensure that child labour is not to be deployed at the Site.
- 36.22 A detailed Site specific deployment chart shall be submitted by the Contractor to Company within 5 working days before commencement of Services.
- 36.23 Contractor must ensure to conduct at least bi-weekly surprise checking at Site where their Manpower is deployed and performing Services to ascertain performance as per Contract. Contractor shall provide adequate quick response team and surveillance team for this purpose
- 36.24 Contractor shall develop its own network and arrangements and shall be solely responsible to recruit its own personnel for providing Services.
- 36.25 If required and on specific instructions by the company/BYPL, Contractor shall periodically rotate the Manpower after every 12 months or period as requested by the company/BYPL. BYPL to Communicate the same to the Contractor atleast 20 working days before rotation of Manpower is intended.
- 36.26 Manpower so deployed at the Site shall carry out only those Services that are stipulated under the terms of the Contract and shall not do any other job for reward or otherwise, except than those stipulated.
- 36.27 In case of accident of whatsoever nature at the Site where the Manpower is injured or dies, it would be the sole responsibility of the Contractor without any risk and cost of the BYPL.
- 36.28 Contractor to submit documents related to Manpower along with Contractor's organisation chart, authorised signatories & etc., before commencement of Services under the Contract.
- 36.29 In case death, injury to any Manpower of the Contractor, Contractor is sole responsible under Workmen Compensation Act and any other Applicable Law. Contractor must not violate any statutory provisions / Applicable Law and shall keep BYPL indemnified, in full, from any claim associated with injury/death to its employee deployed under the agreement. Contractor to compliant with all Applicable Laws. Any breach in statue / Applicable Law , BYPL reserves right to recover reasonable compensation at the discretionary of BYPL.
- 36.30 Contractor to provide master plan for deployment of Manpower and related resourced to the Company/BYPL before commencement of the Services. Along with this Contractor shall provide documentations in details covering Manpower details as requested by BYPL.

B) Compliance with Applicable Laws by Contractor

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

handle all statutory compliance related matters

- 36.32 The Contractor shall not be absolved from any of its obligations under Applicable Laws or the Contract or claim any additional amount from the Company/BYPL or seek any extension of time due to its ignorance of any Applicable Law.
- 36.33 The Contractor shall indemnify the company/BYPL against all costs, expenses, penalties and liabilities incurred/ suffered by any of the Company due to non-compliance of any Applicable Law by the Contractor in relation to the performance of the Services.
- 36.34 Contractor is required to obtain requisite license issued by the licensing officer/competent authority in the Government office before commencement of Services.
- 36.35 Contractor shall ensure that it remains in compliance with Applicable Laws at all times and maintained registers and records with all particulars as may be specified in the Applicable Laws.
- 36.36 Payment of gratuity (if any) to Manpower will be sole responsibility of the Contractor.
- 36.37 Contractor to submit details of payments made to PF and ESIC authorities with a list of Manpower deployed at the Site with copy of deposit challans. List of Manpower with PF and ESIC numbers to maintained up to date by Contractor and if required to be shared with BYPL.

C) Contractor's Other Obligations

- 36.38 The Contractor shall also provide the necessary proof of remittances of EPF, Pension amount and ESIC for the previous month, along with their invoices for the current month to Company. Without such proof, the invoices will not be processed for payment.
- 36.39 The employees deployed by the Contractor shall be employees of the Contractor.
- 36.40 At no point in time shall any employee of the Contractor claim to be the employee of the Company.
- 36.41 The Contractor is committed to recruit and provide qualified, experienced, well-trained, physically & mentally fit personnel in accordance with the Company's standard, duly verified by the local police Station as regards their antecedents and backgrounds.
- 36.42 The Contractor shall ensure that, the Contractor's manpower deployed at the Company shall be in good health, shall have proper eyesight and shall not have any medical problems which may endanger his life and the life of the other Company employees appointed at the said location. The Contractor shall ensure that, the Contractor's personnel deployed at the Company shall be entirely responsible for the stock of the commodities stored at the said location. To ensure such safety, the Contractor shall, before deploying any employee in the premises, shall have him medically examined by a registered medical practitioner at its own cost and expenses and produce a medical certificate certifying that the said employee is medically fit. It is further agreed that without such medical certificate, Company shall not permit any such Contractor's personnel to work in its premises. It is further agreed that Company may, from time to time, call upon the Contractor to have all or

any of its Contractor's personnel examined.

- 36.43 The Contractor shall uphold the strictest disciplinary standards for all their personnel and any transgressions are dealt with immediately, and to the fullest extent that the law allows.
- 36.44 The Contractor shall provide uniforms to the its manpower and shall provide an authority letter to the its manpower and they shall carry the same when they are on duty at the Company.
- 36.45 Whenever any Contractor's personnel go on leave, the Contractor will arrange for a suitable replacement immediately.
- 36.46 The Contractor shall deploy electronic attendance marking system for their Resources and maintain records for the same. The same has to be produced if demanded by the Company.
- 36.47 The Contractor shall fully guide, supervise and monitor the Contractor's manpower deployed in Company locations by its Supervisors.
- 36.48 Supervisors will inspect every location at least once every 15 days during day/night to check the level of control exercised by Contractor's personnel. The Supervisors will take digital photographs of Contractor's personnel in the location during their inspection. The photographs will contain date and time stamp to identify the date the photographs are taken and send the photographs to Company along with their inspection report on weekly basis.
- 36.49 The Contractor undertakes to provide required resources to maintain desired service level. In case of any failure in services due to paucity of resources, BYPL shall be within its rights to make necessary deductions in addition to such rights as available under contract.
- 36.50 **TIMELY DISBURSEMENT OF WAGES**

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

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

37. THE COMPANY/BYPL'S OBLIGATIONS/RESPONSIBILITIES

- 37.1 BYPL may check the competencies of the manpower for the work for which they are deputed to ensure that requisite skill and competency levels are being met with by the Contractor.
- 37.2 BYPL shall not exercise direct control (including matters of payments, discipline and removal/termination) and supervision over the Contract Manpower and that shall be

done by the Contractor. However, BYPL shall have a right to assess the abilities and skills of the Manpower deployed by the Contractor to ensure the quality of Service provided under the Contract, without actually managing or directing such Contract Manpower.

- 37.3 The contractor shall ensure to maintain the registers like muster roll, wage register, etc., and shall share the copy of the same with BYPL as and when demanded,
- 37.4 The Company/BYPL reserves the right to engage other party(ies) to perform similar or identical Services to be performed by Contractor under this Contract / Agreement for which Contractor shall not have any objections.
- 37.5 BYPL reserves right to review the resources requirement for the performance of assigned task, on periodically or preferably on monthly basis for their respective performance. The Contractor, without any objection, shall deploy resources on time accordingly. The Contractor to deploy resources within 2 days (including Central and State holidays) to Site / establishment as notified by BYPL in writing. Failure to do so shall result into delay in deploying resources for the completion of the assigned task, the reasonable compensation shall be applicable in terms of the Contract.
- 37.6 BYPL shall at all times have access to any Site where the Manpower is engaged and performing any of the Services and BYPL shall have the right to inspect performance at Site. Any deviation or gap or discrepancies arises while executing Services shall be communicated to Contractor within 3 working days. The Contractor within next two working days shall provide reasonable feedback with evidence if any to BYPL. If Contractor does not respond to the Communication in time under this sub Article, it tantamount to breach of the Contract and shall attract reasonable compensation in terms of the Contract.

38. INDEMNITY

The Contractor 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 Contractor 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/DATA, or any other offence under the applicable laws or breach of obligation under the present agreement, and would also render itself liable to appropriate legal action being initiated against it by company.

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

39. SECRECY & CONFIDENTIALITY

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

party in full/part, not misused in any form whatsoever except to the extent for the execution of this order.

- 39.2 These technical information, drawing and other related documents shall be returned to the Company with all approved copies and duplicates including data/drawing/plans as are prepared by the Contractor during the executions of this order, if any, immediately after they have been used for agreed purpose.
- 39.3 In the event of any breach of this provision, the Contractor shall indemnify the Company against any loss, cost or damage or claim by any party in respect of such breach.
- 39.4 The Contractor shall not use the name/logo/emblem of the Company in any manner either for credit arrangement or otherwise and it is agreed that the Company shall not in any way be responsible for the debts, liabilities or obligations of the Contractor and/or his employees.
- 39.5 The Contractor hereby covenant that the Contractor shall be responsible for theft, if any committed, by his staff and the Contractor shall indemnify Company from and against all claims, demands, actions, suits and proceedings, whatsoever that may be brought or made against the Company by or on behalf of any person, body, authority whatsoever and whomsoever and all duties, penalties, levies, taxes, losses, damages, costs, charges and expenses and all other liabilities of whatsoever nature which the Company may be liable to pay, incur or sustain by virtue of or as a result of the performance or non- performance or observance or non- observance by the Contractor of any of the terms and conditions of this agreement. The Company shall have full power and rights at its discretion to pay or defend or compromise any suits, claims or demands brought or made, whether pending or threatened touching upon this agreement as it may consider necessary or desirable and shall be entitled to recover from the Contractor all sums of money including all legal costs, charges and expenses incurred by virtue of any such compromises which shall not be called into question by the Contractor but shall be final and binding on the Contractor.
- 39.6 Contractor shall submit signed NDA as per the format 4.3 attached.

40. NON-EXCLUSIVITY

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

41. SEVERABILITY

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

42. ASSIGNMENT & SUBLETTING

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

43. ASSIGNMENT BY THE COMPANY

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

44. NOT USED

45. NO JOINT VENTURE

The Contractor shall not constitute a joint venture, consortium or other unincorporated grouping of two or more Persons, following the execution of the Contract.

46. WAIVER OF RIGHTS

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

47. THE COMPANY'S RIGHT TO VARY QUANTITIES

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. BYPL may increase or reduce the area/ scale of operations after starting of execution of the contract and the size of contract may be adjusted accordingly.

48. CONTRACTOR'S EQUIPMENT

- 48.1. All Contractor's Equipment and Temporary Works provided by the Contractor or any permitted Subcontractor, shall, when brought on to the Site, be deemed to be exclusively intended for execution of the Works and not be removed without the consent, in writing, of the Company's Representative.
- 48.2. Upon completion of the Works, the Contractor/permitted Subcontractor shall remove from the Site, all its Equipment and Temporary Works and its unused materials.
- 48.3. The Company shall not at any time be liable for the loss or damage to any of the constructional plant, Temporary Works or materials.
- 48.4. The Contractor shall, upon written request by the Company's Representative, produce to the Company's Representative, all documents evidencing title to or the contractual arrangement giving the right to the Contractor to use the Contractor's Equipment. In the event of failure to comply with such request within seven (7) days,

then without prejudice to any other rights, the Company shall be entitled to withhold the payments due to the Contractor under the Contract.

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

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

50. FREE ISSUE MATERIAL

- 50.1. The Company, may provide free issue materials to Contractor in those cases only where it is specifically mentioned in the Contract. Transportation of free issue materials from site / store or place of availability at site to the work area shall be in scope of the contractor.
- 50.2. Contractor shall submit Reconciliation Statement of these free issue materials along with monthly bill. Reconciliation Statement will show issued quantity of free issue materials/ quantity consumed in work and quantity balance in contractor's stock.
- 50.3. The Contractor shall have to furnish an Indemnity Bond for materials which are free issued by the Purchaser. Further the contractor shall be responsible for the safe custody of materials till the materials are utilized, fabricated, erected and accounted for in all respects.

51. VENDOR CODE OF CONDUCT

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

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

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

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

52. DISCLOSURE OF RELATIONSHIP

The Contractor acknowledges & undertakes that the Contractor or any partner of the Contractor or director of the Contractor is not related to any of the officers of the Company or the Company's Representative, or alternatively, is a close relative of an

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

53. MSME

- 53.1. If the Contractor is covered under the definition of supplier/Contractor under the purview of Micro, Small & Medium Enterprises Development Act, 2006, it shall declare so at the time of its registration as vendor with the Company failing which it will be presumed that it is a non-MSME unit.
- 53.2. Contractor shall provide to Company the proof of classification of its enterprise and filing memorandum with the authorities concerned under the Micro, Small & Medium Enterprises Development Act, 2006 (herein referred to as "the MSMED Act") within one week of receipt of the Contract
- 53.3. The Contractor further declares and undertakes to intimate Company of any change in its status or constitution under this section from time to time under this Contract. The Contractor must provide MSME registration number along with PAN card and GST registration number on Tax Invoice failing which the Contractor shall not claim any benefit under the MSME Act.
- 53.4. The Contractor to furnish the undertaking to the Company in this regard.

54. COVID GUIDELINES

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

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

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

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

- (a) No construction material/ debris shall be stored on metalled road.
- (b) Wind breakers of appropriate height on all sides of ear marked area using CGI sheets shall be raised to ensure that no construction material dust fly outside ear marked area.

- (c) The construction material i.e. coarse sand, stone aggregates, excavated earth, cement and any other material to and from the site shall be transported under wet and covered condition to ensure their non-slippage en-route to avoid air contamination.
- (d) The contractor shall provide mask and helmet to every worker working on the construction site and involved in loading/unloading and carriage of construction material and construction debris to prevent inhalation of dust particles.
- (e) Over loading of vehicles shall be strictly prohibited
- (f) The construction material at site shall be stored under wet and covered condition.
- (g) The dumping sites for temporarily storing the excavated earth shall be properly levelled, watered and rehabilitated by plantation to avoid flying of dust.
- (h) The worker at the site shall be sensitized to adopt / observe the dust controlled measures in true spirit.
- (i) If any C&D waste is generated at site the same will be transported to the C&D waste site only and the record for the same will be maintained by the agency.
- (j) Wet jet in grinding and stone cutting is being permitted at site.
- (k) The necessary record for dust control is being maintained by the department on day to day basis and being monitored regularly.
- (l) Contractor shall ensure that no tree shall be harmed and no tree roots shall be destroyed/cut while performing the task under agreement.
- (m) The contractor shall comply the provisions of The Delhi Preservation of Trees Act 1994.

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

56. ENVIRONMENTAL, HEALTH & SAFETY

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

- (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 supplier/Contractor s' 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 personnel deputed by Contractor under agreement shall be accountable for the following:

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

- (b) Keep tools in good condition
- (c) Report to the Supervisor any unsafe or unhealthy condition or any defects in plant or equipment
- (d) Develop a concern for safety for themselves and for others
- (e) Prohibit horseplay
- (f) Not to operate any item of plant unless they have been specifically trained and are authorized to do so.

57. ACCEPTANCE

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

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

SECTION – V

SCOPE OF WORK

Part I – Connection Management

1.1 CMG –Connection Management Group

A Contractor's Scope of work:

Contractor shall be fully responsible for providing support services to connection management group to complete all field, frontend & backend activities as per the Company schedule with the requisite number of the resource to meet the desired performance level up to the Company satisfaction.

Contractor shall:

- 1 At all times perform fully and properly all functions required to be performed for CMG operations for our all circles of BYPL, always in accordance and full compliance with the procedures and specifications set out.
- 2 The Contractor shall carry out CMG Operations on monthly basis as required.
- 3 The Contractor shall deploy & organize the resources accordingly.
- 4 This Contract will involve operation of following activities: -

I. New Connection:

- a) End to end closure of all front end and back end activities as per Electricity Act / Supply Code / SOP
- b) Physical document collection by visiting the applicant and Online form filling through Division sewa Kendra
- c) Verification of document of appointment cases in DSK & Division as per the SOP.
- d) Real time Initial Commercial Feasibility need to be performed. (Court case, Enforcement Dues, Energy Dues & MCD Checking)
- e) Real time Allocation of TF on TAB/ Mobile.
- f) Tele-calling to applicant regarding Site visit, site verification for technical feasibility
- g) Site visit report submission via TAB (No manual report)
- h) Onsite filling of TF report along with site coordinates, marking of meter installation space & pasting of TF Sticker. Ensure fire safety points for space of meter installation.
- i) Issuance of deficiency to applicant in case of any deficiency observed at site.
- j) Submission of deficient document through TF app, if available with applicant.
- k) Final punching of site visit report (CF/TF) in TAB
- l) Circlewise civil engineers to be provided for building height measurement as per requirement of management.
- m) Demand note generation/ Auto-debit & meter installation order creation.
- n) Dispatch of deficiency letter /demand note and auto debit information to applicant (Whichever is applicable)
- o) Record keeping of application document (ID proof, Ownership proof, any deficient document related to CF/TF)
- p) Tele-calling for demand note and rejected cases, revisit and processing of rejected cases, execution of any other activity assigned by the company.

II. Existing Connection:

- a) End to end closure of all front end and back end activities as per SOP.
- b) Physical document collection and Online form filling through respective division Digi Seva Kendra
- c) Real time Verification of document received through virtual sewa Kendra
- d) Real time Initial CF need to be performed.
(Court case, Enforcement Dues, Energy Dues & MCD Checking)
- e) Real time Allocation of TF on TAB/ Mobile.
- f) Tele-calling to applicant regarding Site visit, site verification for technical feasibility and Digitally Site visit report submission via TAB (No manual report)
- g) Onsite filling of TF report along with site coordinates, marking of meter installation space
- h) On the spot issuing of deficiency to applicant in case of any deficiency observed at site.
- i) Submission of deficiency document through TF app if available with applicant.
- j) Final punching of site visit report (Cf/TF) in TAB
- k) Demand note generation/ Auto-debit & meter installation order creation.
- l) Dispatch of deficiency letter /demand note and auto debit information to applicant (Whichever is applicable)
- m) Record keeping of application document (ID proof, Ownership proof, any deficiency document related to CF/TF)
- n) Tele-calling for demand note and rejected cases, revisit and processing of rejected cases, allocation of job other activity related to new connection and activity added time to time by company with in DERC time limit.

The activities of existing connections are below: -

- a) Load Enhancement / Reduction
- b) Category Enhancement / Reduction
- c) Name Change
- d) Address Correction

The Contractor shall provide services for Six days a week. However, he may be required to provide the services for 7 days a week as per requirement / need of the job.

All postal charge for despatch of any document to consumers will be borne by the company.

III. QUALITY AUDIT:

- a) Quality audit to be conducted for mutually acceptable sample size of new connection as well as existing connections on monthly basis.
- b) The audit report of the same to be presented to HEAD CMG as and when required.

IV. SITE VISIT REPORT (as and when required)

5 The Contractor shall call the applicant, educate about required documents, reminding
NIT: CMC/BY/22-23/RS/SvS/VK/44 Page 75 of 250 Bidder Seal & Signature

- their appointment date and time, re-fix the appointment based on applicant request.
- 6 Special services need to be provided to Senior Citizen/ disabled/Pregnant women etc.
- 7 The Contractor shall responsible for smooth working of all divisional/ virtual Sewa kendra Desks and their smooth functioning. The Contractor will collect the required documents from registered applicant only (not from third person) in division offices Sewa Kendra desk as per check list provided for new as well as existing connections. The contractor will strictly follow sewa Kendra operation in following manner:
- a) Checking / Verification of documents original copy from applicant, as per SOP decided by company on application appointment date and time and on FIFO basis.
 - b) Document verification / CF & Punching staff should not be using mobile phones at the counter during duty hours.
 - c) Issuing of deficiency to applicant in case of incomplete documents with a copy for record purpose or processing for next desk in case of no deficiency.
 - d) Online form filling, punching/editing of correct details as per documents, applicant photo capturing, digital sign of applicant, scanning and uploading of all forms along with documents, giving copy of acknowledgement to applicant with all information and details to applicant in FIFO manner.
 - e) Proper maintain of office decorum (punctuality, Timings, wearing uniform, soft behavior with applicant etc).
 - f) Implement the changes in process as per company requirement time to time.
 - g) Providing facility of Sewakendra at applicant home/other than BYPL premises (through Laptop or other instrument /gadgets as decided by company).
 - h) The Contractor will submit the filled application form along with all documents physically in division office on daily basis in case of Mobile sewa Kendra Operations.
- 7 The Contractor shall check the commercial feasibility on applied address of the Applicant through specified tools provided, uploading of all dues list and allocate the cases to TF Eng for Technical feasibility and dues verification.
- 8 The contractor shall rotate/change all the DSK /DSS executives & TF engineers after a fixed interval of time or as decided by company.
- 9 The Contractor shall inform the Applicant, regarding site visit by TF Eng. with date and time.
- 10 The contractor shall follow the process and guidelines of site visit as per decided by company. If company wants to change in process,or wants site visit from manual to online (through mobile or tablet or by any other electronic gadgets), the contractor shall provide all required equipments as per required quantity along with proper training to all concerned executives at his own cost or as decided by company.
- 11 The contractor's TF engineer will capture all details accurately from site as per Performa (manually/online/through gadget) given by company and fill the same in

inspection report cleanly and Contractor will be submit the same on daily basis after dully signed and stamps of TF engineerand in case of any variance from the guideline issued by BYPL, TF eng will issue deficiency letter to applicant on the Spot and submit one copy of the same with his report. Contractor will follow the same process in case of revisit of cases required by company.

- 12 The contractor will take the photograph of building, Roof of building, meter place (that should be outside of premises), nearby pole, installed ELCB applicant and TF engineer at site. Contractor is responsible to download and upload these photographs in the data base / SAP.
- 13 The contractor will scan all documents provided by consumer/TF Engg/ i.e IR sheet, deficiency letter, ownership / occupancy proof, ID proof, I-Bond, self declaration, filled application form etc on daily basis.
- 14 The Contractor shall verify the details collected from site as per guideline issued by company, submit the Feedback on collected documents and Inspection reports. The Contractor shall punch / upload the commercial feasibilities/ Technical feasibilities details in SAP properly and accurately and within DERC timeline.
- 15 The Contractor shall ensure the uploading of scan documents and photographs collected from the Applicants and TFE's in Online Database/system/SAP on daily basis.
- 16 The Contractor shall assist in printing the Demand Note and Rejection letter and dispatch the same to the Applicant with proper record. and also correspond with applicant through tele-calling also for DN issued cases as well as rejected cases.
- 17 The Contractor shall ensure the proper record keeping of all Files, reports and all communications to applicants.
- 18 Contractor shall ensure the manpower availability at divisional /virtual Sewa Kendra on daily basis and contractor shall also ensure the periodical inspection of Sewa Kendra for verification of operational guidelines.
- 19 The Contractor shall also arrange feedback survey on sample basis by tele callers to improve the standards of performance and submit feedback survey report along with monthly bill.
- 20 Contractor will be responsible for all allowance, like washing allowance, Conveyance allowance etc.
- 21 The Contractor shall provide the dress to his employee as instructed by Officer-in-charge. Dress shall include the following items:
Trousers -3, Shirts-3, Tie-1, Badge-1, Shoes-1, Socks-2, Sweater-1, Blazer-1 and hanging bag-1 etc. Quality, Color and design to be approved by Officer-in-charge.
- 22 The contractor shall arrange the electronic attendance monitoring system to ensure the timely presence of office staff.
- 23 The contractor shall arrange the shift duty plan and provide the resource in two shifts in the field for the collection of documents as per the requirement of company.
- 24 Contractor shall be responsible for taking photographs of the building, the premises

where meter is to be installed and the existing meter (if any) along with the applicant or authorized representative.

- 25 Contractor shall provide all required equipments/gadgets like compatible Mobile phones, cameras, height measuring device, Measuring Tap(feeta), mobile SIM card etc along to TF executives for capturing site details.
- 26 Each TF Executives should be equipped with two wheelers for perform visit from company office to applicant premises and vice versa. TF Executive should also have valid driving licence with them.
- 27 The contractor shall have to submit indemnity bond as per rate of equipment/gadgets if the same is provided by the company. If any equipments/gadgets are provided by company, contractor shall return them to the company in good working conditions after the completion of assignment. Contractor shall take all the steps and measures for healthiness of cameras. They will be responsible for any loss/damage to cameras during operation/use of the same by employees of the contractor. Company may also direct contractor to buy/arrange additional equipment/gadgets at any time during the contract period as per requirement.
- 28 If company decides to change existing process of new connection as well as existing connections, contractor should provide desired equipments, resources and training on its own cost as per requirement or as decided mutually.
- 29 The Contractor should ensure not to depute any terminated manpower of BYPL. All deployed manpower must be approved by Engineer-In charge in accordance with clearance from Vigilance Department. Police verification for all the existing & new manpower should be mandatory.
- 30 The contractor shall provide circle-wise experienced & trained supervisor & also depute audit team for verification of cases.CMC-HR clearance should be mandatory.
- 31 The contractor shall provide Manpower for Help-Desk Counter & telecaller separately to facilitate consumers at all DSK centers.
- 32 The Contractor shall provide manpower for Enquiry/Help-Desk counter & Document verification in all divisions to facilitate the walk-in consumer at division as per the quantam of applications.
- 33 Standard productivity of the each activity such as Document verification, CF , TF , Final CF/TF, Demand note generation, Civil Visit has been defined by BYPL and in order to maintain the standard productivity The Contractor shall depute additional manpower in desired center /division, if deviations found.

B. Company's Scope of work:

- 1 The Company shall issue Photo Identity cards to Contractor representative, authorizing them for CMG activities, at Contractor's cost. The employees of Contractor must carry the identity card every time.
2. The Company shall take prompt action to render all possible assistance in case of any problem in execution of the work.
- 3 Company shall provide the help to contractor for any uploading / updation of its own

software (to be approved by BYPL IT) for the execution of this contract without incurring any cost

C. Execution Program and Co-ordination Procedure:

Immediately upon completion of any and all jobs under this Work Order the Contractor shall submit a report that sets out in detail the jobs carried out to the Engineer in-charge i.e. AM-CMG/ Circle Head(CMG).The Engineer in-charge i.e. CMG/ Circle Head shall, after being satisfied that the jobs under this Work Order have been properly and successfully completed by the Contractor, certify the same. In case the Company's representative is of the view that modifications/corrections need to be carried out, Contractor shall immediately carry out the said modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such modifications / corrections.

D. Performance Standards:

- 1 The Contractor will submit Site Verification Data (CF/TF Reports etc) after proper Quality Check and duly corrected, ready to be processed, as specified by the Company. Any error detected afterwards will attract penalty.
- 2 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.
- 3 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 All applications must be closed as per DERC guidelines.
- 5 All regulation of DERC must be complied with.
- 6 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.

1.2 MMG backend activity

1. Scope of Work: Testing of Energy Meters

- 1.1 Contractor shall perform testing (**Functional checks & Accuracy testing**) of single phase and three phase whole current energy meters at consumer premises as per the guidelines of DERC, IS-15707:2006 and SOP of BYPL within the timeline decided by BYPL /DERC Annexure: V-E). Meters shall be tested for active energy (kWh) and apparent energy (kVAh). Contractor's scope includes testing of all type of single phase and three phase energy meters. It includes normal meters, smart meters, and prepaid meters, IGMS / Group Meters / Net-Meters etc.

- 1.2 Contractor shall issue meter testing report (MTR) to consumers in specified format of BYPL to consumers after testing of meters duly signed by testing engineer and consumer representative. All the parameters of the MTR shall be filled up with correct information and meter testing results. Meters shall be tested in presence of consumer representatives only.
- 1.3 Contractor shall provide meter testing equipments (**Accuracy Class 0.2 with Clamp CT**), Clip-On Meter and Testing Loadas per the specifications given in Annexure: V-A for testing of single and three phase whole current energy meters of accuracy class 1.0. Or The Company shall provide Accua-check for meter testing in the working condition. The contractors have to submit Indemnity Bond @ Rs. 50,000/- and Rs. 1,00,000/- per Accua-check machine for single phase and three phase respectively taken from the company. He shall return the same in good working condition after the completion of the assignment.
- 1.4 Contractor shall calibrate meter testing equipments from NABL approved Lab every year. Copy of calibration certificates of all meter testing equipments shall be submitted to BYPL. Meter testing equipments without valid calibration certificate shall not be used for testing of meters.
- 1.5 Contractor shall repair / replace defective meter testing equipments and its accessories timely without affecting the work of meter testing.
- 1.6 Contractor shall deposit meter testing equipments to BYPL Laboratory for their periodic inspection as per the instruction of engineer in-charge.
- 1.7 Contractor shall provide meter testing records downloaded from Meter test equipments to engineer in-charge of BYPL as per requirement.
- 1.8 Contractor shall carryout meter testing against consumer request and for compliance of periodic meter testing. List of meters where testing is to be performed shall be collected from designated offices of BYPL on daily basis. Periodic Meter Testing shall be performed against the cases assigned on monthly target basis.
- 1.9 Contractor shall process meter testing particulars through mobile application and web portal supplied by BYPL. Particulars of meter testing at site shall be captured through mobile application in 100% cases. Additionally, contractor shall issue meter testing report (MTR) to consumers in specified format of BYPL to consumers after testing of meters duly signed by testing engineer and consumer representative.
- 1.10 Contractor shall provide Mobile / Tab along with portable printer as per the specifications of BYPL at his own cost and all expenses to each team deputed at site. Contractor shall replace defective mobile/ Tab, printer immediately without affecting the work at site.
- 1.11 Contractor shall provide the Photographs of meter testing carried out at site as per the SOP of BYPL. One Photograph of Meter with Reading and Second Photograph which shows the Meter testing results. Photographs shall be renamed with CA No. (prefix with "000") in requisite format as decided by BYPL.
- 1.12 Contractor shall provide proper uniforms to all its employees deputed in field activities for execution of Jobs under this contract. Separate Uniforms shall be

provided according to the seasons i.e. summer and winter. Specification of uniform shall be approved by BYPL. Refer Annexure-V-C for details.

- 1.13 Contractor shall intimate BYPL about the theft of electricity observed by testing team during the site visit by means of tempering of meter, bypassing of meters, direct theft etc. Contractor shall not carryout testing of such meters.
- 1.14 Contractor shall test the meter by scanning calibration LED of meter without opening of the meter box seals. In the cases where opening of meter box seals are necessary, prior consent shall be taken from engineer in-charge of BYPL. In such cases resealing shall be carried out by testing engineer after testing and details of removed seals and newly fixed seals shall be mentioned on Meter testing report.
- 1.15 Contractor shall not test accuracy of meters which are functionally defective / tempered / Seals Missing / Seals Broken/ Seals tempered. Such cases shall be intimated to engineer in-charge of BYPL. Instruction of engineer in-charge shall be followed in such cases.
- 1.16 Contractor shall reconcile all materials such as seals, meter testing reports etc issued by BYPL on monthly basis. Contractor shall be held responsible for any loss /theft of materials issued by BYPL and applicable penalties shall be imposed as per penalty clause. Contractor shall lodge FIR for lost / theft of materials.
- 1.17 Contractor shall submit damaged seals and Meter testing reports to BYPL with reasons to BYPL.
- 1.18 Contractor shall provide proper tools, tackles, PPE kit and associated paraphernalia as per Annexure-V-C, which may be required for carrying out meter testing at site. Contractor shall provide all safety gears including but not limited to Helmets with visor & live line sensor, Insulated floor mat, safety shoes, Safety Gloves, Safety Goggles, first aid box with required medicine and rain wears to their personnel.
- 1.19 Contractor shall ensure safety oath by their employees on daily basis before start of the work.
- 1.20 Contractor shall ensure to execute work with 100% safety precautions at site. Contractor shall ensure that their manpower use all Safety PPE & T&P while performing Job at site. Any manpower found violating safety guidelines shall attract penalty.
- 1.21 Contractor shall provide necessary first aid and reasonable hygiene facilities for all his employees, representatives and workmen working at the site and to administer the use of first aid. Health Checkups and First-aid training shall be done periodically.
- 1.22 Contractor shall mandatorily provide four wheelers along with Driver with each team for performing testing of three phase meters at site. Single Phase Testing required only 1 Testing Engg. For IGMS Testing One tester and online man should be provided in each circle to test the IGMS meters installed on the poles. In case, Testing of IGMS meters is to be done on pole for which 10 meters long leads of accu check required. And In case, testing is to be done at ground for which meter to be removed from IGMS box and then it's installation again in IGMS box. (for which supply needs to be taken from pole). Single phase meter testing requests may be attended with other mode

of transport. Expenses related to vehicles deputed for discharge of services under this contract shall be borne by contractor and shall be included in the respective activity Codes.

- 1.23 Prices for providing all types of transportations under this contract shall be included in the rate contract of all the activities. Contractor shall not be compensated separately for providing transportation of any kind for movement of material and manpower / Installation.
- 1.24 Vehicles provided for movement of materials and manpower shall be commercial vehicle and not be more than 3 years old or 20000 KM. whichever is earlier.
- 1.25 Contractor shall depute trained, qualified and skilled manpower as per CEA Regulations. Testing Engineer shall have minimum technical qualification as Diploma in Electrical with minimum experience of one year in the field of testing of energy meters /ITI in electrical with minimum experience of one year in the field of testing of energy meters.
- 1.26 Contractor shall appoint supervisors to supervise the work to ensure uninterrupted Services rendered and for proper co-ordination with BYPL ensuring quality of work and quality of reports and report malpractices. Supervisor shall submit a daily report to Engineer In charge regarding daily activity undertaken by Contractor and progress made by Contractor.
- 1.27 Contractor shall depute qualified safety officer to implement safety guidelines and practices among their manpower. Organize safety talk fortnightly or as decided by BYPL and submit record of safety talk on monthly basis to engineer in-charge.
- 1.28 Contractor shall be held responsible for any liability arises from any accident to his employees while performing work under this contract. An immediate intimation followed by reporting shall be provided by Contractor to BYPL and to concern dept. MCS, DDA Etc. A FIR shall be logged immediately if the case is of criminal nature citing such Risk an insurance of the employee for such unforeseen circumstances shall be part of Contractor's scope.
- 1.29 The contractor shall check status of Earth Leakage Indicator during testing of single phase meters. If Earth Leakage Indicator is observed in 'ON' condition due to consumer wiring defect, contractor shall serve notice to the consumer in specified format decided by BYPL. The copy of letter acknowledged by the consumer has to be submitted to engineer in-charge.
- 1.30 In cases where premises found locked at the time of visit, Contractor shall revisit such premises at appropriate time decided in consultation with consumer within timeline. No extra cost shall be provided to contractor for multiple visits to perform Meter testing.
- 1.31 Contractor shall implement rotation policy of its meters testing teams on quarterly basis.
- 1.32 Contractor shall fully understand and recognize that this job profile includes customer interface and process involving image of the Company, therefore the employees deployed shall be adequately qualified, skilled and consumer friendly and possess high integrity. Employees shall always wear uniform and possess valid I-Card during visit to consumer premises for the purpose of meter testing.

- 1.33 Meter Testing work shall be considered complete only when all the Meter testing reports have been punched in the system and consumer request is closed in the system.
- 1.34 The contractor employee shall be fully responsible for the quality testing of meters. The Contractor shall submit a cross verification report in a prescribed format specified by Company for the meter testing, by inspecting of meter on sample, tested by the contractor employee. The contractor shall rectify the discrepancies immediately which are observed during the cross verification.
- 1.35 The contractor shall be fully responsible for all the statutory compliance at the time of meter testing as per Indian Electricity Act / DERC Guidelines / IS-15707:2006. Contractor shall bound to accept and ensure the implementation of all the changes in the statutory compliance form time to time by the DERC /CEA/ Company regarding meter testing without any escalation on cost.
- 1.36 Meter testing teams shall perform meter testing at consumer premises during official working hours. Teams shall be deputed on holidays due to any exigency of work as per the instructions of engineer in-charge.
- 1.37 Meter testing teams shall give prior information telephonically to consumers regarding the testing schedule and reach consumer's premises as per mutually agreed time for testing of meter. Testing engineer shall enter "Happiness Code" from site, provided by consumer, through mobile application after completing Meter testing.
- 1.38 Contractor shall submit Meter testing reports along with Summary in specified format on daily basis at designated offices of BYPL.
- 1.39 Contractor shall keep the records of Meter testing and Copy of Meter testing report during entire period of this contract. Records shall be produced to BYPL/ BYPL as per the instruction of engineer incharge.
- 1.40 Meter testing teams shall report to the all functional locations in BYPL as per instructions of engineer in-charge.

2. Scope of Work: Processing of Reports of Metering Activities and Associated Services

- 2.1 Contractor shall depute skilled manpower for processing of various reports of metering activities and associated work in various BYPL softwares at designated offices of BYPL. Contractor shall be responsible for performing following activities
 - i. Punching of Meter installation / Replacement / Removal reports in SAP as per contract and perform all the associated activities like kitting of meters, generate service orders, resolution of errors, data verification, Photograph verification, update notifications etc required for punching in SAP and other softwares.
 - ii. Punching of Resealing, shifting etc reports in SAP as per contract and perform all the associated activities like generate service orders, resolution of errors, data verification, Photograph verification, update notifications etc required for punching in SAP.
 - iii. Punching of Meter testing reports in SAP and update of meter testing results in SAP as per contract and perform all the associated activities like generate

- service orders, resolution of errors, data verification, Photograph verification, update notifications etc required for punching in SAP.
- iv. Verification of metering data and photograph for the cases where reports have been updated in SAP through on-line applications / interfaces.
 - v. Scanning, Renaming and Uploading of reports and site photographs of metering activities in SAP or any other software.
 - vi. Receiving of reports in specified format on daily basis from all working group performing metering activities in BYPL.
 - vii. Verification of site photographs and prepares report for photograph verification in specified format on daily basis.
 - viii. Punching of Meters, Seals, MCR Numbers, Notice Numbers, Gunny bag Numbers etc reflecting in SAP-GAP (Gap between Issued Quantity and Punched Quantities).
 - ix. Filing of all reports in box files according to date and months and to be stored in record room of BYPL.
- 2.2 Contractor shall ensure 100% accuracy while processing of various reports in SAP as per information provided on report. Any incorrect data updated in SAP shall attract penalty as per penalty clause.
- 2.3 Reports to be processed with complete details of meter, meter readings, seals, cable, gunny-bags, gunny-bag seals, notice etc as per details provided on reports. Punching of reports with missing details shall attract penalty as per penalty clause.
- 2.4 Contractor shall ensure to process all reports on the day of its receiving. Acceptations / Error cases shall be reported to engineer in-charge of BYPL for their resolutions on daily basis.
- 2.5 Contractor shall be responsible to keep all the record of all job executed by the manpower deputed on daily as well as monthly basis and submit all the record to engineer in-charge on monthly basis in the hard and soft copy.
- 2.6 Contractor shall depute skilled and trained manpower for processing of reports in SAP and others softwares. Manpower shall be proficient in MS-Excel, MS-Word, MS-Power point, Frontend SAP-DM Module. Contractor shall depute manpower with educational qualification as Graduate with minimum experience of one year in required skill-set.
- 2.7 Contractor shall depute a supervisor to supervise its employees and work performed on day to day basis.

3.0 Manpower

- 3.1 Contractor shall deploy adequate number of teams / manpower fully trained and equipped for the purpose of providing services under this contract. Contractor shall provide teams / Manpower to meet SLA of the service under this contract.
- 3.2 All newly joined manpower of contractor shall attend mandatory training and assessment test in BYPL before performing meter testing at site. Only those manpower that pass assessment test post training, will be allowed to work at site.

- 3.3 Contractor shall also not employ any person who is blacklisted by BYPL or elsewhere. Contractor must exercise due diligence to ensure that no blacklisted The contractor employee gets recycled through another The contractor.
- 3.4 Contractor manpower shall attend training/awareness program which gets conducted by BYPL time to time. Periodic training by Contractor shall also be imparted to their manpower. Failing to send manpower for training shall attract penalty as per relevant penalty clause.
- 3.5 Contractor shall submit details of employees engaged in the work. Contractor employees shall not represent themselves as BYPL employee in any manner.
- 3.6 Its Contractor's responsibility to prohibit / restrict its employees from involving in misconduct / malpractices while performing activities under this work contract. Contractor shall conduct preliminary enquiry /investigation against complaints received and share report with Engineer In-charge. Contractor shall refund full amount of money (if any) taken from consumer illegally by his employees for carrying out meter testing activities at site.
- 3.7 Contractor shall send their employees for investigation required in any case / complaint by BYPL. The decision taken by BYPL involving contractor's employees shall be implemented by the contractor.
- 3.8 Contractor staff shall not offer any paid service to consumer for consumer wiring or any other work pertains to consumer at site.
- 3.9 For verification of Contractor manpower and issuing of I- Cards Contractor shall provide the list of engaged manpower for Meter testing Work with their valid Aadhar Card/PAN Card copy to BYPL.
- 3.10 Contractor shall make all payments and contributions if any which may have to be made in regard to the workmen employed by the contractor in relation to wages or other emoluments of such workmen under any statute or rules or regulations or otherwise howsoever and indemnify BYPL against such payments.

4.0 Company's Scope of Work

- 4.1 Company shall provide office for all employees of contractor
- 4.2 The company shall provide the space fully equipped with facilities such as furniture, Computers, connectivity etc to operate its activities of meter testing, processing of reports and other services under this contract.
- 4.3 Company shall provide the Meter testing report books for the use of filling of meter testing particulars.
- 4.4 Mobile Application for processing meter testing online from site.
- 4.5 Creation of User-ID for the software required for processing reports.
- 4.6 List of Consumers on Daily basis for testing of energy meters. List of Meters for periodic Meter testing.
- 4.7 Meter Seals for resealing of meters after testing where it is required to open the seals of meter for the purpose of Meter testing.

Part II – RCM & MLCC

2.1 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 activity of SLCC & MLCC 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.

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 / three phase consumers & Bill Distribution of SLCC & MLCC 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 uniform (As per Design & Specification by the BSES Management) and with I-Card, customer friendly and of high integrity. Moreover, Meter Readers and Bill Distributors should be 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 vehicles and 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 vehicles and 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 vehicles and resource.
- 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 Consumers.

- 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. The Agency shall ensure availability of mobile for mobile Meter Reading activity through their field staff's Mobile i.e. Meter Reader's Mobile. The Android based Applications will be provided by BYPL.

2.54 BYPL may ask to start Bill Delivery Tracking with Android based mobiles. The Agency 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.

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 & RCM department 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/ Head RCM a report that sets out in detail the jobs carried out. The Commercial officer /Area Manager/ 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.

2.2 Revenue Cycle Management (RCM)- Backend Activity

A SCOPE OF WORK

1. Contractor's Scope of work:

Contractor shall be fully responsible for the smooth running of RCM operations 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:

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

1.2 RCM department is coordinating from ALL BYPL Divisions, MLCC, other departments & the contractors like bill printing contractors.

1.3 The Contractor shall ensure to deploy the manpower in Shift (Morning & Evening shift) & 6 days working (Monday to Saturday). Sunday as and when required.

1.4 The Contractor shall ensure regular and prompt RCM actions on daily basis. The intent is to ensure that the contractor shall arrange to deliver the data to the company promptly and as per the Schedule.

1.5 The Contractor will timely complete all SLCC & MLCC Cycles per month across the BYPL , on bill date, as well as on Due Date Basis.

1.6 The Contractor shall ensure to coordinate on daily basis for Timely Billing of Cycles, bill processing & delivery of Printed Bills.

1.7 The contractor will coordinate with the Bill Printer on daily basis for Timely Delivery of the Bills at the Divisions.

1.8 The Contractor will prepare MIS on daily, weekly & monthly basis, as required.

1.9 Contractor shall assist Company to maintain & reducing the Billing Cycles time.

1.10 Contractor shall assist Company to ensure timely completion of RCM activities to maintain proper Issue date and Due dates of all cycles of SLCC&MLCC.

1.11 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. Contractor shall not sublet or assign this job to any other Contractor.

1.12 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 to expedite the correction at no additions change.

1.13 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.

1.14 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.

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 verified 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 RCM 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 The rates quoted will inclusive of all duties, levies and taxes and of the incidental costs and expenses thereof.
- 7 Any increase in any duties, levies or taxes shall be borne solely by Contractor and shall not result in any increase in the rates mentioned above.
- 8 However, any amount that may be payable towards GST shall be to account of the

Company. Which shall be payable extra at actual (if applicable) against documentary evidence to Company satisfaction.

2.3 Meter Auditors

A. SCOPE OF WORK

1 Contractor's Scope of work:

Contractor shall be fully responsible for the smooth running of RCM 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 RCM 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 RCM. 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 maintenance
 - 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 plus of 50% expenses incurred shall be recovered from the bills of the Contractor.
- 4 In case of delay/wrong action; suggesting connivance between RCM 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.

2.4 Data Centre – Division Activity

A SCOPE OF WORK

1. Contractor's Scope of work:

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

1.2 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 Hand-Held device (HHD)/ PDS.

1.3 The contractor (DCA / DCL) has to ensure that all activities are carried out as a composite activity as per schedule and also assist the company in reducing overall cycle time i.e. from meter reading to bill distribution.

1.4 Process description and Responsibility of DCA (Data Centre Associate) and DCL (Data Centre Leader)

- a. It is the prime responsibility of DCA and DCL to complete the meter reading cycle as per schedule.
- b. DCA will clear all DUMMY MRU cases on daily basis i.e. Pendency of DUMMY MRU to be maintained ZERO.
- c. Receipt and Downloading of extracted Form Y to be done by DCA at the beginning of every cycle.
- d. DCA will download the binder wise data into the respective PDS's (Server to (HHD)/ PDS) on daily basis.
- e. DCA will make available / provide the downloaded (HHD)/ PDS to the meter reader for meter downloading (Server to (HHD)/ PDS) and collect (HHD)/ PDS with downloaded meter reading on daily basis ((HHD)/ PDS to Server).
- f. The DCL shall ensure regular downloading / uploading of meter reading data through (HHD)/ PDS to the BYPL Billing System on daily basis and overall supervision of Data Centre.
- g. Generation of MIS for spot booking theft leads reported by Meter Readers.
- h. On the completion of every cycle DCA will review the performance, prepare MR performance sheet and key observations.
- i. DCA shall conduct a session with MR's regarding key observations as well as provide feedback to them and finally submit the report to the DCL/Area Manager.

1.5. Pre audit Checks - DCL will lead the pre audit process on daily basis.

- a. Once data is downloaded onto system via (HHD)/ PDS, certain system generated checks are carried out to out-sort cases with abnormalities. If no abnormalities are found, cases get uploaded to the server and the data is stored on the server till cycle packing.

- b. If abnormalities are found, Data centre will complete the pre audit checks.
- c. Cases which are out-sorted in pre audit checks are reviewed by the DCL.
- d. In case the DCL feels there is an abnormality with the reading, a decision is taken on whether a site visit is required.
- e. In case the DCL finds no abnormalities, the data is released and uploaded to server.
- f. Cases which are out-sorted in pre-audit and are not released by the DCL are either considered for a site re-visit or are sent for provisional billing.

1.6. Completion of meter reading - Actual DL% Vs Target DL%

- a. Once the cycle is completed, DCL must check if the download percentage meets the pre-defined target for the division.
- b. If cycle is below target threshold (to be decided by management), DCL is required to request the BM/CO/AMPS/Area Manager for approval with reasons why the download percentage is below threshold.
- c. CO/AMPS /Area Manager is required to review and forward this request for the cycle packing with reasons why the download percentage was below target as well as corrective actions planned for the cycle OR If the scenario for cycle packing is rejected BM /CO/AMPS/Area Manager directs the DCL to increase download percentage and then proceed for packing cycle.
- d. Cycle download percentage is equal to or above target threshold (to be decided by management), DCL can go ahead and complete cycle packing procedure
- e. The cycle is required to be packed from the CO/ AMPS's/Area Manager ID.
- f. Closing of Meter Reader Note based Service Orders (having Resolution owner as division) with-in 7 Days of generation.

1.7 Preparation of MR Performance Report / MIS

- a. On the completion of every cycle DCL will review the MR performance, note down under performers and key observations.
- b. DCL shall conduct a session with MR's regarding key observations as well as provide feedback to them and finally submit the report to the AMPS/Area Manager.

1.8 Capturing of Additional Information / Data

- a. Meter reader must ensure to mark / paste sticker of CA No. on meter / meter box and marking sequence of premises at the customer's premise as per requirement.
- b. DCL to ensure that meter reader shall collect additional information as required. This additional information may include installation of ELCB, report of Earth leakage indicator ON, Unbilled meters, Correct route sequence , Details of new meter in the area, Details of consumer indulging in theft / violation of tariff / attempt to indulge in the offences etc related to electricity

and all other information which cannot be punched in the Meter Reading Instrument.

- c. The above said collected data should be handed over to Data Centre/ DCA On manual basis by MR supervisor.

B Execution Program and Co-ordination Procedure:

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 data centre 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 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.
- 7 Agency shall arrange the training programs in consultation with BYPL L&D or RCM department on time to time to enhance or upgrade the required skills for all associates.

2.5 MLCC Reading

A SCOPE OF WORK

- 1.0 Contractor's Scope of work:

Contractor shall be fully responsible for the smooth running of the Medium Load Consumer Cell Data Centre operations to complete the Meter Reading and Data Uploading as per the Company schedule with the requisite number of the resource to meet the desired performance level up to the Company satisfaction.

- 1.1 At all times perform fully and properly all functions required to be performed for Meter Reading for all type of MLCC meters for all our three circles, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall carry out meter reading as per Reading & Billing Schedule for all three Phase LT Consumers on monthly basis as per the DERC supply code 2017 . The schedule is to be compliance in orders to the regulation with Appx 26 working days in month. The Contractor shall deploy & organize the resource accordingly and extend the resource if the work is being affected due to it from more than 1 month with the prior approval of HOD - MLCC.
- 1.2 The Contractor shall use CMRI with suitable software for carrying out meter reading. The software shall have features of field validation checks to reduce errors in meter reading.
- 1.3 The Contractor shall ensure regular and prompt downloading / Uploading of meter reading data through CMRI to the Company Billing System, collecting data from all meter readers deployed in MLCC on daily basis. The intent is to ensure that the contractor shall deliver the data to the company promptly and as per the Schedule
- 1.4 The Contractor will be responsible for any loss/damage of CMRI during operation/use of the same by employees of the Contractor. CMRI damage shall include physical damages to LCD and liquid damage to internal PCB. Company shall be compensated suitably by the Contractor for this. Any faulty / damaged CMRI shall be submitted to A.M. (MLCC) within one working day. In cases of theft / stolen of CMRI, Contractor is responsible for lodging of FIR and submit the same to AM/ Manager (MLCC) / MLCC Head for further claim of insurance. Contractor shall provide the appx requirement of CMRI's Cables, Battery , Charger and Display in order to procure and make the availability of the same anytime during the schedule. All faulty cables charges, display should be submit immediately to Mgr(MLCC). In House repairing of CMRI's by unskilled peoples, meter readers or supervisors is strictly not permissible and these cmri's are treated as dead CMRI's and no replacement of the same will be provided in the FY.
- 1.5 The Contractor shall ensure posting of all the data to Company's Billing System atleast twice a day to collect pre audit data on daily basis from company billing system and will revert with updated data on same day.
- 1.6 All meters are to be read for KWH consumption, KVAH Consumption, MDI & TOD consumptions along with MRD with load survey as per company policy. All types of exceptions such as Not read, Not download, theft exceptions, etc. shall be punched in CMRI at the time of attending the meter reading.
- 1.7 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, phone nos, email ID, usage of supply, installation of ELCB and reporting of Earth leakage indicator ON Location of meters IN/OUT, etc. within given timeline as set my AM (MLCC).

- 1.8 Contractor ensure that the 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 to be 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.
- 1.9 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 noticed during the meter reading and else activities which have a direct effect upon an energy bill of the customer. The report shall be submitted in prescribed format.
- 1.10 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.
- 1.11 Contractor shall ensure continuous improvement in OK and downloaded meter reading as per the Divisions last billing parameters 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.
- 1.12 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.
- 1.13 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.
- 1.14 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.
- 1.15 Contractor will attempt to get the reading of all PL cases And for cases in which MRD data not received during periodic meter reading 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.

- 1.16 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.
- 1.17 Contractor shall arrange meter reading through ladder where meter is installed at height.
- 1.18 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.
- 1.19 The Contractor will help the Company in change of communication cord for communication fail cases to improve downloading performance. No separate charges will be paid when this activity is being carried out along with meter reading activity.
- 1.20 Contractor hereby undertakes to bring in force a rotation policy whereby it shall rotate its concerned meter readers and their supervisors/data center officials after two billing cycle in as per the schedule provided by Company and no further changes should be made in the schedule. The contractor shall progressively and gradually endeavour to induct more and more women workforce
- 1.21 Contractor shall assist Company to resolve and reduce the number of exceptions brought in by deployed resource as per performance standards
- 1.22 Contractor shall carryout delivery of disconnection /any other notices to a consumer or a group of consumers at specific requisition / instance of the Company.
- 1.23 For the 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.
- 1.24 For the 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.
- 1.25 Contractor may at times require pre-printed letters, news bulletin, notices etc also to be distributed to the consumers for which No extra charge will be payable for any additional sheets attached with bills.
- 1.26 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 uniform (As per Design & Specification by the BSES Management) and with I-Card, customer friendly and of high integrity. Moreover, Meter Readers should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.27 Contractor shall furnish an analysis report for Meter reading 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.

- 1.28 Contractor shall deploy vehicles and resource that are suitable in all respects to carry out the proper meter reading. The Company has the right to inspect, either on its own, or by hiring the services of a third party, the vehicles and 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 vehicles and resource.
- 1.29 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 charges.
- 1.30 The Contractor shall provide all the assistance to the Company for any queries relating to Meter Reading and Service of Disconnection Notice / Any other Notice. The contractor should engage more resource in the divisions/circles wherever connections are increasing at a faster rate.
- 1.31 Meter Reading 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.
- 1.32 The supervisor of the Contractor shall submit a cross verification report in a prescribed format specified by Company for every cycle, by inspecting 5% of meter reading done by every meter reader. It excludes the follow-up of exceptional cases in meter reading as directed by AM / Manager (MLCC)
- 1.33 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.

B Infrastructure to be provided to the contractor

- 1 Suitable office space to be provided to contractor for smooth running of all activities as per Scope of Work.
- 2 Basic amenities like electricity, drinking water, cooler, fan, tube light, telephone and stationary required to be provided to the contractor.
- 3 Computers, printers and scanners to be provided with LAN facility and with UPS (if centralized UPS not available) as per requirement.

C Company's Scope of work:

- 1 The Company shall provide CMRI required for meter reading. The quantity of CMRI will be worked out at the time of execution of contract as per the average productivity of meter readers. The contractors have to CMRI respectively taken from the company. CMRI shall be returned to 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 Contractor shall be solely responsible for

maintaining the PDS/HHD/CMRI during the tenure of the contract. The Company may also direct Contractor to buy/arrange additional or all the CMRI at any point of time during the contract period. 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.

2. The Company shall take prompt action to provide all possible assistance to change faulty/ burnt meters and to change the communication cord for communication fail cases.
- 3 The Company shall issue Photo Identity cards to Contractor representative, authorizing them for Meter reading to Consumer's premises, at Contractor's cost. The contractor's name shall be written on those Photo Identity Cards. The employees of Contractor must carry the identity card every time.
- 4 The Company shall take prompt action to render all possible assistance in case consumer denies access to meter.

D 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 Engineer in-charge i.e. AM / Manager (MLCC) / MLCC Head a report that sets out in detail the jobs carried out. The Engineer in-charge i.e. Manager (MLCC) / MLCC Head 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 modifications/ corrections need to be carried out Contractor shall immediately carry out the said modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such modifications / corrections.

E Performance Standards

- 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.
- 2 Meter Reading work shall be considered to be complete only when meter reading activity is 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.
- 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 plus of 50% expenses incurred shall be recovered from the bills of the Contractor.
- 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.
- 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 No.s at the beginning of the cycle.

- 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 Manager (MLCC).
- 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.
- 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.
- 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.
- 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.

Part III – Recovery

3.1 Dues Collection

A Contractor's Scope of work:

- 1 At all times, to perform fully and properly, all functions required to be performed for the recovery of SLCC & MLCC 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 as well as mobile & mobile calling expenditure to all executives as per mobile specifications mentioned by the company.
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. The recovery persons will approach the defaulted consumer on or after the due date of energy bill as directed.
 - iii. 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.

- iv. 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.
- v. Arranging site visit reports as per designated formats, as & when required.
- vi. The contractor shall ensure weekly meeting with the concerned recovery person of the respective division/circle.
- vii. Co-ordinating disconnections with O&M, as directed by the Divisional Business Manager/ Recovery Head.
- viii. The contractor shall not collect any amount in cash from Consumers.
- ix. 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.
- x. The Contractor shall ensure to collect defaulter list on daily basis from company recovery module and will revert with updated list on same day.
- xi. Contractor shall assist Company to resolve and reduce the number of defaulters as per performance standards.
- xii. 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.
- xiii. 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
- xiv. 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
- xv. 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.
- xvi. 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.

- xvii. 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.
- xviii. 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.
- xix. 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.
- xx. 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.
- xxi. For the Service of Disconnection Notice / Any other Notice without acknowledgement the Contractor must submit the **I**, time along with the date where the said document was delivered. The report shall be submitted in our format as enclosed.
- 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 uniform and 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.

3.2 Disconnection

A Contractor's Scope of work:

1. For default amt <5000/-, telecallers to be provided in divisions for calling such consumers as per requirement
2. In case of disconnection due to non payment, disconnection details to be submitted to Recovery officer on same day in the prescribed format.
3. 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.
4. In chronic cases, contractor will also arrange police protection for timely resolution of these cases.
5. Contractor should ensure to upload all the details at the site thru Mobile app / digitally
6. Ladders to be made available as per linemen count, if required.
7. 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.

8. The Contractor will provide necessary tools & tackles, and all protective and safety equipment like, helmet, safetyBelts, 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.

9. All unutilized MROs shall be reconciled with Division within 7 days from the date of generation of MRO.

10. All removed meters / service cable / seals shall be reconciled with Division & store within 7 days from removal.

11. The contractor should ensure proper surveillance of connection after disconnection/ meter removal.

12. The contractor should ensure all necessary efforts required to achieve the specified targets as given by BYPL.

13. The contractor shall mobilize all resources i.e. vehicles, tools, plants, etc. for the performance of this work at its own and no compensation for this shall be provided by BYPL. The contractor shall ensure that Vehicles deployed should comply with the M.V. Act 1988 and are in good condition.

14. Contractor shall be responsible to collect and record all such information that is useful for improving recovery.

15. 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.

16. The Contractor shall maintain digital attendance of the recovery personnel and provide the details as and when asked for by BYPL.

17. The Contractor shall ensure timely payment of salaries to the deployed workforce in compliance with the Minimum Wage Act

18. FE Score card to be implemented and to be shared with the company on monthly basis.

19. The Contractor should provide Site Report of disconnected cases i.e TD/PD for dues transfer activity.

20. 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.

21. 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.

22. 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.

23. 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.

24. Ensure disconnection after expiry of notice period, in case consumer has not came forward for settlement or payment.

25. 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 requirement.
- 4 Analysis of performance charts of field executives.
- 5 Need to highlight critical cases to higher ups on daily basis.
- 6 Defaulters notice generation from the system and its distribution as per the instructions of Business Manager/ / Circle Recovery Coordinators.
- 7 The Contractor will submit summary data after proper Quality Check and duly corrected as specified by the Company. Any error detected afterwards will attract penalty.
- 8 If the work / data / reports is delayed, Company shall reserve the right to get the same job carried out by itself or through another Contractor and in such case, all expenses incurred plus 50% of expenses 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.

3.3 Dues Transfer Cell

A Contractor's Scope of work:

1. After cases forwarded by Division & When cases are reflected in the grid of Dues Transfer Cell (ZDTC VERIFY -DT order list), then all cases checked thoroughly on daily basis.

- A) Check whether beneficiary connections are alive or not. (Status should be alive).
- B) Check whether beneficiary connections are pertains to same division or not.
- C) If beneficiary connection pertains to other division, necessary consent from other division uploaded or not.
- D) Documents (1st SVR, Notice & 2nd SVR) uploaded against PD connection or not.
- E) If any of the above deficiency is found, mail forwarded to division to rectify the same.

2. Checking of documents

- A) Documents (1st SVR, Notice & 2nd SVR) uploaded against PD connection or not.
- B) Check whether Dues Transfer Case processed as per site visit report or not and notices issued to all beneficiaries or not from division and 2nd second SVR should not be more than 3 months old.
- C) If any of the above deficiency is found, mail forwarded to division to rectify the same.

3. Legal Verification

- A) After completing above said process, cases forwarded to legal department for verification/vetting.
- B) If any deficiency found by Legal Team, then such cases hold by Legal Team and mail forwarded to concerned division to clear the deficiency.
- C) When cases found okay and verified by Legal Team, then such cases reflected in the grid of Dues Transfer Cell for notice printing. (ZDTCNOTICE).

4. Notice Printing

- A) First of all, an excel sheet is prepared of all Dues Transfer Notices (name/address/Bar code) which will be sent to consumer via speed post for the purpose of receiving at Post Office.
- B) Hearing date is fixed after discussed with seniors and legal Team.
- C) Prepare PDF file of all notices for the purpose of uploading against each beneficiary connection.
- D) Printing all notices packed in envelope with pasting BAR CODE and necessary stamping of office
- E) Delivered all printing notices to Post Office and take receiving on Excel sheet for office record.

5. Uploading Notice ,Bar code & Delivery Status in SAP

- A) Notices sent by DT cell with Bar code uploaded against alive connections.
- B) Bar code and delivery status update in DTC dispatch module

6. Generation of MIS

- A) Generate MIS weekly , Monthly & yearly of total cases received and total payment received of all division from P-96 –FICA – Through Main & Sub Transaction report after selecting necessary parameter i.e. company code, division, posting date, clearing posting date, main Transaction , sub transaction , clearing reason.

Part IV – Enforcement & Surveillance

4.1 Photography & Video recording for enforcement

A. GENERAL

- 1.0** BSES Yamuna Power Ltd hereinafter referred to as “Providing Videography /Photography Services with Enforcement Team IN BYPL”. The Company has now floated tender for Videography /PhotographySERVICES in BYPL as notified earlier in this bid document

2.0 Contractor's Scope of work:

The contractor shall provide photography and videography services to BYPL as and when required by thenominated officer of enforcement BYPL.

The service should be to the satisfaction of the Enforcement staff with best quality material and clear visibility, covering all the vital parameters as required for the booking of enforcement case. It will also be theresponsibility of the contractor to ensure that no case is dropped due to poor photography/videography in the court of law as well at any appropriate forum.

Following shall also need to be covered during videography at sites:

1. Team leader showing his ID card to consumer at site.
2. Front portion of the premises name plate/address and adjoining houses land mark.
3. Source of theft from pole/FP upto the premises without break in continuous shot.
4. Pole/FP no as well any vital land mark nearby site.
5. Any type of resistance observed at the time of raid/inspection (Preferably video coverage if possible otherwiseaudio coverage is must as a proof of resistance at site)
6. Videography of user/RC or the persons present at site during inspection.
7. Most of the connected load especially high load appliance i.e. AC, geyser, press etc. and as far as with details ofdata plate in case of High industrial load.
8. Meter testing (showing meter no. and video of adjoining meters/cutout etc)/meter

removal/material seizure& packing/sealing in the bag.

9. Any information / commentary by Team Leader which is required to be recorded shall be covered.
- 2.1 Establish all relevant and necessary practices relating to the Services to be provided as per the scope of work as mentioned below.
- 2.2 At all times provide the Services always in accordance and in full compliance with the scope rate/terms& conditions/all directions given by the Company in relation to the services from time to time and all applicable laws, rules, regulations, notifications.
- 2.3 Provide a single point contact telephone number of its logistic support center in order to smooth execution of the contract.
- 2.4 At its own cost employ adequate number of staff /workmen/ employees (manpower) fully trained and equipped for the purpose of providing Services.
- 2.5 In case if BYPL is of the opinion, after due consultation with the Contractor, that extra manpower or material is required for reasons of improving the quality and nature of Services, Contractor shall arrange for the same immediately at its own cost.
- 2.6 At its own cost, appoint a supervisor to ensure uninterrupted Services rendered and for proper coordination with BYPL. Such supervisor shall submit a daily report to Officer-in-Charge detailing, inter alia, daily activity undertaken by Contractor and progress made by Contractor.
- 2.7 Ensure that its manpower adheres to good industry practices, and always carry out Services in accordance with this Agreement.
- 2.8 Contractor shall not use the name of BYPL in any manner for credit arrangement or otherwise and it is agreed that BYPL shall not in any way be responsible for any debts, liabilities or obligations of Contractor or its manpower.
- 2.9 Contractor shall not seek to inflict any increase in Rates for any reason during the tenancy of the contract whatsoever, except if, there is a change in the scope and/or requirement of BYPL.
- 2.10 Upon termination or expiry of this Agreement Contractor shall promptly return and handover, the materials supplied, data CDs, floppy's, discs along with and all other items that BYPL may have provided to Contractor or any of its manpower, in the same condition and order in which Contractor had received them.
- 2.11 The Contractor at his sole expenses shall correct the defective work, for reasons attributable to the contractor. And no recording charges shall be paid for the same defective work and wastages.
- 2.12 Bidder should be able to produce back up of all video clips from the videography record as and when called for. Videographer shall also be required to attend the Courts proceedings in the cases filed by BYPL at no extra cost except diet money, as may be applicable as per court direction.

- 2.13 Bidder shall ensure proper statement at Court by the videographer in the court.
- 2.14 In case of any videographer left, the owner or responsible person shall attend the court.
- 2.15 Necessary certificate is required u/s [U/S 65B (4) (c) of the Evidence Act, 1872] shall also be issued by the Firm regarding videography in every case.
- 2.16 If any cases are dropped due to inadequate / poor photography / videographer penalty shall be levied upto 50% of the recoverable billing amount.
- 2.17 Original memory card of every case with additional copy shall be deposited with BYPL. Memory card should be separate for each booked case {i.e. suppose if 4 cases are booked by one team leader in a day, then 4 separate memory cards to be submitted to BYPL (along with proper protected case)}.
- 2.18 Bidder shall ensure high integrity of the professional photographer deployed for the work, in case of any complaint in respect of non covering of focus and detach the videography any time is received cost associate in respect of load shall be recovered from the firm.
- 2.19 Firm shall also ensure to provide feedback time to time in respect of any unethical practices that may come to its knowledge through our staff or otherwise.
- 2.20 In case mob / any individual damage any videographer equipments BYPL shall not be responsible.
- 2.21 Complete data of the day in soft or in desired format is required to be submitted latest by next day morning with original memory card.
- 2.22 Bidder shall ensure to provide new video camera & accessories as per requirement all the time. In case of any such lapse in less than 0.1% cases, the videographer shall cover the case details through smart phone to be provided to all videographers as back up. Features of camera should be:
- i. It should be having FHD resolution.
 - ii. Quality of lens, optical zoom, digital zoom, etc. should be such that the videography should be clearly visible.
 - iii. It should be having night vision facility / low light facility
 - iv. During inspection, site and other details (illegal cable, meter no. etc.) should be clearly visible in video
 - v. Microphone quality should be good enough such that it should capture proper audio conversation during inspection.
 - vi. Size of the camera should be preferably compact and small. it will be comfortable to carry it during inspections in sensitive areas.
- 2.23 In case of any non cooperation or complaint received from Team Leader regarding non performance of duty or not adherence to SOP of BYPL, a penalty upto ₹ 5,000/- shall be levy for every reported such incident by Head Inspection of the concerned circle.
- 2.24 If at any instance it is observed that any video clip has either been deleted or edited, The contractor has to reply such a show-cause notice and a penalty as may be deemed fit by the Competent Authority shall be imposed. For any such repeated if at any point of time BYPL shall have the right to terminate the

agreement without any notice in this regard,

- 2.25 If any videographer is reportedly found indulged in any unethical practice, the contractor has to remove the person on the recommendation of concerned Inspection Head
- 2.26 Points which needs to be taken care of by videographer at the time of Enforcement Inspection:
1. Camera should be in ON position during whole videography of entire inspection
 2. View of outside premise
 3. Consumer handling by Team leader / D.E.T
 4. Commentary to be covered
 5. Showing ID card / visiting card by team leader.
 6. Source of Theft
 7. Any physical Meter Tempering evidence.
 8. All connected load
 9. Nature of work, category to be clearly visible in video
 10. Removal of material evidence
 11. Preparing Inspection report, Advisory Notice at site.
 12. Offering report for Signature / pasting at conspicuous place
 13. Refusal of reports by consumer / Refusal of videography to be covered
 14. Pole No. / Pole to be covered.
 15. Resistance by consumer (if any)
 16. Exit Process by team leader to be covered
 17. Videography of main person(s) who created hindrance is to be covered.
 18. Date and time of inspection should be visible in all videos
 19. Editing / Deleting in actual videos should be avoided
 20. Time duration of video should be of sufficient time which should cover entire inspection
- 2.27. The contractor needs to explore and come with a resolution in three months of online uploading of videography from site in the BYPL serve once videographer stop button is pressed.

4.2 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):-

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.
- 2.2.1 Enforcement - II Dept (Billing):**
Service Provider shall assist the Assessing Officers in followings manner:-
- A. 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
- B. Assessment Assistance:
 - a). Service Provider will assist the Assessing Officer In Generating Show cause notice
 - b). Service Provider will assist the Assessing Officer In Note sheet preparation
 - c). Service Provider will assist the Assessing Officer in maintaing the records/ Documentation related to speaking order.
- C. 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.
- D. 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.
- E). **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.

1.3 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.
- 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 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 plus of 50% expenses incurred shall be recovered from the bills of the Contractor.
- 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.

4.3 Mobile Surveillance

1. SCOPE OF WORK

1.1 Service Provider's Scope of work:

Each team shall be a self-contained unit equipped with safety, inspection kit etc. with appropriate uniform and will be consisting of:

- a) One Engineer with digital camera/ SPY camera and Smart mobile phone with adequate talk time and data card (3 GB minimum).
- b) One linemen along with basic tools & tackles like tester, pliers, screw driver, torch etc. All safety kits/ tools & tackles should be of ISI marked of prominent company.
- c) GPS enabled vehicle.

The Agency will have to ensure active supervision so that the teams perform with professionalism, commitment, discipline and exemplary conduct to provide the desired results and do not indulge in any unauthorized and undesirable activities.

Normal duty hours of the team will be in three shifts; from 06:00 AM to 02:00 PM & 02:00 pm to 10:00 PM and 10PM to 6 AM for 06 days in a week. However, this will be subject to change as per decision of the Engineer in-Charge.

Teams shall operate in BYPL in shifts as mentioned above. They will be equipped with required tools & tackles. Their movement will be in high loss/theft pockets to have a proactive vigil and to act as deterrent to those indulging in theft of electricity. Their emphasis will be on establishing the image of the company having a proactive approach with regular & constant vigil in the area of its jurisdiction.

The teams, in addition to any specific instructions, will check the following:-

- a. All the disconnected connections as per list provided.
- b. Areas covered by high loss transformers.
- c. Theft from open distribution boxes.
- d. Theft from service line/ joints/ service cables/ feeder pillars/ overhead conductors/AB Cable puncturing.
- e. Vigil on suspected tampering of meters as per Analytics inputs.
- f. Electro-mechanical meters/ black service line cable.
- g. Inspection of low consumption cases as per Analytics inputs.
- h. Inspection of specific references by Analytics Cell about burnt meter & other cases.
- i. Inspection of repeated offenders.

The team will work under the supervisory control of Surveillance Cell and would report the real time actionable information to the Engineer in charge

The team, normally, would themselves not engage with the public at any stage except for the specific cases as required (Teams are authorized to inspect up to meter end and engage with consumer only if required by virtue of assigned tasks). Generally, their duty shall be to just observe & only observe and report.

The teams shall monitor the parameters specifically:

1. 2. Loss Reduction Parameters:

- a) Checking and reporting where DBs/ Feeder pillars are open.
- b) Hooking from DBs and bare conductor.
- c) Puncture of AB cable and hooking.
- d) DBs without cover.
- e) Burnt DBs
- f) Continuously ON street light during day time and no functional street lights during night.
- g) Removal of small Illegal tapping
- h) Open joints at pole DB or AB cable /open PRC joins/ PVC out of DB (accessible)
- i) Meter burnt/ faulty
- J) Meter tempering
- k) Old kaifa/Old genus Meter
- l) Meter removed but Service cable exist
- m) Service cable with joint/concealed/ 2-c cable
- n) Busbar not sealed(Needs Revamping)
- o) DT Found at bus bar/Meter/DB/Service Cable

1. 3. Network Health and quality:

- a) Tilted poles/ broken poles/ poles lying misused in field.
- b) Exposed Joints.
- c) Leakage of transformers Oil.
- d) Encroachment in Sub-station.
- e) Scrap lying in sub-station.

- f) Boundary wall of sub-station broken/ cleanliness.
- g) Main gate and panel room of sub-station locked/ shutter closed or open.
- h) Theft from open sub-station from panel.
- i) LT ACB cover missing/ CT PT panel cover missing/ RMU cable compartment cover missing/ RMU control cabin covers missing.

1.4. Control of Teams

The teams will work under the supervisory control of respective Managers of Surveillance Cell.

In case of any incident with the public, the Agency shall resolve it on the spot, tactfully and amicably.

For any litigation/ complaint / police case related with their staff, the sole responsibility of the same shall lie with the contractor and the Manager concerned will take care of all such activities.

The Manager would provide daily report about the status of the operations in the given format. The format shall be provided by Engineer-in-charge.

There will be no relationship of employer employee between BYPL and the team members in the term of any applicable labour laws or any other legislation.

Intelligent Surveillance:

Intelligent Surveillance demands extraordinary talent, hard work, dedication and very sound integrity. Hence, graduate Engineers/ linemen should be the best amongst the best. These Teams will:

- a) Conduct intelligent surveillance on avenues of thefts, pilferages and violations in the distribution network. For the said purpose, Teams shall be equipped appropriately with required technical gadgets like SPYCAM/ WhatsApp/ Digital Camera/ Tools & Tackles etc.
- b) Provide vital & qualitative observations of avenues of thefts in the High Loss Areas on regular basis.
- c) Provide any other value added inputs to enhance short term and long term financial interests of the Company.
- d) Identify the sources, who are responsible/ involve themselves (Directly or indirectly) in creating the theft avenues in the Distribution Network.
- e) Use the gadgets like spy cam to capture photographs/ video intelligently.
- f) Carry out any other specific task/ work assigned to them.

1. 5. Work Allocation process and closure of leads:

Work allocation shall be done through Engineer in-Charge.

The team will report their observations about irregularities/ shortcomings to the Engineer in-Charge on daily basis in the prescribed format along with photographic evidence, through their supervisors.

1.6. Contractor's Obligation for Vehicle:

- 1.6.1 The vehicle deployed shall be in good working condition. Seats shall be well cushioned and covered with a seat cloth/ cover. The vehicle shall be cleaned on daily basis. In case vehicle is not found to be in good condition, the agency shall replace the same with another one within 72 hours of receiving instructions from officers-in-charge.
- 1.6.2 Every vehicle deployed for services shall be having mobile phones with driver for the purpose of coordinating movement of the vehicle and driver should be in uniform.
- 1.6.3 Vehicle will be duly registered for commercial purpose, having comprehensive insurance, pollution control certificate, manned by the driver having proper commercial driving license/valid badge and other statutory requirements to drive. Copies of same shall be submitted to officer in-Charge.
- 1.6.4 The Contractor will provide list of telephone nos. of their manager and office Telephone nos., which are available for 24hrs.
- 1.6.5 The Contractor will be responsible for all running & maintenance expenditure of the vehicle.
- 1.6.6. All vehicles shall be fitted with Global Positioning System (GPS).
- 1.6.7 Vehicle deployed for the services shall not be more than 3 years old, and should be in immaculate condition. Fleet shall be registered for commercial purpose. All necessary documents like RC book, Valid Insurance Policy, Road tax, PUC etc shall be complied by Contractor.
- 1.6.8 If any vehicle is not available, alternate vehicle is to be provided by the Contractor within 2 Hrs.
- 1.6.9 The Contractor shall take sole responsibility for any accident and any liability arising out of or in relation to such accident. The company shall be entitled to deduct from any payments of the contractor, the payments or expenditure made by the company or the passenger in order to pacify situations in case of accidents.
- 1.6.10 Upon termination of this Agreement or completion of provision of services, The contractor shall promptly return to company all fixtures, fittings and equipment that company may have provided to the contractor or its personnel, in the same condition and order in which contractor/ personnel had received them.
- 1.6.11 A car diary/ log book shall be maintained for every vehicle separately in the prescribed format by BYPL. Daily running of vehicle should be entered in this diary on the daily basis. The total kilometers run by the vehicle will be calculated from this car diary/ log book. The entries should be correct and vehicle driver will ensure that each entry should be signed by the user and should be written in his own handwriting i.e., kilometer reading at the point of reporting per kilometer reading at the point of drop the usage of vehicle for particular month for his location. Overwriting is not permitted. In case of genuine changes, must need to write in separate line & signed by user. It needs to be submitted on monthly basis as on statutory norms and as per motor vehicle act. This is just a certification and is mandatory to be submitted on monthly basis.
- 1.6.12. In case of accidents, BYPL has no responsibility whatsoever towards Police/ RTA

authorities, law Courts, Injured parties, Damages to vehicle or property etc. All these shall be entirely contractor's sole responsibility. The contractor/ agency will obtain comprehensive insurance policy including third party liabilities to cover any injury or loss of life and property including permanent or temporary disability and keep it valid during the validity period of this agreement. The certified copy of these insurance notes would be handed over to BYPL before commencement of contract.

1. 6.13 Driver shall be provided with individual ID card issued by contractor/ agency. Any type of misbehavior with BYPL officers/ Staff by driver shall be taken very seriously and BYPL reserves right to stop all payments till necessary/ appropriate action is taken against concerned driver to the satisfaction of BYPL.
1. 6.14 There will be no relationship of employer employee between BSES YAMUNA Power Ltd. and the Driver of the vehicle in the term of any applicable labour laws or any other legislation. All statutory payments to be made to the driver of the vehicle under any statutory regulation shall be responsibility of Agency.
1. 6.15 Contractor shall ensure that no driver consumes alcohol and / or alcoholic substances while on duty and if found guilty that driver shall be immediately removed from duty.
1. 6.16 Contractor shall ensure the services even during bandhs, strikes, riots, bomb-scares, inclement weather or other abnormal or difficult circumstances. However, in cases where there is apprehension as to the safety of the clients and/ or staff as the case may be, Contractor shall discuss the same with the company. In such circumstances, an appropriate decision will be taken after discussion between both the Parties, which is in the best interest of the safety of both the Parties.
- 1.7 A scorecard shall be prepared as per the format and operational parameters provided by BYPL.

4.4 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 defaulters 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 V – Customer Care

5. Customer Care

1.0 Contractor's Scope of work:

Contractor will provide Proper Dress & will also provide Mobile facilities.

Dress shall be including the following items:

- a) Male Staff: Trouser, Shirt, Tie, Shoes, Socks, Hand Kerchief, Name Badge, without Sleeves Pullover & Blazer/coat etc.
- b) Female Staff: Trouser, Shirt, Socks, Shoes, handkerchief, Name Badge, Full Sleeves Pullover & Blazer/coat, Scarf etc
Quantity, Quality, Colour and design to be approved by Officer-in-Charge
Contractor will be responsible for washing allowance.
- c) The contractor shall ensure 100% attendance in assessment test conducted by the company and issue memo in case the performance of CHD staff is below the bench mark score set by the company.

1.1 Scope of Work:-CHD Executives

- 1.1.1 Perform fully and properly all functions required to be performed by CHD for BYPL consumers for our all Divisions, always in accordance and full compliance with the procedures and specifications set out. The contractor shall carry out CHD operations for all BYPL consumers on working days from Monday to Sunday as per BYPL management requirement. The details of these operations with various remarks shall be given to the COMPANY in the required format. The Contractor shall deploy & organize the resource based on the total consumer base of the Division.
- 1.1.2 The Contractor shall ensure the proper registration of all kind of requests & complaints (Business including DSS/MMG related matters & O&M) in the requisite software such as SAP, IOMS etc. The software shall have features of field validation checks to reduce errors. The Contractor shall ensure the registration efficiency as 100 %.
- 1.1.3 The Contractor shall ensure regular & prompt registration of all complaints & requests in the rights category within the system along with the consumer mobile nos. The intent is to ensure that the contractor shall deliver the data to the company promptly and as per the DERC timelines.
- 1.1.4 The contractor shall ensure the acceptance of all the relevant documents for the complaints & requests from the consumer.
- 1.1.5 The Contractor shall ensure apt response to the consumer queries & provide him the accurate information.
- 1.1.6 The contractor shall ensure the issuing of duplicate bills whenever necessary.

- 1.1.7 The contractor shall ensure 100% customer satisfaction across the counters & ensure accurate bill amendments wherever possible.
- 1.1.8 The contractor shall ensure BYPL Database Enrichments through registration of walk in customers for E-bill & SMS Alerts.
- 1.1.9 The contractor shall ensure timely dispatch of demand notes, revised bills acknowledgement letters etc. to the consumer for all the complaints & requests.
- 1.1.10 Contractor shall ensure the tracking & resolution of all complaints & requests within the time limit given by DERC/ COMPANY
- 1.1.11 The Contractor will be responsible for any loss/damage of infrastructures during operation/use of the same by employees of the Contractor. Company shall be compensated suitably by the Contractor for this.
- 1.1.12 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 as instructed from time to time to enrich database for improved performance.
- 1.1.13 The Contractor is also liable to assist Company in correction of its database by carrying out through address correction/ verification, Phone Number details etc.
- 1.1.14 Contractor hereby undertakes to bring in force a rotation policy whereby it shall rotate its concerned employees after every six months/as per the schedule provided by Company. Contractor shall ensure that 50% of the front end staff to be females.
- 1.1.15 Contractor shall assist Company to resolve and reduce the number of complaints brought in by deployed resource as per performance standards.
- 1.1.16 Contractor may at times require pre-printed letters, news bulletin, notices etc also to be distributed to the walk in consumers for which No extra charge will be payable.
- 1.1.17 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 uniform (As per Design & Specification by the BSES Management) and with I-Card & name plates, customer friendly and of high integrity. Moreover, the employees should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.1.18 Contractor shall furnish an analysis report for CHD & CCO activities separately by the completion of each month 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.
- 1.1.19 Contractor shall deploy resource that is suitable in all respects to carry out the proper customer care activities. 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.

- 1.1.20 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 additions change.
- 1.1.21 The Contractor shall provide all the assistance to the Company for any quarries relating to Customer care activities.
- 1.1.22 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.
- 1.1.23 The CCO/CCI of the Contractor shall submit a cross verification report in a prescribed format specified by Company for every month, by conducting satisfaction surveys for 10% of walk in consumers done by each front end staff.
- 1.1.24 Contractor shall assist Company in all its endeavours to improve customer satisfaction, reduction in consumer complaints & resolution time and up gradation to new & innovative technologies.
- 1.1.25 The CHD Executives shall follow the greetings & FAQs given to them for attending walk in consumers.
- 1.1.26 The CHD Executives shall confirm the mobile number and E mail id of and will take the consent for e-bill. In case email-Id & Mobile number is not available/updated in the records then it will be captured.
- 1.1.27 The walk in consumers visiting the CHD will be entertained only through slip generated through token/ Queue Management Machine
- 1.1.28 Contractor and CCE shall ensure/comply the following guidelines while attending the Virtual CHD
 - a) The CHD Executives should be ready to attend the consumers at 09:15 AM each day (the consumer dealing time starts from 09:30 AM)
 - b) All the appointments for Virtual meeting for the day to be accepted before 09:25 AM each day. There on, the virtual appointments to be accepted after an interval of 1 hour (for the appointments booked by the consumer for the same day, slot for same day appointment are given after minimum 2 hours from the time of booking)
 - c) The virtual appointment to be closed only after the appointment time slot
 - d) All the virtual appointments should be closed after the time slot allocated to the consumer by selecting the applicable closure status i.e. Complete, Connectivity Issue or Not attended by Consumer along with closure remarks
 - e) In case where connectivity issue is selected as the closure status, in such

cases the concerned CHD executive to specify the details in the remarks column i.e. is the network/ connectivity issue at division end or consumer end.

f) The CCE should ensure that appropriate action is taken against all the relevant documents shared by the consumer during/after virtual call.

g) The CHD module for Virtual handling of consumers in CRM and the Zoom application should be kept logged in during working hours

h) All the appointments to be attended on time and no appointments should be missed

i) The CHD executive shall greet the consumer (Good Morning/ Good Afternoon) at the beginning of the video call and address the consumer as "Sir/ Ma'am"

j) After addressing the consumer queries, the CHD executive should inform the consumers about the digital platforms of BYPL i.e. WhatsApp Service, BYPL Connect App etc. and should also request the consumers to share their feedback through the link that will be sent to them after the end of the call

k) The CHD executive should end the virtual meeting with "Thank You Sir/Ma'am, Have a nice day"

1.1.20 The CCE shall ensure minimum 30% of consumers attended virtually/ physically give their feedbacks through the feedback link sent to the consumers.

1.1.21 The CCE shall ensure Zero Wrong closures & Zero multiple visits.

1.1.22 The CCE shall ensure to conduct any other responsibility or task assigned by the Division team/customer care team

1.1.23 The CCE shall ensure active participation in the company events like Consumer meet, RWA Meets, Earth Hour Campaign, CSR (Corporate Social Responsibility) activities etc.

1.1.24 The CCE shall ensure that the Queue Manager is placed properly in the front of CHD for proper management of walk ins.

1.1.25 The CCE shall popularize the BSES Mobi App & create awareness about the functions of the mobile app amongst the consumers.

1.1.26 The CCE shall enter all the letters/dak received in the division office from the consumers in the CRM

1.2 Scope of Work:-Customer Care Officer (CCO)

1.2.1 Perform fully and properly all functions required to be performed by Customer care officers for BYPL consumers for our 14 Divisions, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall carry out CCO operations for all BYPL consumers on all working days from as per BSES official timings. The details of these operations with various remarks shall be given to the COMPANY in the required format. The Contractor shall deploy & organize the resource as per the requirements of the company.

1.2.2 The Contractor shall ensure that all the customer care executives are multi

skilled & capable of handling customer queries properly.

- 1.2.3 The Contractor shall ensure 100% customer satisfaction across the counters & monitor the attitude of the executives towards customers.
- 1.2.4 The Contractor should identify the training needs (Domain & soft skills) for the executives & coordinate for the training.
- 1.2.5 The Contractor should ensure that all the CHD counters should be operational on all working days from Monday to Saturday as per BYPL official requirements.
- 1.2.6 CCO shall be responsible for calling the select customized category of consumers for assessing their needs and experience with BYPL.
- 1.2.7 CCO shall be responsible for taking feedback and suggestions from consumer for improvement
- 1.2.8 CCO shall build and maintain long standing relationship with consumers.
- 1.2.9 CCO shall settle consumer complaints in swift and professional manner.
- 1.2.10 The CCO shall ensure to conduct any other responsibility or task assigned by the Division team/customer care team/ higher management
- 1.2.11 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 uniform (As per Design & Specification by the BSES Management) and with I-Card & name badges having customer friendly and high integrity. Moreover, the CCO should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.2.12 Contractor shall furnish an analysis report for CCO activities separately by the completion of each month 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.
- 1.2.13 Contractor shall deploy resource that are suitable in all respects to carry out the proper customer care activities. 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.
- 1.2.14 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.
- 1.2.15 The Contractor shall provide all the assistance to the Company for any queries relating to Customer care activities.
- 1.2.16 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.

1.2.17 Contractor shall assist Company in all its endeavors to improve customer satisfaction, reduction in consumer complaints & resolution time and up gradation to new & innovative technologies.

1.2.18 The Contractor shall issue Photo Identity cards & name badges to Contractor representative, authorizing them for Customer care operations, at Contractor's cost. The employees of Contractor must carry the identity card every time.

1.3. Execution Program and Co-ordination Procedure:

1.3.1 The contractor will maintain a score card (decided by Customer care Team) & evaluate the performance of the CHD staff in all the divisions.

1.3.2 The contractor will evaluate the performance of the CHD staff through assessment test conducted on quarterly basis by the Customer Care deptt and the best scorers shall be rewarded.

1.3.3 The Scorecard formalized by Centralized Customer Care Department shall be maintained by the contractor on a regular basis.

1.3.4 The contractor will ensure the working of CHD is not impacted in case he is not able to provide the replacement for reasons beyond his control.

1.3.5 The contractor shall appoint Coordinator (dedicated resource preferably female to be mutually decided by the Corporate Customer Service Team & Contractor) for daily monitoring of all CHDs and coordination between CHDs and Corporate Customer Service Team.

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

1.4. Company's Scope of work:

1.4.1 The Company shall provide Suitable office space in Division offices for the smooth running of CHD operations.

1.5 Performance Standards

Agency shall ensure the followings

- a) 100% resolution of all Billing Complains with in DERC Timeliness
- b) 100% resolution of all Metering Complains with in DERC Timeliness
- c) 100% resolution of all other Commercial Complains with in DERC/company Timeliness

Agency will also ensure that all MIS requirements of all stakeholders are provided with in given time.

- 1.5.1 The Contractor will submit consumer/request after proper Quality Check and duly corrected, as specified by the Company. Any error detected afterwards will attract penalty.
- 1.5.2 Customer care operations shall be considered to be complete only when all the 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.
- 1.5.3 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 plus of 50% expenses incurred shall be recovered from the bills of the Contractor.
- 1.5.4 Contractor will have to record and provide details of all consumers' complaints & requests and will have to continuously improve the satisfaction % & reduce percentage of consumer complaints.
- 1.5.5 In case of wrong action by the executive /officer 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.
- 1.5.6 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.
- 1.5.7 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.
- 1.5.8 Following ATR is to be provided to CO/AREA MANAGER
 - a) Customer care executives: category wise &dept. wise details of number of consumer complaints /requests, action taken report, time taken for the resolution, duly supported (by system generated reports, issued by BSES SAP/IOMS.
 - b) Number of VIP consumers cases and ATR for them.

Part VI – Energy Audit & DSM

6. Energy Audit & DSM

A. Energy Audit

1.0 Contractor's Scope of work:

- 1.1 The contractor's scope of work shall include Energy Audit (EA) work in BYPL detailed as under:
- i) DT wise Connected Pole Data preparation/modification/ shackle point existing consumer verification and new Consumer verification.
 - ii) New Consumer Tagging Verification & Correction in EA Consumer Base.
 - iii) Preparation of DT wise consumer data (soft copy) and incorporation of changes in EA data base in case of changes in DT status or addition of the new DTs or during the addition of the new LT feeder or any changes in LT feeder status.
 - iv) Field Verification of Consumer Tagging Data received from O&M
 - v) Extraction of the consumer data on monthly basis from the billing data base for the energy audit purposes.
 - vi) Routine maintenance of the Grid-AMR meter regarding data problem, connection problem, PT missing, CT missing, grid balancing and new AMR meter installation.
 - vii) Calculation of the DT Energy from the CSV/Text file for individual DTs for Substation/DT wise loss calculation.
 - viii) Up loading of the CSV and text file in central data base and preparation of the DT wise health report.

- 1.2 Contractor shall perform fully and properly all functions required to be performed for the Energy Audit Deptt of BYPL/ G , always in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the manpower accordingly. The details of MMG actions with various remarks shall be given to the COMPANY in the required format.

1.3 Execution Program and Co-ordination Procedure:

Immediately upon completion of any and all jobs under this Work 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 Work 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.

1.4 Performance Standards

The desired work shall be considered to be complete only when it meets desired performance level set by the HOD – Energy Audit.

Part VII – Consumer Connect

7. Consumer Connect

A Contractor Scope of work

1. Perform fully and properly all functions required to be performed by executives for our BYPL Divisions, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the resource as per the requirements of the company

2. The Contractor will be fully responsible for providing support services to **Consumer Connect** group to complete all field, front-end & backend activities as per the Company schedule with the requisite number of the resource to meet the desired performance level up to the Company satisfaction.
3. The Contractor should identify the training needs for the executives & coordinate for the training.
4. Contractor shall furnish an analysis report for each executive's activities separately by the end of each month and a consolidated report on 7th of every month giving the summary of works done during the previous month
5. 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 as & when required.
6. Contractor shall assist Company in all its endeavours to complete the tasks assigned by the company
7. The Contractor shall issue Photo Identity cards & name badges to all Contractor representatives, authorizing them for site visit and data collection, at Contractor's cost. The employees of Contractor must carry the identity card every time.
8. The contractor will maintain a score card (decided by Consumer Connect Team) & evaluate the performance of all the representatives in all the divisions in BYPL and best performer for the month shall be awarded every month, circle wise.
9. The contractor will ensure that the daily/weekly/monthly timelines and targets are not impacted in case any representative is absent from the duty. The contractor shall provide with immediate replacement at any and all times.
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/behaviour/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.
11. The contractor will have to provide 1~2 representatives per division depending on the division area and workload. The same will be confirmed by the **Consumer Connect** Group.
12. Process description and Responsibility of representative:-
 - a. In order to minimise incorrect reports/data, the first and foremost step is to verify all new connections and to ensure the tagging is complete in prescribed timeframe.
 - b. Also ensure the correctness of the mapping of Sub Division vs. Sub Cluster and Sub Cluster vs Distribution Transformer for all the Divisions.

- c. Correction in system in case the MR Route Sequencing and SC mapping mismatch
- d. Cross verify the LT loss Calculation at FL/SC and point out the Exception cases for further correction.
- e. Inform concerned AMPS regarding the mismatch of FL vs SC vs SD, in case of new connections released for correct tagging with DT.
- f. Validation of Sub-Division Mismatch in SAP vs DAM
- g. Validation of Bifurcated Sub-Clusters
- h. Validation of Critical SC Loss
- i. Validation of consumer tagging in JJ areas and Loss computation at Division, Sub-Division & Area Level
- j. Involve in regular talks/meetings at Division / Subdivision level.
- k. To provide the training of DAM to the concerned division representatives
- l. Involve to improve the consumer tagging and numbering processes.
- m. Further involve for proper utilization of GPS coordinate captured in past for improvement in DT – consumer tagging.
- n. Make to best use of root sequence and address to finetune the tagging.
- o. Proper mapping of Revenue District code against each and every consumer.
- p. Actively involve in case any pilot project introduces to improve the tagging.
- q. Any change in Asset mapping and respective network connectivity shall be properly captured and maintained in system
- r. Ensure timely completion of updating the changes in system
- s. Use GIS application to check whether the Consumer is within DT boundary or not?
- t. Further involve for proper utilization of GPS coordinate captured for improvement in DT – consumer tagging.
- u. Field visit for verification of data, as per requirement
- v. Make to best use of root sequence and address to finetune the tagging.
- w. Proper mapping of Revenue District code against each and every consumer.
- x. Actively involve in case any pilot project introduces to improve the tagging.

13. The Contractor has to implement Reward & Recognition policy based on Score Card mechanism. This includes reward and advisory/action on performances. This needs to be done on monthly basis and the MIS and hard copy of action details of same to be submitted along with monthly invoice. This will be one of the mandatory requirements before processing of bill.
14. In the event of misbehaviour at site, replacement of the involved staff can be carried out at any time by the company.
15. For continuous default of any parameters set out in the contract, contract can be reviewed at any time & can also be terminated after issuing a valid notice.
16. In case the contractor representative does not meet the timelines/targets set by the company, the monthly invoice submitted by the contractor shall attract a fine of 5% of the total invoice of the division of which the output has been affected.
17. 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 plus of 50% expenses incurred shall be recovered from the bills of the Contractor.

Part VIII – Renewable

8.1 EV & Open Access Cell/ Sustainability & Clean Technology (E-Mobility)

Contractor Scope of Work

- A. Role summary / department: Sustainability & Clean Technology (E-Mobility)
- B. Job Description:
E-Mobility ACTIVITIES:
 1. **Generating leads** - In coordination with other concerned departments, talking to potential land owning agencies / space including (but not limited to) RWAs, Malls, Hospitals, etc.
 2. **Maintaining list and Follow-up** - Maintaining lists of prospective agencies / individuals who are interested & following-up further for installation of EV Charging Infra.
 3. **Site visits, appraisal of sites & Maintaining records-** Requisite site visits for assessing & appraising sites for installation of EV Charging infra. Maintaining records of the same.
 4. **Co-ordination** - Coordination with concerned departments, agencies, prospective buyers, OEMs, Installation agencies for installation of EV charging infra

5. **Day-to-Day Monitoring** – Day-to-Day monitoring of installations for ensuring uptime as per contract with O&M agency.
6. **Maintaining records & Billing**- Maintaining records for billing of installation / O&M agencies.
7. **Preparation of Billing MIS** – Preparation of Billing MIS on monthly MIS.
8. **Miscellaneous Activities** –MIS/ reports, tasks as assigned by Officer Incharge, etc

C. Qualification: Graduate and above, Computer Proficiency, Able to Work in SAP, Ms Word, Excel

Renewable–Net metering Group

1.0 The Contractor 's Scope of work:

The Contractor shall be fully responsible for providing support services to E-Mobility group to complete all field, frontend & backend activities as per the Company schedule with the requisite number of the resource to meet the desired performance level up to the Company satisfaction.

The Contractor shall:

- 1.1 At all times perform fully and properly all functions required to be performed for E-Mobility operations for our all circles of BYPL, always in accordance and full compliance with the procedures and specifications set out.
- 1.2 The Contractor shall carry out Operations (as per contract / directions of Officer-in-Charge) monthly basis as required.
The Contractor shall deploy & organize the resource in order to complete the tasks.
- 1.3 This Contract will involve operation of following activities: -

A. CONSUMER AGGREGATION:

- q) All front end and back end activity to close the case end to end as per SOP
- r) Capturing of Consumer E-Mobility interest through various method and processes so that the any consumer interested for EV Charging infra installation in BYPL jurisdiction may get the requisite information & support
 - i. **E-Mobility portal:** Any consumer interested in can log on to e-mobility portal and apply for interest form submission. Once the consumer submits the interest form, The Contractor needs to process the application further by logging into portal and calling back the consumer.
 - ii. **E-Mail:**Consumer can express its interest through email at bypl.evi@relianceada.com. The Contractor needs to revert over email with the required details for processing the consumer interest / application further.
 - iii. **Interest through other leads:** Processing of interest forms received over whatsapp group of all division CHDs / Customer Care team so

that any query comes in the division office is shared / escalated to e-mobility team and further action is taken on the interest.

- iv. **Other References:** Interested consumer request is also received once the consumer directly calls the e-mobility team, or other BYPL employees share the contact of their friends and family who are interested.
- s) Once the interest is received from any of the above mode it is to be further processed in the following steps :-
 - i. Call-back to the consumer regarding the interest received and sending the interest form to the consumer and requesting them to submit the filled interest form via mail so that further processing may be done.
 - ii. Once the consumer shares the filled interest form, the interest forms are compiled in an MIS and consumer leads to be shared with the empanelled The Contractor s
 - iii. Once the lead is shared to the empanelled The Contractor s, follow-up with the installer to get the site survey done and get the copy of the site proposal given to the consumer.
 - iv. Checking whether the proposal given to the consumer is in line with the SLA / tender requirements / directions of officer-in-charge and cost charged from the consumer is in line with the discovered cost accordingly.
- t) Once the valid proposal is received by the consumer from the installer, guiding the consumer for next steps
- u) Taking-up with the empanelled installer in case the proposal submitted by them are not adhering the installer requirements and seeking the escalated prices from the consumer and getting the proposal corrected adhering to the tender requirements or accordingly.
- v) If installer repeatedly provides invalid / inaccurate proposals to the Consumers, informing to Officer-in-charge for further actions.
- w) Participating in RWAs/ Consumer meets to provide the current scheme for promotion of E-Mobility in BYPL.
- x) Daily MIS to be circulated for above-mentioned tasks.

B. REPORTS AND OTHER ACTIVITIES:

- y) MIS
 - i. Preparation of E-Mobility report on monthly basis for sending to concerned authorities.
 - ii. Daily updation of MIS for each task for all applications on daily basis.
 - iii. Any other MIS required for Internal as well as External Stakeholders.
 - iv. Any other report / MIS as desired by officer-in-charge
- z) IT correspondence and website development
 - i. Educating consumers/The Contractor s for any uploading issues on the portal / website and coordination with BYPL IT team for support.
 - ii. Integration of any new development with the portal, if required.

- iii. Updation of the portal / website for any new updates such as new empanelled The Contractor s, prices discovered, process documents, etc.
- iv. Updation of monthly progress data.
- v. Designing of new booklet, forms and checklist on need basis.

aa) Other Activities

- i. Preparation of hard copy files / records
- ii. Inputs on Policy advocacy.
- iii. Handling of consumer complaints
- iv. Resolution of queries.
- v. Complete follow up with The Contractor and consumer
- vi. Handling of consumer complaints in case of escalated offers given by the empanelled installers to consumers.
- vii. Coordination with respective business for Load Enhancement / Reduction, Category Change, Name Change, etc.
- viii. Any other as directed by officer-in-charge

bb) Promotional activities for E-Mobility

- i. Preparation of promotional activities such as Social Media Promotion (Google and Social Media Posts), SMS to consumers for awareness and autoresponse on missed call, WhatsApp Mailers, Ads in Customer Newsletter, Banner ad on BSES' website, Video on Roof top solar, Standees, Posters (A2), Meets with RWAs, Flex Banners, etc.
- ii. Correspondence with authorities as & when required.
- iii. Any other as directed by officer-in-charge

F. Site visit report as and when requirement by –officer-in-charge.

G. The The Contractor shall provide services for Six days a week. However, he may be required to provide the services for 7 days a week as per requirement / need of the job.

1.2 The The Contractor shall call the applicant, educate about requirements.

1.3 Special services need to be provided to Senior Citizen/ disabled/Pregnant women etc.

8.2 Net Metering (Roof Top Solar), Battery Energy Storage & New Initiatives

1.NET-METERING APPLICATION:

- o) All front end and back end activity to close the case end to end as per SOP
- p) Processing of Net-metering applications received through Online Mode (solarbses.com), National Portal (solarrooftop.gov.in), Hard Copies at Head Office or Division Office as applicable, etc.
- q) Physical document collection and Online form filling through any of the above modes.
- r) Verification of Stage – 1 document received through online or offline mode as per **Annexure – 1**.
- s) Real time Initial CF need to be performed.

(Court case, Enforcement Dues, Energy Dues & MCD Checking)

- t) Tele-calling to applicant regarding deficiencies in their submission and deficiencies to be sent to consumer through net-metering email ID. This cycle is to be repeated until the correct documents are received.
- u) Issue of acknowledgement from SAP post receipt of corrected documents.
- v) Sending the Net-metering acknowledgement and issuance of unique NM no. to consumer through email.
- w) Each step of deficiency, receipt of documents from the consumer, issuance of acknowledgement, etc. to be recorded in MIS for each application.
- x) Post issuance of acknowledgement slip, technical feasibility is to be carried out for each application.
- y) In BYPL , solar penetration upto 75% of the DT rated capacity is allowed. To assess this, details of Distribution Transformer is to be extracted from DT Audit Module (DAM) to which the given consumer is connected.
- z) Following data is to be collected from DAM for the consumer

S.No	Details
1	Application no
2	Name
3	Address
4	CA no
5	Contact No.
6	Division
7	Supply Voltage of Grid
8	Sanctioned Load
9	Solar capacity
10	DT code
11	DT Meter No.
12	DT Equipment ID
13	DT capacity
14	SAP FUNC CD
15	LT Feeder Code

- aa) The above data is to be sent to respective division offices for validation of the DAM data in order to validate the consumer tagging information in DAM.
- bb) Post receipt of information from Division office, maintaining the record of DTs for all consumers in Excel and carrying out the TF based on the logic of allowed 75% solar penetration.
- cc) A Technical feasibility MIS is to be maintained for checking the solar penetration of each DT on real-time basis.
- dd) After carrying out the Technical feasibility, either Stage-1 approval letter or rejection letter requesting for reduction in solar capacity is to be prepared. Copy of Stage-1 approval letter is attached as **Annexue – 2**.

- ee) The above letter is to be printed on letter head and signed by the HOD of the department and thereafter scanned copy of the same is to be sent through email to the consumer.
- ff) Once the mail is sent to the consumer, the above information is to be updated in MIS as well as in solarbses.com in order to unlock the Stage-2 documents submission link for the consumer. (This unlock of the stage 1 portal is to be done individually for each consumer in the portal for which stage 1 approval is sent).
- gg) Verification of Stage – 2 documents received through online or offline mode as per **Annexure – 3**.
- hh) Tele-calling to applicant regarding deficiencies in their submission and deficiencies to be sent to consumer through net-metering email ID. This cycle is to be repeated until the correct documents are received.
- ii) Issue of Stage-2 approval (permission for installation of solar plant) post receipt of corrected documents.
- jj) Verification of Stage – 3 documents received through online or offline mode as per **Annexure – 4** for CFA projects and **Annexure – 5** for non-CFA projects.
- kk) Tele-calling to applicant regarding deficiencies in their submission and deficiencies to be sent to consumer through net-metering email ID. This cycle is to be repeated until the correct documents are received.
- ll) Once the correct documents are received, Stage 3 approval is to be given to the consumer and thereafter site is to be added to site-visit roster.
- mm) Site visit is to be scheduled with Consumer and The Contractor by fixing up the date and time of site visit.
- nn) Site Inspection is to be done as per the checklist in **Annexure – 6**.
- oo) Site inspection report is to be submitted through email on daily basis.
- pp) Post successful site inspection and receipt of site inspection report, consumer to be migrated into KCC and meter orders to be created for installation of new solar meter and replacement of existing meter with Net-meter at the consumer premises in SAP.
- qq) Net-metering application charges, registration charges and meter changes to be auto-debited in electricity bill.
- rr) SLD Augmentation cost is to be auto-debited on case to case basis, where solar capacity is higher than sanctioned load of the consumer premises.
- ss) Communicating with Power metering team for installation of Net meter and solar meter at consumer premises as per the order generated.
- tt) MIS to be updated on daily basis with the details of each step along with meter numbers of the solar meter and net meter post installation by power metering team.
- uu) Record keeping of net-metering application documents (Stage-1, Stage-2, Stage-3, Site Visit)
- vv) Final Net-metering application file along with all stage documents are to be scanned.
- ww) Order techo to be done after uploading the documents in SAP.

C. REPORTS AND OTHER ACTIVITIES:

xx) MIS

- a. Preparation of Net meter installation report on monthly basis for sending to EEREM.
- b. Preparation of Net meter Generation report on monthly basis for sending to EEREM.
- c. Preparation of Quarterly Net-metering status report including GNM & VNM for sending to DERC.
- d. Daily updation of MIS for each task for all applications on daily basis.
- e. Any other MIS required for Internal as well as External Stakeholders.

yy) IT correspondence and website development

- a. Educating consumers/The Contractor s for any uploading issues on the solar website and coordination with BYPL IT team for support.
- b. Integration of any new development with the MNRE SPIN portal, if required.
- c. Updation of the Solarbses website for any new updates such as new empanelled The Contractor s, prices discovered, process documents, etc.
- d. Updation of monthly progress data.
- e. Designing of new solar booklet, forms and checklist on need basis.

zz) Other Activities

- a. Project-wise data entry in MNRE SPIN portal for claiming Incentive amount.
- b. Informing to Head – Renewable for corresponding with MNRE for any changes in the required documentation.
- c. Preparation of hard copy files as per the checklist for CFA disbursement to empanelled installers through Finance team.
- d. Inputs on Policy advocacy for rooftop solar, battery energy storage and new initiatives.
- e. Preparation of Meter shifting orders for net-metered consumers on case to case basis.
- f. Preparation of Cable changing orders on case to case basis.
- g. Tendering activity for empanelment of The Contractor s under MNRE Phase-II policy
- h. The Contractor registration in MNRE National portal.
- i. Responding to MNRE queries on Incentive claim and CFA disbursement
- j. Preparation of GBI claim sheet and downloading of electricity bills as proof of payment to eligible consumers for submission to EEREM.
- k. Responding to EEREM on queries about GBI claim and follow-up with EEREM for reimbursement.

- l. Handling of net-metering consumer complaints in respect of billing queries, low generation, issues with solar installers, etc.
- m. Resolution of Net metering charges related queries.
- n. Complete follow up with The Contractor and consumer regarding net metering.
- o. Handling of consumer complaints in case of escalated offers given by the empanelled installers to consumers.
- p. Coordination with respective business for Load Enhancement / Reduction, Category Change, Name Change, etc.
- aaa) Promotional activities for Rooftop Solar
 - a. Preparation of promotional activities such as Social Media Promotion (Google and Social Media Posts), SMS to consumers for awareness and autoresponse on missed call, WhatsApp Mailers, Ads in Customer Newsletter, Banner ad on BSES' website, Video on Roof top solar, Standees, Posters (A2), Meets with RWAs, Flex Banners, etc.
 - b. Correspondence with MNRE for budgeting.
 - c. Executing the above-mentioned activities.

D. Battery Projects.

- bbb) Ten no. of battery sites are under implementation / operation.
- ccc) UI-ASSIST project (3 sites)
 - a. Carrying out Site Acceptance Test (SAT) as per checklist along with contractor for three sites under UI-ASSIST project.
 - b. Follow up with BHEL team for the site rectification of completion of pending work.
 - c. Supporting in EMS integration with SCADA.
 - d. Resolving safety issues regarding the fire extinguisher operation.
 - e. Providing inputs for resolution of technical issue regarding the cable losses, etc.
- ddd) Shivalik Microgrid Project
 - a. Supervision of EMS installation being carried out by third party installer.
 - b. Daily monitoring of the work along with correspondence with SDO and support staff.
- eee) Battery sites at six DT stations
 - a. Daily monitoring of battery performance installed at six DT sites as per the given format and checklist.
 - b. Monitoring of any abnormal activities and alarms and ensuring that the required action is taken by the The Contractor.
 - c. Coordination with the SDO and support staff for resolution of the issue by the The Contractor.

- E. 10% Sample checking by BYPL auditor/third party of above required tasks and monthly report of the same to be presented to Head - Renewable as and when required.

- F. Site visit report as and when requirement by Head - Renewable.
- G. The Contractor shall provide services for Six days a week. However he may be required to provide the services for 7 days a week as per requirement / need of the job.

Part IX – Business Excellence Team

9. Contractor Scope of Work- BET

1.0 Contractor's Scope of work:

1.1 At all times perform fully and properly all functions required to be performed in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the resources accordingly.

1.2 Key tasks include data collation, processing, MIS generation, circulation & tracking as per pre decided formats, formulation of presentations etc. Data may need to be extracted from various sources such as SAP, Non SAP IT portals etc

1.3 Contractor shall depute qualified highly skilled officer having knowledge & experience of MS Word, Excel and Preparation of PPT etc.

1.4 Contractor shall fully understand & recognize that this job profile includes process involving image of the company, therefore employee should be adequate qualified & highly skilled & possess high integrity.

1.5 Contractor shall be responsible for performing following activities.

- i. Data Collection & processing
- ii. Data Collation & processing
- iii. Report Extraction, analysis & circulation
- iv. Uploading & allocation of defaulter data in IT module for monitoring & tracking of the same.
- v. Preparation of presentation as per management requirement
- vi. Regular monitoring & tracking
- vii. Any other work, relevant to the function is required to be performed as decided by the manager in charge.

Part X – Priority Consumer Cell

10. Priority Consumer Cell

A Contractor Scope of Work

1. At all times perform fully and properly all functions required to be performed for

SLCC & MLCC Segment of **BYPL** , always in accordance and full compliance with the procedures and specifications set out. The Contractor shall deploy & organize the resource accordingly. The detail of actions with various remarks shall be given to the COMPANY in the required format.

2. Arrangement of new connection camps in JJ areas.
3. Surveillance /door to door survey of JJ areas to identify houses without meters & to bring consumer in billing net

CGRF (BYPL)

1.0 Vendor's Scope of work:

Vendor shall be fully responsible for providing support services to CGRF supporting secretarial staff to complete all field, frontend & backend activities as per the Company schedule with the requisite number of the resource to meet the desired performance level up to the Company satisfaction.

Vendor shall:

- 1.4 At all times perform fully and properly all functions required to be performed for Consumer Grievance Redressal Forum (CGRF), always in accordance and full compliance with the procedures and specifications set out.
- 1.5 The Vendor shall carry out CGRF Operations monthly basis as required.
- 1.6 The Vendor shall deploy & organize the resource in order to complete the tasks.
- 1.7 This Contract will involve operation of following activities:-

E. CONSUMER AGGREGATION:

- a. All front end and back end activity to close the case end to end as per CGRF-SOP.
- b. Educate to the Consumer/complainant in the interest through various method and processes so that the any consumer's faith and trust retained in the BYPL jurisdiction may get the right direction to resolve the queries / complaint.

Consumer Grievance Redressal Forum (CGRF): Perform their duties / responsibilities/obligations as rule and regulation issued by DERC.

Complaints / queries are received through various mode:

1. Email
2. Website
3. Fax
4. Walking
5. Indian Post

6. Private couriers
 7. Referred by the Hon`ble DERC
 8. Referred by the Hon`ble Ombudsman
 9. Referred by the Govt. Local /State /Central.
 10. Referred by the Courts of Law.
 11. And others statutory bodies.
-
- c. Above mode grievance /queries received by the Hon`ble Forum.
 - d. CGRF secretarial staff those Complaints/ queries escalate with the office of BYPL - Head Customer Care.
 - e. Customer Care Team provides reply to CGRF on forwarded complaints by CGRF.
 - f. Vendor shall analyzing /comparing to reply with complaint / quires with was received from BYPL concerned Divisional / Head Customer Care office.
 - g. With the response of BYPL against complaint / quires are satisfied complaint / quires will be closed.
 - h. If, in case complaint / quires are not resolved by the DISCOM , CGRF Secretarial team will register those cases for hearing before to the Hon`ble CGRF Members & Chairman.
 - i. Aggrieved consumers will file the complaints in prescribed form along with supporting documents (earlier exchange between both parties) in the office of CGRF, CGRF team will send the case for reply to concerned Divisional office.
 - j. Vander will put up those aggrieved complaints/Grievance before the Members & Chairman and Chairperson and members will decide to complaints/ Grievance will consider /admit for hearing or not.
 - k. As and when comments received from the Hon`ble Chairperson & Members of CGRF, those cases will register for hearing.
 - l. CGRF Secretarial staff allocated case (CG) No and send the Notice the DISCO for reply on registered complaints / Grievance.
 - m. CGRF Secretarial staff mentions multiple Physical files for all members & Chairperson by getting Xerox copies.
 - n. CGRF Secretarial staff received reply against complaints from respondent (BYPL).
 - o. CGRF Secretarial staff conducted hearing and arranging day to day demand as requirement with the cooperation of BYPL ` officials.

- p. CGRF Secretarial staff sends a notice to both parties (Complainant as well as Respondent- BYPL) for appearing in fixed date of hearing.
- q. Complainants contest their complaints and respondent (BYPL), respond in deference. The both statements are recorded by CGRF Secretarial staff as solicited of CGRF Chairperson & Members.
- r. While Recording statement CGRF Secretarial staff by in open court before the Hon`ble Chairperson & Members. That proceeding/statements are displaying on TV for transparency of natural justice.
- s. Whenever both parties has concluded their arguments or submitted their written arguments, case reserve for order and Forum Members & Chairperson will deliver the judgments/ adjudicate on merit.
- t. In case of in one date of hearing case has not been decided in absence of materialist documents. Forum allows / grants another date of hearing for filling any commits/reply / rejoinder / appearing inter pleader etc. In the interest of natural justice.
- u. As delivers of judgments by the Forum on merit /satisfaction / settlement ATR/ Compliance will furnished by the respondent (BYPL).
- v. After received ATR from the Respondent (BYPL) case files is closed and sent to recorded room.
- w. CGRF Secretarial staff prepares Management Information System (MIS/EIS) Monthly, Quarterly, annually and time to time demanded by DERC for the reporting to DERC, Etc. Ombudsman and BYPL -CEO.
- x. CGRF Secretarial staff get maintains adequate the office Chairperson, Members and front & back end with the cooperation of BYPL ` officials.
- y. CGRF Secretarial staff arrangements drinking water , tab water, and other administrative works with the cooperation of BYPL ` officials
- z. CGRF Secretarial staff digital, electrical, civil, it and day to day expenses for run offices etc works with the cooperation of BYPL ` officials.
- aa. Vendor will ensure manpower to reach before time, regular and punctual.

Part XI – Key Consumer Cell

11. KCC /GCC / St Light/KCC Execution

A. Recovery & Disconnection

1.0 Contractor's Scope of work:

- 1.1 At all times perform fully and properly all functions required to be performed for the recovery of KCC, GCC & St. Light Segment of consumers of **BYPL**, always in accordance and full compliance with the procedures and specifications set out. The

Contractor shall deploy & organize the resource accordingly. The details of recovery & disconnection actions with various remarks shall be given to the COMPANY in the required format.

1.2 Contract will follow the following steps to recover the outstanding:

- a) A list of defaulter will be generated & provided by BET/Concern Dept. for the KCC, GCC & St. Light Segment defaulter's consumers to contractor as per direction of Head Business / Head (KCC, GCC & St. Light).
- b) The recovery persons will approach the defaulted consumer registered address / offices of Delhi Government departments (within BYPL area or outside BYPL area) on or after the due date of energy bill as directed. Also do follow-ups (through call's, site visit & whatsapp) with consumer before due date for bill payment as per direction of officer incharge recovery (KCC, GCC & St. Light).
- c) Advising consumers to pay bill through online mode, Collection of cheques against the dues, directing consumers for Cash counters (for those who are eligible to pay through Cheque / Cash). Reminder visits or serving disconnection notice as per the standard format.
- d) Arranging site report based on the observations in the **designated formats**.
- e) The Contractor shall ensure weekly meeting with the concerned officer incharge recovery of the KCC Department.
- f) Co-ordinating for disconnection through Division/Sub Division O&M team as directed by Recovery Head – KCC, GCC & St. Light.
- g) Follow up with O&M for disconnection wherein no payment received after matured period of dunning notice served.
- h) Disconnection will be coordinated by the contractor person with Zonal O & M Engineer. Disconnection details (Meter status/ seal status /photo etc.) where able possible shall be communicated by the contractor person to the office on the same day.
- i) Cases disconnected will be kept under surveillance by the contractor.
- j) The contractor shall enforce surveillance of all cases disconnected by it time to time in order to recover default amount till the entire period of allocation.
- k) The contractor will undertake all necessary efforts required to achieve the specified targets as given by BYPL.
- l) The contractor shall ensure additional mobilization in case of increase in allocation of cases so as to ensure that all activities are completed on time.
- m) The Contractor shall maintain attendance of the recovery personnel and provide the details on daily bases / as and when asked for by officer incharge recovery of the KCC Department BYPL.

- n) The Contractor shall ensure timely payment of salaries to the deployed workforce in compliance with the
 - o) FE Score card to be implemented and share the same with company on monthly basis.
 - p) The Contractor shall ensure incentivising the FE/s based on performance.
 - q) Constant surveillance of the disconnected cases' sites and preparing file for dues transfer
 - r) Contractor shall provide the Site Report of all such disconnected cases i.e. TD/PD
 - s) Any other work related to recovery assigned by Recovery Head.
- 1.3 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.
- 1.4 The Contractor shall ensure to collect defaulter list on **daily basis** from company recovery module and will revert with updated list on same day.
- 1.5 Contractor shall assist Company to resolve and reduce the number of defaulters as per performance standards.
- 1.6 Contractor shall assist Company to resolve and reduce the number of never paid & cheque return cases. And also reduce long time pending cases since more than 3 Months of high value consumers on priority.
- 1.7 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.
- 1.8 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 to not only correct, update the database but book, prosecute consumers offenders, indulging in theft /violation of tariff / attempt to steal electricity also.
- 1.9 The Contractor shall also provide on on-going basis customer information such as broken seals, visible tampering of meters, direct supply by passing the meter, energy theft / tapping from the service lines and other similar discrepancies which have a direct bearing an energy bill of the customer. The report shall be submitted in prescribed format.
- 1.10 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.
- 1.11 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.

- 1.12 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 contractor.
- 1.13 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.
- 1.14 The Contractor must ensure proper recovery of all energy bills. Contractor shall furnish a report by the completion of each cycle in the format specified by Company, shall be submitted to the Head KCC / designated officer incharge recovery of the KCC Department.
- 1.15 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.
- 1.16 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.
- 1.17 For the 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.
- 1.18 For the 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.
- 1.19 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 uniform and with I-Card, customer friendly and of high integrity. Moreover, recovery agents should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.20 Contractor shall furnish on Daily, Monthly by the completion of each cycle and a consolidated report on or before 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.
- 1.21 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.

- 1.22 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.
- 1.23 The Contractor shall provide all the assistance to the Company for any quarries relating to recovery & disconnection action and Service of Disconnection Notice / any other Notice.
- 1.24 **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.**
- 1.25 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.
- 1.26 Divisional Recovery Head/ Circle Enforcement Recovery Coordinators will supervise the day to day functioning of the activity.
- 1.27 For electrical related work agency shall either have electrical license or full proof tie up with other agency having electrical license.
- 1.28 **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.**
- 1.29 Any information regarding connections (Live/Disconnected) in the required format to be provided by the agency, as per the direction of BYPL.
- 1.30 Any incentive scheme formulated by BYPL, to be implemented by the agency and reimbursed to the deployed resource.
- 1.31 Performance benchmark for payout calculation to be considered as %age collection efficiency only for allocated cases instead of overall collection efficiency of BYPL
- 1.35 Day wise performance against allocated cases to be maintained and shared with BYPL on periodic basis, for all executives (including backend staff, if any)

2. 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.

3. Performance Standards

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

For Field staff:

- 11.1. It is desirable that the field executive deployed shall make 50 field calls / attempts per day (Monthly Details to be shared).
- 11.2. It is desirable that 75% of the above must be active or constructive field calls / visits.
- 3.3 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.
- 3.4 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 plus of 50% expenses incurred shall be recovered from the bills of the Contractor.
- 3.5 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.
- 3.6 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.
- 3.7 Contractor shall report all extra (Any other) connection. (This extra / 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 extra / 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.
- 3. 8 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.
- 3. 9 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.

B. CHD

1.0 Contractor's Scope of work:

Contractor will provide Proper Dress & will also provide Mobile facilities (need discussion on handset and bill payment policy).

Dress shall be including the following items:

- a) Male Staff: Trouser, Shirt, Tie, Shoes, Socks, Hand Kerchief, Name Badge, without Sleeves Pullover & Blazer/coat etc.
- b) Female Staff: Trouser, Shirt, Socks, Shoes, handkerchief, Name Badge, Full Sleeves Pullover & Blazer/coat, Scarf etc
Quantity, Quality, Colour and design to be approved by Officer-in-Charge
Contractor will be responsible for washing allowance.
- c) The contractor shall ensure 100% attendance in assessment test conducted by the company and issue memo in case the performance of CHD staff is below the bench mark score set by the company.

1.1 Scope of Work:- CHD Executives

- 1.1.1 Perform fully and properly all functions required to be performed by CHD for KCC / GCC / St Light consumers for all the Divisions of BYPL, always in accordance and full compliance with the procedures and specifications set out. The contractor shall carry out CHD operations for all BYPL consumers on working days from Monday to Saturday Or as per BYPL management requirement. The details of these operations with various remarks shall be given to the COMPANY in the required format. The Contractor shall deploy & organize the resource based on the total consumer base of the KCC,GCC,St. Light / or as directed by BYPL.
- 1.1.2 The Contractor shall ensure the proper registration of all kind of requests & complaints (Business including DSS/MMG related matters & O&M) in the requisite software such as SAP, IOMS, CRM etc. The software shall have features of field validation checks to reduce errors. The Contractor shall ensure the registration efficiency as 100 %.
- 1.1.3 The Contractor shall ensure regular & prompt registration of all complaints & requests in the rights category within the system along with the consumer mobile nos. The intent is to ensure that the contractor shall deliver the data to the company promptly and as per the DERC timelines.
- 1.1.4 The contractor shall ensure the acceptance of all the relevant documents for the complaints & requests from the consumer.
- 1.1.5 The Contractor shall ensure apt response to the consumer queries & provide him the accurate information.
- 1.1.6 The contractor shall ensure the issuing of duplicate bills whenever necessary.
- 1.1.7 The contractor shall ensure 100% customer satisfaction across the counters & ensure accurate bill amendments wherever possible.
- 1.1.8 The contractor shall ensure BYPL Database Enrichments through registration of walk in customers for E-bill & SMS Alerts.

- 1.1.9 The contractor shall ensure timely dispatch of demand notes, revised bills acknowledgement letters etc. to the consumer for all the complaints & requests.
- 1.1.10 Contractor shall ensure the tracking & resolution of all complaints & requests within the time limit given by DERC/ COMPANY
- 1.1.11 The Contractor will be responsible for any loss/damage of infrastructures during operation/use of the same by employees of the Contractor. Company shall be compensated suitably by the Contractor for this.
- 1.1.12 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 as instructed from time to time to enrich database for improved performance.
- 1.1.13 The Contractor is also liable to assist Company in correction of its database by carrying out through address correction/ verification, Phone Number details etc.
- 1.1.14 Contractor hereby undertakes to bring in force a rotation policy & will ensure rotation within the contract period atleast once /as per the schedule provided by Company. Contractor shall ensure that 50% of the front end staff to be females.
- 1.1.15 Contractor shall assist Company to resolve and reduce the number of complaints brought in by deployed resource as per performance standards.
- 1.1.16 Contractor may at times require pre-printed letters, news bulletin, notices etc also to be distributed to the walk in consumers for which No extra charge will be payable.
- 1.1.17 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 uniform (As per Design & Specification by the BSES Management) and with I-Card & name plates, customer friendly and of high integrity. Moreover, the employees should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.1.18 Contractor shall furnish an analysis report for CHD & CCO activities separately by the completion of each month 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.
- 1.1.19 Contractor shall deploy resource that is suitable in all respects to carry out the proper customer care activities. 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.
- 1.1.20 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 additions change.

- 1.1.21 The Contractor shall provide all the assistance to the Company for any quarries relating to Customer care activities.
- 1.1.22 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.
- 1.1.23 The CCO/CCI of the Contractor shall submit a cross verification report in a prescribed format specified by Company for every month, by conducting satisfaction surveys for 10% of walk in consumers done by each front end staff.
- 1.1.24 Contractor shall assist Company in all its endeavours to improve customer satisfaction, reduction in consumer complaints & resolution time and up gradation to new & innovative technologies.
- 1.1.25 The CHD Executives shall follow the greetings & FAQs given to them for attending walk in consumers.
- 1.1.26 The CHD Executives shall confirm the mobile number and E mail id of customers and will take the consent for e-bill. In case email-Id & Mobile number is not available/updated in the records then it will be captured.
- 1.1.27 The walk in consumers visiting the CHD will be entertained only through appointment number or slip generated through token/ Queue Management Machine as and when it comes in force.
- 1.1.28 Contractor and CCE shall ensure/comply the following guidelines while attending the Virtual CHD
 - a. The CHD Executives should be ready to attend the consumers at 09:15 AM each day (the consumer dealing time starts from 09:30 AM)
 - b. All the appointments for Virtual meeting for the day to be accepted before 09:25 AM each day There on, the virtual appointments to be accepted after an interval of 1 hour (for the appointments booked by the consumer for the same day, slot for same day appointment are given after minimum 2 hours from the time of booking)
 - c. The virtual appointment to be closed only after the appointment time slot
 - d. All the virtual appointments should be closed after the time slot allocated to the consumer by selecting the applicable closure status i.e. Complete, Connectivity Issue or Not attended by Consumer along with closure remarks
 - e. In case where connectivity issue is selected as the closure status, in such cases the concerned CHD executive to specify the details in the remarks column i.e. is the network/ connectivity issue at division end or consumer end.
 - f. The CCE should ensure that appropriate action is taken against all the relevant documents shared by the consumer during/after virtual call.
 - g. The CHD module for Virtual handling of consumers in CRM and the Zoom application should be kept logged in during working hours
 - h. All the appointments to be attended on time and no appointments should be missed

- i. The CHD executive shall greet the consumer (Good Morning/ Good Afternoon) at the beginning of the video call and address the consumer as "Sir/ Ma'am"
- j. After addressing the consumer queries, the CHD executive should inform the consumers about the digital platforms of BYPL i.e. WhatsApp Service, BYPL Connect App etc. and should also request the consumers to share their feedback through the link that will be sent to them after the end of the call
- k. The CHD executive should end the virtual meeting with "Thank You Sir/Ma'am, Have a nice day"

1.1.29 The CCE shall ensure minimum 30% of consumers attended virtually/ physically give their feedbacks through the feedback link sent to the consumers

1.1.30 The CCE shall ensure Zero Wrong closures & Zero multiple visits.

1.1.31 The CCE shall ensure to conduct any other responsibility or task assigned by the Division team/customer care team.

1.1.32 The CCE shall ensure active participation in the company events like Consumer meet, RWA Meets, Earth Hour Campaign, CSR (Corporate Social Responsibility) activities, school energy programs, DSM meets etc.

1.1.33 The CCE shall ensure that the Queue Manager is placed properly in the front of CHD for proper management of walk ins.

1.1.34 The CCE shall popularize the BSES Mobile App & Power App & create awareness about the functions of the mobile app amongst the consumers.

1.1.35 The CCE shall enter all the letters/dak received in the division office from the consumers in the CRM

1.2 Scope of Work:-Customer Care Officer (CCO)

1.2.1 Perform fully and properly all functions required to be performed by Customer care officers for BYPL consumers for our BYPL Divisions, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall carry out CCO operations for all BYPL consumers on all working days from as per BYPL official timings. The details of these operations with various remarks shall be given to the COMPANY in the required format. The Contractor shall deploy & organize the resource as per the requirements of the company. The CCO shall resolve all customer complaints, requests and queries and not ask customers to visit any other BYPL officer. CCO will coordinate with other departments to resolve such issues.

1.2.2 The Contractor shall ensure that all the customer care executives are multi skilled & capable of handling customer queries properly.

1.2.3 The Contractor shall ensure 100% customer satisfaction across the counters & monitor the attitude of the executives towards customers.

1.2.4 The Contractor should identify the training needs (Domain & soft skills) for the executives & coordinate for the training.

1.2.5 The Contractor should ensure that all the CHD counters should be operational on all working days from Monday to Saturday as per BYPL official requirements.

- 1.2.6 CCO shall be responsible for calling the select customized category of consumers for assessing their needs and experience with BYPL.
- 1.2.7 CCO shall be responsible for taking feedback and suggestions from consumer for improvement
- 1.2.8 CCO shall build and maintain long standing relationship with consumers.
- 1.2.9 CCO shall settle consumer complaints in swift and professional manner.
- 1.2.10 The CCO shall ensure to conduct any other responsibility or task assigned by the KCC/GCC/STLT team/customer care team/ higher management
- 1.2.11 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 uniform (As per Design & Specification by the BSES Management) and with I-Card & name badges having customer friendly and high integrity. Moreover, the CCO should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.2.12 Contractor shall furnish an analysis report for CCO activities separately by the completion of each month 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.
- 1.2.13 Contractor shall deploy resource that are suitable in all respects to carry out the proper customer care activities. 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.
- 1.2.14 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 as & when required.
- 1.2.15 The Contractor shall provide all the assistance to the Company for any queries relating to Customer care activities.
- 1.2.16 Contractor shall assist Company in all its endeavors to improve customer satisfaction, reduction in consumer complaints & resolution time and up gradation to new & innovative technologies.
- 1.2.17 The Contractor shall issue Photo Identity cards & name badges to Contractor representative, authorizing them for Customer care operations, at Contractor's cost. The employees of Contractor must carry the identity card every time.
- 1.3. Company's Scope of work:**
 - 1.3.1 The Company shall provide Suitable office space in KCC / GCC / St Light office for the smooth running of CHD operations.

1.4 Execution Program and Co-ordination Procedure:

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

1.5 Performance Standards

Agency shall ensure the followings

- a) 100% resolution of all Billing Complains with in DERC/ BYPL Timelines
- b) 100% resolution of all Metering Complains with in DERC/BYPL Timelines
- c) 100% resolution of all other Commercial Complains with in DERC/BYPL Timelines.

Agency will also ensure that all MIS requirements of all stakeholders are provided with in given time.

- 1.5.1 The Contractor will submit consumer/request after proper Quality Check and duly corrected, as specified by the Company. Any error detected afterwards will attract penalty.
- 1.5.2 Customer care operations shall be considered to be complete only when all the 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.
- 1.5.3 If the data / reports is delayed, Company shall reserve the right to get the same job carried out 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.
- 1.5.4 Contractor will have to record and provide details of all consumers' complaints & requests and will have to continuously improve the satisfaction % & reduce percentage of consumer complaints.
- 1.5.5 In case of wrong action by the executive /officer 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.
- 1.5.6 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.

- 1.5.7 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.

D. KCC Execution

1.0 Contractor's Scope of work:

Contractor shall be fully responsible for providing support services to Draft the letters and maintain MIS of all new connection, Load addition, Misc applications received and load released by KCC along with Scan and upload of all files. Backup support as and when required.

Contractor shall:

- 1.1 At all times perform fully and properly all functions required to be performed for KCC operations for our all circles of BYPL, always in accordance and full compliance with the procedures and specifications set out. Contract will involve operation of following activities:-
- A. New Connection / Load Addition / Misc: Applications:-
Drafting of all letters, Timely scanning of all documents received time to time, maintaining MIS of all applications received and released
- B. The Contractor shall provide services for Six days a week. However he may be required to provide the services for 7 days a week as per requirement / need of the job
- C. Site visit report and collection of documents as and when required
- 1.2 The Contractor shall call the applicant, educate about documents requirements. Reminding their appointment date and time, re-fix the appointment in case of applicant requirement
- 1.3 The Contractor shall responsible for smooth working of all KCC Help Desk (22 Divisions) and their smooth functioning. The Contractor will collect the required documents from registered applicant only (not from third person) in KCC Office/ Help Desk as per check list provided for new as well as existing connections. The contractor will follow KCC SOP in following manner strictly:
- a) Checking / Verification of documents original copy from applicant, as per SOP decided by company on application appointment date and time and on FIFO basis
 - b) Checking / Verification of documents received online, as per SOP decided by company
 - c) Issuing of deficiency to applicant in case of incomplete documents with a copy for record purpose or processing for next desk in case of no deficiency
 - d) Online form filling, punching/editing of correct details as per documents, applicant photo capturing, digital sign of applicant, scanning and uploading of all forms along

- with documents, Giving copy of acknowledgement to applicant with all information and details to applicant in FIFO manner
- e) Proper maintain of office decorum (punctuality, Timings, wearing of dress, soft behavior with applicant etc)
 - f) Implement the changes in process as per company requirement time to time
 - g) The Contractor will submit the filled application form along with all documents physically in KCC office on daily basis in case of Mobile sewa Kendra Operations
- 1.4 The Contractor shall, coordinate and followup with the Applicant, after site visit by TF Eng. For completion of applicant's end discrepancies.
- 1.5 The contractor will scan all documents provided by consumer/TF Engg/ i.e IR sheet, deficiency letter, ownership / occupancy proof, ID proof, I-Bond, self declaration, filled application form etc on daily basis
- 1.6 The Contractor shall verify the details collected from site as per guideline issued by company, submit the Feedback on collected documents and Inspection reports. The Contractor shall punch / upload the commercial feasibilities/ Technical feasibilities details in SAP properly and accurately and within DERC timeline.
- 1.7 The Contractor shall ensure the uploading of scan documents and photographs collected from the Applicants and TFE's in Online Database/system/SAP on daily basis
- 1.8 The Contractor shall assist in printing the Demand Note and Rejection letter and dispatch the same to the Applicant with proper record. and also correspond with applicant thru tele-calling also for DN issued cases as well as rejected cases.
- 1.9 The Contractor shall ensure the proper record keeping of all Files, reports and all communications to applicants
- 1.10 Contractor shall ensure the manpower availability and consistency at KCC on daily basis. Contractor shall let manpower change in KCC Office only after approval/consent from HOD KCC-Execution.
- 1.13. The contractor shall arrange the electronic attendance monitoring system to ensure the timely presence of office staff.
- 1.15 Contractor shall provide all required equipments/gadgets like Mobile, mobile SIM card etc to his staff.
- 1.16 If company decides to change existing process of new connection as well as existing connections, contractor should provide desired equipments, resources and training on its own cost as per requirement or as decided mutually.

2.0 Company's Scope of work:

- 2.1. The Company shall issue Photo Identity cards to Contractor representative, authorizing them for KCC activities, at Contractor's cost. The employees of Contractor must wear the identity card every time.
- 2.2. The Company shall take prompt action to render all possible assistance in case of

any problem in execution of the work.

3 Performance Standards:

- 3.1 The Contractor will prepare and present data / reports after proper Quality Check and duly corrected, ready to be processed, as specified by the Company. Any error detected afterwards will attract penalty.
- 3.2 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/ deemed to be incurred towards carrying out the work along with overheads of 50% shall be recovered from the bills of the Contractor.
- 3.3 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.
- 3.4 All applications must be closed as per DERC guidelines.
- 3.5 All regulation of DERC must be complied with.
- 3.6 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.

E. MRBD (KCC / GCC / St. Light)

1.0 SCOPE OF WORK

- 1.1 Company's Scope of work:
 - 1.1.1 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/- and Rs 22,000/- (charges to be vetted by C&M) per CMRI and Data Logger respectively taken from the company, which will be return 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.
 - 1.1.2 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.
 - 1.1.3 The Company shall print the bills & acknowledgement and hand over to Contractor for further distribution to consumers as per billing schedule.
 - 1.1.4. The Company shall provide the BSES Hologram to Contractor for issuance of Identity Cards to be issued to Contractor's representative; authorizing them for Meter reading, Bill distribution to Consumer's premises. The employees of Contractor must carry the identity card every time.
 - 1.1.5. The Company shall take prompt action to render all possible assistance in case consumer denies access to meter.

- 1.1.6 BYPL shall replace mechanical meters/Non-Downloadable Meters by new meters to ensure higher meter download.
- 1.1.7 BYPL shall 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

1.2 Contractor's Scope of work:

- 1.2.1 At all times perform fully and properly all functions required to be performed for Meter Reading & Bill Distribution for all type of meters (Prepaid/Post-paid, DLMS/Non-DLMS/Smart, Single Phase, Three Phase consumers as well as CT Operated meters including HT /EHT connections) for BYPL , always in accordance and full compliance with the procedures and specifications set out. The Contractor shall carry out meter reading as per Reading & Billing Schedule for all Consumers of KCC/GCC Cell on monthly basis as required. The Contractor shall deploy & organize the resource accordingly.
- 1.2.2 The Contractor shall use PDS/HHD/CMRI with suitable/latest version software for carrying out meter reading. The software shall have features of field validation checks to reduce errors in meter reading.
- 1.2.4 The Contractor will be responsible for any loss/damage/tampering 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 Officer-In-charge 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 Officer-In-charge for further claim of insurance.
- 1.2.5 The Contractor shall ensure to collect pre audit (reallocated/re-read) data on daily basis from company billing system and will revert with updated data on same day.
- 1.2.6 All meters are to be downloaded /read with complete reading parameters (viz. kWh, kVAh, MDI, TOD parameters, Export/Import reading, Load survey, Tamperers, events etc.) or applicable billing parameters.
- 1.2.7 The employees deployed by the contractor for the purpose of meter reading are also expected to match & record CA No, Meter Sr. No., 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.
- 1.2.8 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 CA No on meter / Meter Box and marking sequence of premises at the Consumer's premise as per requirement.

- 1.2.9 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.
- 1.2.10 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.
- 1.2.11 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.
- 1.2.12 Contractor will read/ report all meters in a premise with a particular cycle (those are not AMR enabled/Smart meters) 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.
- 1.2.13 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.
- 1.2.14 In case Premises found locked, Box Locked or non-accessibility of meter due to obstruction etc. Contractor should serve notice under Section-163 and/or 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.
- 1.2.15 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 (including co-ordination with Consumer/Consumer's representative; in Govt Connections necessary steps to be taken for access of keys from concerned in-charge for performing meter reading) by agency.
- 1.2.16 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 regulations. No separate charges will be paid when this activity is being carried out along with meter reading activity.

- 1.2.17 Contractor shall arrange meter reading through ladder where meter is installed at height.
- 1.2.18 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.
- 1.2.19 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.
- 1.2.20 Contractor shall assist Company to resolve and reduce the number of exceptions brought in by deployed resource as per performance standards
- 1.2.21 Contractor shall collect bills from Officer-In-Charge of KCC/GCC for further distribution to consumers.
- 1.2.22 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 Officer-In-Charge.
- 1.2.23 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 Officer-In-Charge.
- 1.2.24 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.
- 1.2.25 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/after expiry of due date.
- 1.2.26 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.
- 1.2.27 Contractor shall carryout delivery of disconnection /any other notices to a consumer or a group of consumers at specific requisition / instance of the Company.
- 1.2.28 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.
- 1.2.29 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.
- 1.2.30 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.

- 1.2.31 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 uniform (As per Design & Specification by the BSES Management) and with I-Card, customer friendly and of high integrity. Moreover, Meter Readers and Bill Distributors should be in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.2.32 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.
- 1.2.33 Contractor shall deploy vehicles and 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 vehicles and 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 vehicles and resource.
- 1.2.34 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.
- 1.2.35 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
- 1.2.36 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.
- 1.2.37 The supervisor of the Contractor shall submit a cross verification report in a prescribed format specified by Company for every cycle, by inspecting 5% of meter reading / Bill distribution done by every meter reader and bill distributor.
- 1.2.38 The Contractor Performance shall be monitored by The Contractor Score Card and additional Penalty may be imposed, right for the same remains with company
- 1.2.39 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.
- 1.2.40 The Contractor shall drive KYC through Bill Distributer and update the Telephone No / Mobile No of Consumers.
- 1.2.41 Contractor shall assist Company in all its endeavours 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.

- 1.2.42 The Scope of Meter Readers & Bill Distributors will be not only limited to Meter Reading & Bill Distribution **also include other activities like KYC & GPS Coordinates, site surveillance and any other works assigned by Officer-In-Charge etc.**
- 1.2.43 Agency has to implement Reward & Recognition policy based on Score Card mechanism already in place. This includes reward and advisory/ action on performances. This needs to be done on monthly basis and the MIS and hard copy of action details of same to be submitted along with monthly invoice with permissible lag of one month. This will be one of the mandatory requirements before release of payment to the Contractor. On achievement of target the individual will be rewarded in the form of incentive.
- 1.2.44 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 before release of payment.
- 1.2.45 After implementing the productivity optimization plan the resources required will also be optimized. The contract will be adjusted proportionately.
- 1.2.46 The deployed manpower in shall be a dedicated workforce and will participate in other activities except meter reading and bill distribution within BYPL for or any other activities outside BYPL in KCC/GCC/STLT segment only as per allocation or instruction of Officer-In-Charge.
- 1.2.47 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. The Contractor shall submit an Affidavit clearly stating that back-ground check for personnel is complete and back-ground reports have been prepared to this effect.
- 1.2.48 The Contractor shall maintain attendance of the MR and BD personnel, in a specified format and share the same with BYPL on demand.
- 1.2.49 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.
- 1.2.50 Meter-reading and Bill Distribution activity can be conducted from 6:30 am to 8:30 pm. The Contractor shall strictly adhere to the same. No activity shall be conducted between 8:30 pm to 6:30 am unless directed by BYPL.
- 1.2.51 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.
- 1.2.52 In the scenario that the reading cannot be downloaded, reading has to be manually punched (Manual Reading) in the CMRI and the reason for not downloading should be clearly captured. In case the reading cannot be downloaded/recorded (No Reading), the reasons for the same should be provided.

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

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

For Manual Reading case:

- a) Consumer Box locked
- b) Meter at position difficult to download
- c) Meter Communication Problem
- d) Box Cable Problem
- e) Port Not Accessible

For No Reading Case:

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

Meter Mismatch:

Downloaded Reading ->

- iii. Meter No. in MRO “not equal to” Meter No on meter body
- iv. Meter No. in MRO “equal to” Meter No on meter body but Meter no. in MRO “not equal to” Meter No. in Meter Memory Manual Reading

Please Note:

- a. BYPL 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 BYPL.
- b. BYPL 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 BYPL
- c. Smart & Group Meter reading as & when required.

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.
- 1.3.2 Immediately upon completion of any and all jobs under this Agreement the Service Provider shall submit to the Engineer in-charge /Officer-In-Charge and report that sets out in detail the jobs carried out. The Engineer in-charge /Officer-In-Charge 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 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.
- 1.4.2 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.
- 1.4.3 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/ deemed to be incurred towards carrying out the work along with overheads of 50% shall be recovered from the bills of the Contractor.
- 1.4.4 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 percentage & reduce percentage of not-read cases at the time of upload as well as at the time of billing.
- 1.4.5 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~~/CA No at the beginning of the cycle.

- 1.4.6 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 Officer-In-Charge.
- 1.4.7 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.
- 1.4.8 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.
- 1.4.9 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. The reporting of unbilled meters will be considered under UBC scheme and maximum amount of Rs 10000/- per connection will be rewarded subject to issuance of first bill to the consumer & verification of the same by the concerned Officer-in-Charge.
- 1.4.10 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/behaviour/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.

F. KCC / GCC / St Light (Data Center)

1. SCOPE OF WORK

2.0 Contractor's Scope of work:

Contractor will ensure timely completion of Meter Reading and submission of CMRI at the Data Center for uploading of meter data in billing system for further processing in coordination with Data Center Manager as per the predefined schedule to meet the desired performance level up to the Company satisfaction.

- 1.1 At all times perform fully and properly all functions required to be performed for Meter Reading for all type of **KCC / GCC / St Light meters** for our all circles, always in accordance and full compliance with the procedures and specifications set out. The Contractor shall carry out meter reading as per Reading & Billing Schedule for all single / three Phase HT / LT Consumers on monthly basis as per the DERC supply code 2017. The schedule is to be compliance in orders to the regulation with Appx 26 working days in month. The Contractor shall deploy & organize the resource accordingly and extend the resource if the work is being affected due to it from more than 1 month with the prior approval of HOD - **KCC / GCC / St Light**.

- 1.2 The Contractor shall use CMRI with suitable software for carrying out meter reading. The software shall have features of field validation checks to reduce errors in meter reading.
- 1.3 The Contractor shall ensure regular and prompt downloading of meter reading data through CMRI, and collecting data from all meter readers deployed in **KCC / GCC / St Light** on daily basis for uploading of meter data in billing system for further processing in coordination with Data Center Manager. The intent is to ensure that the contractor shall deliver the data to the company promptly and as per the Schedule
- 1.4 The Contractor will be responsible for any loss/damage of CMRI during operation/use of the same by employees of the Contractor. CMRI damage shall include physical damages to LCD and liquid damage to internal PCB. Company shall be compensated suitably by the Contractor for this. Any faulty / damaged CMRI shall be submitted to Officer-in-charge (KCC/GCC) within one working day. In cases of theft / stolen of CMRI, Contractor is responsible for lodging of FIR and submit the same to Officer-in-charge (KCC/GCC) for further claim of insurance. Contractor shall provide the appx requirement of CMRI's Cables, Battery, Charger and Display in order to procure and make the availability of the same anytime during the schedule. All faulty cables charges, display should be submit immediately to Officer-in-charge (KCC/GCC). In House repairing of CMRI's by unskilled peoples , meter readers or supervisors is strictly not permissible and these CMRI's are treated as dead CMRI's and no replacement of the same will be provided in the FY.
- 1.5 The Contractor shall ensure posting of all the data to Company's Billing System in coordination with Data Center Manager atleast twice a day to collect pre audit data on daily basis from company billing system and will revert with updated data on same day.
- 1.6 All meters are to be read for KWH consumption, KVAH Consumption, MDI & TOD consumptions along with MRD with load survey as per company policy. All types of exceptions such as Not read, Not download, theft exceptions, etc. shall be punched in CMRI at the time of attending the meter reading.
- 1.7 The employees deployed by the contractor for the purpose of meter reading are also expected to match & record CA 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, phone nos, email ID, usage of supply, installation of ELCB and reporting of Earth leakage indicator ON Location of meters IN/OUT, etc. within given timeline as set by BYPL Officer-in-charge (KCC/GCC).
- 1.8 Contractor ensure that the 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 to be 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 CA. No. on meter / Meter Box and marking sequence of premises at the Consumer's premise as

per requirement.

- 1.9 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 noticed during the meter reading and else activities which have a direct effect upon an energy bill of the customer. The report shall be submitted in prescribed format.
- 1.10 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.
- 1.11 Contractor shall ensure continuous improvement in OK and downloaded meter reading as per the Divisions last billing parameters 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.
- 1.12 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.
- 1.13 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.
- 1.14 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.
- 1.15 Contractor will attempt to get the reading of all PL cases And for cases in which MRD data not received during periodic meter reading 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.
- 1.16 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.
- 1.17 Contractor shall arrange meter reading through ladder where meter is installed at height.

- 1.18 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.
- 1.19 The Contractor will help the Company in change of communication cord for communication fail cases to improve downloading performance. No separate charges will be paid when this activity is being carried out along with meter reading activity.
- 1.20 Contractor hereby undertakes to bring in force a rotation in field staff as when required.
- 1.21 Contractor shall assist Company to resolve and reduce the number of exceptions brought in by deployed resource as per performance standards
- 1.26 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 uniform (As per Design & Specification by the BSES Management) and with I-Card, customer friendly and of high integrity. Moreover, Meter Readers should in the employment roll of the Contractor. Contractor shall not sublet or assign this job to any other Contractor.
- 1.27 Contractor shall furnish an analysis report for Meter reading 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.
- 1.28 Contractor shall deploy vehicles and resource that are suitable in all respects to carry out the proper meter reading The Company has the right to inspect, either on its own, or by hiring the services of a third party, the vehicles and 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 vehicles and resource.
- 1.29 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 charges.
- 1.30 The Contractor shall provide all the assistance to the Company for any queries relating to Meter Reading and Service of Disconnection Notice / Any other Notice. The contractor should engage more resource in the divisions/circles wherever connections are increasing at a faster rate.
- 1.31 Meter Reading 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.
- 1.32 The supervisor of the Contractor shall submit the report of cross verification of exceptions to maintain or improve the quality of readings. Also supervisor shall do the verification in cases directed by Officer-in-charge (KCC/GCC) as per business needs.

- 1.33 Contractor shall assist Company in all its endeavours 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.
- 1.2.1 Company's Scope of work:
- 1.2.1 The Company shall provide CMRI required for meter reading. The quantity of CMRI will be worked out at the time of execution of contract as per the average productivity of meter readers. The contractors have to CMRI respectively taken from the company. CMRI shall be returned to 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 Contractor shall be solely responsible for maintaining the PDS/HHD/CMRI during the tenure of the contract.
- 1.1 The Company shall take prompt action to provide all possible assistance to change faulty/ burnt meters and to change the communication cord for communication fail cases.
- 1.3 The Company shall issue Photo Identity cards to Contractor representative, authorizing them for Meter reading to Consumer's premises, at Contractor's cost. The contractor's name shall be written on those Photo Identity Cards. The employees of Contractor must carry the identity card every time.
- 1.4 The Company shall take prompt action to render all possible assistance in case consumer denies access to meter.
- 1.5 **Execution Program and Co-ordination Procedure:**
- 1.5.1 Immediately upon completion of any and all jobs under this contract order the Contractor shall submit to the Engineer in-charge i.e. Officer-in-charge (KCC/GCC) a report that sets out in detail the jobs carried out. The Engineer in-charge i.e. Officer-in-charge (KCC/GCC) 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 modifications/ corrections need to be carried out Contractor shall immediately carry out the said modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such modifications / corrections.
- 1.6 **Performance Standards**
- 1.6.1 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.
- 1.6.2 Meter Reading work shall be considered to be complete only when meter reading activity is 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.
- 1.6.3 If the data / reports is delayed, Company shall reserve the right to get the same job carried out 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.

- 1.6.4 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.
- 1.6.5 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 CA No.s at the beginning of the cycle.
- 1.6.6 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 Officer-in-charge (KCC/GCC).
- 1.6.7 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.
- 1.6.8 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.
- 1.6.9 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. The reporting of unbilled meters will be considered under UBC scheme and maximum amount of Rs.5000/- per connection will be rewarded subject to issuance of first bill to the consumer & verification of the same by the concerned Officer-in-charge (KCC/GCC).
- 1.6.10 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/behaviour/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.

2.0 Company's Scope of work:

- 2.1 The Company shall provide CMRI required for meter reading. The quantity of CMRI will be worked out at the time of execution of contract as per the average productivity of meter readers. The contractors shall respectively taken from the company. CMRI shall be returned to company in good working condition after the completion of the assignment. The Contractor shall take all the steps and measures for health of CMRI. The Contractor shall be solely responsible for maintaining the CMRI during the tenure of the contract. The company may also direct contractor to buy/arrange additional or all the CMRI at any point of time during the contract period for which they shall be suitably compensated.

- 2.2 Infrastructure to be provided to the contractor

A) Suitable office space shall be provided to contractor for smooth running of

all activities as per Scope of Work.

B) Basic amenities like electricity, drinking water, cooler, fan, tube light, telephone and stationary required shall be provided to the contractor.

C) Computers, printers and scanners shall be provided with LAN facility and with UPS (if centralized UPS not available) as per requirement.

2.3 Photo Identity cards will be issued to Contractor representative, authorizing them for Meter reading at Consumer's premises, at Contractor's cost. The contractor's name shall be written on those Photo Identity Cards. The employees of Contractor must carry the identity card every time.

2.4 Execution Program and Co-ordination Procedure:

2.4.1 Immediately upon completion of any and all jobs under this contract order, the Contractor shall submit a report to Manager (KCC) that sets out in detail the jobs carried out. The Engineer in-charge i.e. Manager (KCC) 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 modifications/ corrections need to be carried out, contractor shall immediately carry out such modifications/ corrections without being compensated for expenses incurred, if any, by Contractor for such modifications / corrections.

F. Bill amendment / Dues Transfer / Other Misc Activities:

1. SCOPE OF WORK

1.1 Contractor's Scope of work:

The Contractor shall provide manpower that must have at least B.Com or equivalent qualification and having adequate knowledge of tariff regulations applicable to different types of consumers so that he can examine the correctness invoice raised by the company on consumer. The man power provided by the contractor should have the adequate knowledge of SAP-ISU as well as accounting knowledge.

2. Execution Program and Co-ordination Procedure:

2.1 Assessment on account of meter replacement due to fault, burnt, on the request of consumer or by BYPL its own

2.2 Assessment on account voltage/current missing

2.3 Assessment on account of drop of enforcement case by the enforcement department / management.

2.4 Preparation of tariff revision on account of submission of factory license, labour license and MSME certificate by the consumer

2.5 Complete formalities of dues transfer in accordance with regulation and standard operating procedure defined time to time

2.6 Prepare the JE which has come to the notice that system has not charged certain charges accurately like wheeling charges in open access etc.

2.7 Prepare JE on account of TDS deducted by consumer, payment posted in wrong

account and any other adjustment which needs to be corrected

- 2.8 Attending consumer complaint who visited office
- 2.9 Prepare statement of account of consumer after its reconciliation and determine actual outstanding
- 2.10 Correspondence with consumers through email, phone call, who has submitted written letter to the KCC / GCC / St Light department and with any other department which requires any clarification/documents etc.
- 2.11 Process security refund / net metering refund on the submission of application from consumer.
- 2.12 Prepare case file of the case which are in dispute by the consumer in various forum Viz CGRF, courts etc. and attend the case along with advocate.
- 2.13 Upkeep records of entries passed in the system in physical as well digital form
- 2.14 Regular monitoring of PD Cases
- 2.15 Any other work related to this profile can be assign by the incumbent in charge

M. Miscellaneous scope of work

1. Contractor shall be fully responsible for the smooth running of operations of Business 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. Broadly includes the following activities/department
 - Contractor shall be fully responsible for end to end activity of dues transfer
 - Support staff for Business excellence team
 - Support staff for all business circle as well as in divisions
 - Support staff for Renewable energy department

Part XII – Common Scope of Work

12. 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/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 shall provide uniform to their manpower as specified by BYPL
9. 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.
10. 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.
11. 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.
12. The desired work shall be considered to be complete only when it meets desired performance level set by the HOD
13. 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.
14. 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
15. 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.

16. 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.
17. 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
18. Bidder to make provision for refreshment of their resources deployed in BYPL office along with office boy.
19. To insure better control and monitoring mechanism bidder to depute supervisor division wise/circle wise/activity wise as per the requirement of BYPL
20. Any additional work beyond the scope enumerated in the Work Order above shall be carried out by the Contractor only after written confirmation from the signatory of the Work Order. The Company shall not entertain any claim or increase in the order value due to execution of such additional work beyond the scope defined in the Work Order. Any such claim shall stand automatically null and void unless accompanied with a formal amendment to the Work Order.

1. 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 NMG 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 RIM, Envelopes shall be provided.
2. The Company shall have authorized Photo Identity cards issued by Contractor to his representative, authorizing them for NMG action. The employees of Contractor must carry the identity card every time.
3. **Annexure:**
 - i. Annexure: V-A Specifications of Meter Test Equipments
 - ii. Annexure: V-B Guidelines and SOP for on-site Testing of Energy Meters
 - iii. Annexure: V-C Details of Test Equipments, Tools, Safety Gears and Uniform
 - iv. Annexure: V-D Contractor Bill Documents
 - v. Annexure: V-E Time Lines- MMG backend activities
 - vi. Annexure: V-F Key Business Parameter BYPL
 - vii. Annexure: V-G ABBREVIATIONS

Annexure: V-A Specifications of Meter Test Equipments

Sl. No	Item	Single Phase Meter Test Equipment	Three Phase Meter Test Equipment
1.	Accuracy class	100mA - 100A: 0.2 with Clamp CT Error Compensated CT clamps with compensation as part of CT	100mA - 100A: 0.2 with Clamp CT Error Compensated CT clamps with compensation as part of CT
2.	Measurement Range	a. Voltage: 10.00 V to 300.00V b. Current: 10mA to 120A with clamp CT. c. Frequency: 47.5Hz to 52.5Hz d. Phase Angle: 0.00 to 360.00 degree e. Power Factor: -1.000 to +1.000	a. Voltage: 10.00 V to 300.00V b. Current: 10mA to 120A with clamp CT. c. Frequency: 47.5Hz to 52.5Hz d. Phase Angle: 0.00 to 360.00 degree e. Power Factor: -1.000 to +1.000
3.	Display Parameters	a. Instantaneous voltage (Phase to Neutral) b. Instantaneous Current (Active, Reactive & Apparent Current) c. Simultaneous display of active (P), reactive (Q) and apparent power (S) d. Instantaneous power factor. e. Instantaneous frequency. f. Active, reactive (lag/lead) and apparent energies. g. Continuous update of active, reactive (lag/lead), and apparent energies on display. h. Time. i. Display count of Pulses during testing. j. Display Testing progress bar during testing. k. Display Energy recorded during testing. l. Display Test Error in	a. Instantaneous voltage of every phase (Phase to Neutral & Phase to Phase) b. Instantaneous Current of each phase (Active, Reactive & Apparent Current) c. Simultaneous display of active (P), reactive (Q) and apparent power (S) (Phase wise & Total). d. Instantaneous power factor of each phase & total power factor e. Instantaneous frequency. f. Phase sequence. g. Active, reactive (lag/lead) and apparent three phase energies. h. Continuous update of active, reactive (lag/lead), and apparent energies on display. i. Time. j. Display count of Pulses

		Percentage.	<p>during testing.</p> <p>k. Display Testing progress bar during testing.</p> <p>l. Display Energy recorded during testing.</p> <p>m. Display Test Error in Percentage.</p>
4.	Display resolution	<p>a. Voltage :0.01 V</p> <p>b. Current :0.0001 (1A), 0.001 (5A), 0.01 (100 A)</p> <p>c. Power factor :0.001</p> <p>d. Energy :0.0001 (Wh)</p> <p>e. % Error Resolution: 0.001</p>	<p>a. Voltage :0.01 V</p> <p>b. Current :0.0001 (1A), 0.001 (5A), 0.01 (100 A)</p> <p>c. Power factor :0.001</p> <p>d. Energy :0.0001 (Wh)</p> <p>e. % Error Resolution: 0.001</p>
5.	Test Mode	<p>a. Single Ph, 3P-4W With Clamp-ON CTs.</p> <p>b. Accuracy test for Active Energy.</p> <p>c. Accuracy test for Reactive Energy.</p> <p>d. Accuracy test for Apparent Energy.</p>	<p>a. Single Ph, 3P-4W With Clamp-ON CTs.</p> <p>b. Accuracy test for Active Energy.</p> <p>c. Accuracy test for Reactive Energy.</p> <p>d. Accuracy test for Apparent Energy.</p>
6.	Connection check	<p>a. Missing current</p> <p>b. Reverse current if current is reverse</p> <p>c. Over current</p> <p>d. Over voltage</p>	<p>a. Missing potential</p> <p>b. Missing current</p> <p>c. Reverse current if any current is reverse</p> <p>d. Phase sequence "Forward or Reverse"</p> <p>e. Over current</p> <p>f. Over voltage</p>
7.	Type of display	4" TFT/LCD display with minimum resolution of: 240x320 pixels.	4" TFT/LCD display with minimum resolution of: 240x320 pixels.
8.	Interface	<p>a. USB/Ethernet connector for connecting to the PC</p> <p>b. Scanning head</p> <p>c. Remote snap switch to count pulses</p>	<p>a. USB/Ethernet connector for connecting to the PC</p> <p>b. Scanning head</p> <p>c. Remote snap switch to count pulses</p>
9.	Memory	a. Capacity of minimum 500 test results	b. Capacity of minimum 500 test results
10.	Instantaneous parameters to be logged in memory	<p>a. Customer information</p> <p>b. Site information</p> <p>c. Attributive Tests information</p> <p>d. Measurement results along with all electrical parameters.</p>	<p>a. Customer information</p> <p>b. Site information</p> <p>c. Attributive Tests information</p> <p>d. Measurement results along with all electrical parameters and Phasor</p>

	during each test		diagram
11.	Scanning head	LED pulses to sense pulses upto 500 Hz.	LED pulses to sense pulses upto 500 Hz.
12.	Snap switch	Snap switch to operate equipment remotely	Snap switch to operate equipment remotely
13.	Dial test facility	To be a part of instrument functionality	To be a part of instrument functionality
14.	Key Board	Alphanumeric type	Alphanumeric type
15.	Carrying case	Shall be packed in Suitable Safe Packing	Shall be packed in Aluminum Casing
16.	Accessories	<ul style="list-style-type: none"> a. Optical Scanner -1 no b. Scanner Mounting clamp with accessories -1 no c. Clamp on CT –One CT (CT Internal Diameter 10 to 15mm). d. Voltage leads – Set of 2 Leads + 1 for earth Connection. e. Detachable Connector for Voltage leads (2-Long Crocodile Clamp, 2-Small Crocodile Clamp) f. Power Cable -2 no g. Snap Switch-1 No h. BCS:1 No i. Operating Manual -1 No 	<ul style="list-style-type: none"> a. Optical Scanner -1 no b. Scanner Mounting clamp with accessories -1 no c. Clamp on CT –One Set of 3 CT (CT Internal Diameter 15 to 30mm). d. Voltage leads – Set of 4 Leads + 1 for earth Connection. e. Detachable Connector for Voltage leads (4-Long Crocodile Clamp, 4-Small Crocodile Clamp) f. Power Cable -2 no g. Snap Switch-1 No h. BCS:1 No i. Operating Manual -1 No
17.	Type test	Type test report from recognized lab shall be submitted. Without type test reports tender shall be rejected.	Type test report from recognized lab shall be submitted. Without type test reports tender shall be rejected.
18.	Standard	Applicable Indian/International Standards	Applicable Indian/International Standards

Annexure: V-B Guidelines and SOP for on-site Testing of Energy Meters

A. Guidelines for Testing of Energy Meters

1. Meters Testing shall be carried out with test equipment of accuracy class 0.2 and having valid calibration certificate.
2. Following shall be ensured during testing of energy meters that
 - i. For CI 1.0 Meters: Current in all phases is greater than 10% of basic current.
 - ii. PF shall be between 0.5 lag & UPF.
3. Functional test of energy meters shall be carried out before accuracy testing.
 - i. RTC Value should be checked & compared with real value.
 - ii. Meter Display should be checked for No-Display / Defective Display / Digit-Cut etc.
 - iii. Meter LED Status should be checked for EL/Cal/N-Cut LEDs.
4. Following needs to be ensured while connecting testing equipment:
 - i. Meter testing equipment to be connected on O/G side of the meter.
 - ii. Voltage leads to be connected to consumer Main Switch / Meter Terminal.
 - iii. Place Clamp CT on Phase Wires. Direction of the current to be ensured while placing CT clamps.
 - iv. Fix Pulse Scanner on Meter with fixing scanner Stand & aligned it with meter calibration LED.
 - v. Meter testing equipment connection should be verified before testing of meter by comparing values of V, I & PF from meter & test equipment. If any mismatch is observed, that should be analyzed.
5. Following needs to be ensured while setting of test equipment for testing of meter:
 - i. Select proper Meter Configuration (1P2W/3P4W).
 - ii. Select proper Type of Energy kWh / kVAh as per requirement.
 - iii. Select correct Operating Testing Mode: Pulse Scanner or Snap Switch.
 - iv. Enter correct value of Meter Constant.
 - v. Enter sufficient number of Pulse count for accurate testing.
6. Meter accuracy to be checked for kWh energy as well as kVAh energy parameters where ever applicable.
7. Meters should not be tested under Leading Power Factor as BYPL Meters are with lag-only features.
8. Heating Load, if used during testing, should be kept sufficiently away from the meter.
9. Meters accuracy should be checked with sufficiently higher number of pulses. As Per DERC regulations meters shall be tested for **One Unit**. Meter testing of Single Phase and Three Phase whole current meters to be performed accordingly.
10. Meter testing should not be carried out in below listed cases. Meter Testing report to be prepared with suitable remarks and meter to be recommended for replacement. Tester should strikeout the relevant portion of test report and should not mention any percentage accuracy in these cases.
 - i. Meter Display Not Visible / Meter is in No-Display Condition / Meter in Burnt Condition.
 - ii. Abnormal Blinking of Cal LED without Load / No-Blinking of Cal LED.
 - iii. Abnormally High Voltage / Current observed in Meter Display.
 - iv. Physical detection of Meter / Seal Tempering.
 - v. Neutral Cut Indication on Meter.

11. While testing of Single Phase Meters following needs to be ensured:
 - i. Leakage Due to Consumer Wiring: Testing should be carried out by placing CT on phase / neutral wire which carries higher current or on external heating load.
 - ii. Common Neutral due to Multiple Meters: Testing should be carried out by placing CT on phase / neutral wire which carries higher current.
12. Meter accuracy shall not be declared beyond limit (Slow/Fast) without authentication and proper Re-testing.
 - i. If test results are in the range of $\pm 2.5\%$ to $\pm 10\%$, proper re-testing is to be carried out on **External Load** only after tightening of connections, cleaning of Clamp CT etc.
 - ii. If test results are in the range of $\pm 10\%$ to $\pm 100\%$, there may be following reasons:
 - a. Wrong Meter Constant is taken during testing.
 - b. Wrong Clamp CT Location.
 - c. Scanner is Defective.
 - d. Test Instrument is defective.
 - e. Earth leakage or Common Neutral problem due to consumer wiring.
 - f. Meter Tempered.
 - g. Meter is not sensing Voltage or Current accurately.
 - h. Clamp CT of Test equipment is Defective.

B. Safety Guidelines for Testing of Energy Meter

1. Testing personal should wear safety gloves, safety helmet with visor, safety shoes while performing testing of meter.
2. Safety mat to be used at site. Testing personal shall stand on safety mat during testing.
3. Meter testing team shall have proper safety tools for meter testing. Tools shall be properly insulated.
4. Testing team shall inspect metering location & its surrounding area from safety point of view and shall ensure that
 - i. Proper space is available to stand and perform the testing.
 - ii. No unwanted material stored adjacent to metering location.
 - iii. Nearby wiring & cables to be inspected for open joints, loose connection, hanging etc.
 - iv. Proper lighting is available around the metering location during testing.
 - v. Removal of anything which may create hurdle or cause safety risk.
5. Testing team should ensure following before start of testing:
 - i. Meter box do not have any leakage current.
 - ii. I/C & O/G Cables, Consumer Main Switch to be inspected from safety point of view.
6. Utmost care should be taken while connecting **CT Clamps & Potential Wires** of the testing equipments. Testing team should ensure proper space is available across the terminals for connection.
7. During testing, do not touch any testing leads while test is in progress to avoid shock.
8. Always ensure that test equipments are not being over loaded during testing.

C. SOP for Testing of Meters

Step1: Site Verification

- I. Match Meter Serial Number installed at site with List of Meter testing requests.

- II. Brief Consumer regarding the purpose of visit i.e Testing of Meter against the request.

Step-2: Physical Inspection of Meter

- I. **Sealing Status:** Meter Body Seals & Terminal Seals.
- II. **Meter Display Status:** OK / Defective / No-Display/ Any other Defect /Abnormality.
- III. **LED Status:** N-Cut / Rev/ EL & Cal. LED.
- IV. **Connection Check:** Phase & Neutral Sequence is to be checked.
- V. Site inspection from Safety point of view.

Step-3: Note-Down Meter Details:

- I. **Meter Sr Number:** Eight Digit Numeric.
- II. **Make & Model Number:** Genus / Digiright/Kaifa/L&G/Secure etc.
- III. **Voltage Rating:** 1*240 Volts or 1*230 Volts or 3x240Volts
- IV. **Current Rating:** 10A-60A, 20-100A etc.
- V. **Meter Constant:** Typical Values are 800/1600/3200/6400 Impluses/kwh
- VI. **Mfgr Month / Year**
- VII. **Accuracy Class:** Class 1 for Single Phase and three phase Meters.

Step-4: Note Down Meter Display Parameters

- I. **Meter Serial Number:** Should Match with Meter Number written on Meter Dial.
- II. **Date & Time:** Should Match with Real Date & Time.
- III. **Inst. Values of Voltage, Current & Maximum Demand:** Should be in the range for real values.
- IV. **Meter Reading**

Step-5: Connect Meter Testing Instrument

- I. Connect meter testing instrument on O/G side of Meter.
- II. Voltage leads to be connected to consumer main switch installed nearby meter.
- III. Place Clamp CT on Phase wire. Direction of the current to be ensured while placing clamps CT.
- IV. Fix Pulse Scanner on Meter with fixing scanner Stand: Aligned it with meter calibration LED.

Step-6: Verification of Meter Testing Instrument Connection

- I. Check Values of Voltage, Current, Power & PF displayed by Instrument.
- II. Compare these Values with that of displayed by meter (step-4).
- III. Make rectification of connection if required.
- IV. Test Meter for a small number of pulses (say-20), to verify scanner & instrument connection.

Step-7: Testing of Meter

- I. Select Proper Mode of testing.
- II. Enter Consumer ID & Meter Number
- III. Enter Meter Constant
- IV. Enter Number of Pulses taken for Testing: As per DERC It should be equal to Meter constant.
- V. Start Test

Step-8: Note-Down Test Parameters & Result:

- I. Time of Start & Finish of testing
- II. Load during Testing.
- III. Energy recorded by Instrument during testing.
- IV. Meter Reading at the end of testing
- V. Percentage Accuracy Results with sign.
- VI. Show the test result to consumer, Save Results & Disconnect Instrument.

Step-9: Preparation of Test Report.

- I. **Consumer Particulars:**
Name & Address: Complete Name & Address of registered Consumer as per List.

CANo: Write 9-digit SAP CA No. eg 103381513.

Sanctioned Load: Write in kW e.g. 1.20 kW.

II. **Meter Particulars:**

Meter No: Eight Digit Serial Number. e.g. 13305002.

Dial No: Not Applicable, Write NA.

Size: Write Voltage & Current Rating e.g. 1/240 Volts, 10A-60A.

Type: Write Single Phase (Mfgr Name)

CT Ratio: Not Applicable, Write NA.

III. **Revolution Test:**

Meter Constant: Write Meter Constant of Meter Tested with Unit e.g. 1600 Impulse / Unit.

Load: Write Load in kW During Testing e.g. 1.25 kW.

Reading Before Test: e.g. 26627 kWh

Reading after Test: e.g. 26628 kWh.

Number of Revolution taken: Number of pulses taken for test e.g. 1600 Impulse.

Energy recorded by accucheck: e.g. 1.099 kWh.

Error: Percentage Test Result with Sing e.g. +1.23% or -1.23 %.

IV. **Additional Information:**

Voltage Values, Current Values, PF Values, kVAH Reading, Meter Status and Observations shall be mentioned on Report.

V. **Signature of Consumer:** Who is witnessing the test preferably registered consumer or his representative. His Signature, Name & Contact Number must be taken on test report.

VI. **Signature of Company Officer:**

Meter Tested By: Signature, Employee Name, Employee No, Agency Name (Stamp).

Annexure: V-C Details of Test Equipments, Tools, Safety Gears and Uniform

- 1. SAFETY PERSONAL PROTECTIVE EQUIPMENTS (PPE's):** Following Standard Personal Protective Equipment's (PPE's) shall be provided by the contractor to all meter testing teams.
 - i. SAFETY HELMET WITH VISOR & Live Line Detector (IS :2925-1984 , EN : 166 CE MARKED)
 - ii. GOGGLES
 - iii. SAFETY SHOES (IS:15298), Composite Toe work ISI marked Boots (Static Proof)
 - iv. INSULATED GLOVES (EN:60903 CE MARKED)
 - v. RUBBER MAT (FOR SHOCK RESISTANT UPTO 11KV)
 - vi. FIRST AID BOX
- 2. Tool & Tackles:** Following Standard Tools and tackle (ISI Mark) shall be provided by the contractor to all meter testing Teams.
 - i. INSULATED PLIER
 - ii. WIRE STRIPPING PLIER
 - iii. SCREW DRIVER SET
 - iv. PHASE TESTER
 - v. TOOL BOX/ BAG
 - vi. TORCH/ EMERGENCY LIGHT
- 3. Test Equipment & Other Items:** Following Items shall be provided by the contractor to all meter testing teams as per requirement
 - i. Meter Test equipments for Single Phase Meters with complete accessories.
 - ii. Meter Test equipments for Three Phase Meters with complete accessories.
 - iii. Single Resistive Load of 1kW.
 - iv. Three Resistive Load of 1kW / Phase.
 - v. Clip-On Meter
 - vi. Test Lamp
 - vii. Insulation Tape
 - viii. Mobile / Tab for Online Application
- 4. Uniform for Meter Testing Teams:** Contractor shall provide proper 4 set of uniforms to all employees engaged for meter testing with logo of Contractor on backside. Sample of uniform shall be approved by BYPL.
Uniforms shall be provided by contractor to their manpower 4 times in a year, i.e., 2 sets in summer and 2 in winter.
 - i. In summers /Normal seasons
 - a. Upper body - Full sleeves cotton shirts - Navy Blue Colour.
 - b. Lower body - Heavy canvas work pants, Navy Blue Colour.
 - ii. In winters, this uniform cloth shall be:
 - a. Upper body - Full Sleeve Cotton Shirt - Navy Blue colour & Full Sleeve, Jacket - Navy Blue/Grey Colour with fox-fur lining inside.
 - b. Lower body - Heavy canvas work pants, Navy Blue Colour.

Annexure: V-D Contractor Bill Documents

Contractor shall submit the bill with below listed document on monthly basis up to 10th date of subsequent month.

Sl. No.	Documents
1	Invoice Movement Sheet
2	Work Measurement Sheet
3	Work Summary Report
4	Material Reconciliation Statement
5	Material Issued from Store Details
6	Previous Month Material Balance-Copy
7	Complaints Sheet
8	Deductions/Retention Sheet
9	Meter Testing Book Reconciliation Sheet
10	Manpower Details with UID
11	Vehicle Log Book
12	Safety Compliance Certificate
13	Bill Soft Data through on mail
14	Photographs Pen drive with CA No. wise Renaming

Annexure: V-E Time Lines- MMG Backend activities

S. No.	Service Particulars	Timeline
1	Testing of Single Phase & Three Phase Meters as per SOP of BYPL /BYPL including Transportation	With in 5-Days
2	Punching of Off-Line Reports of Meter Replacement and New Meter Installation in SAP including all associated activities of Receiving , Meter Kitting, Order generation, error resolution etc.	With 1-Days
3	Punching of On-Line Reports of Meter Replacement and New Meter Installation in SAP including all associated activities of Receiving , Meter Kitting, Order generation, error resolution etc.	With 1-Days
4	Punching of Off-Line Reports of Resealing, Shifting, Testing etc in SAP including all associated activities of Receiving, Order generation, error resolution, Meter Test Result etc.	With 1-Days
5	Verification of Data in SAP for On-Line Reports of Metering activities Updated in SAP through online applications	With 1-Days
6	Scanning, Renaming and Uploading of Metering Reports	With 1-Days
7	Renaming and Uploading of Site Photographs	With 1-Days
8	Verification of site photographs and prepare MIS in specified format	With 1-Days

Annexure: V-F Key Business Parameter BYPL

(23 Pages attached at the end of this tender document)

Annexure: V-G ABBREVIATIONS

AM	Assistant Manager
AM (PS)	Assistant Manager (Power Supply)
AMR	Automatic Meter Reading
ATR	Action Taken Report
BYPL	BSES Yamuna Power Limited
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
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

Part XIII – PERFORMANCE EVALUATION & SCORE CARD

INDEX

S.No	Scope of Work	Page No.
A	Energy Audit	
B	Recovery & Disconnection	
C	Customer Help Desk (CHD)	
D	Connection Management Group (CMG)	
E	Meter Reading and bill distribution (MRBD)	
F	Medium Load Consumer Cell (MLCC)	
G	Data Center	
H	Revenue Cycle Management (RCM)	
I	Meter Auditor	
J	Photography & Video recording for enforcement	
K	Enforcement and Mobile Surveillance	
I	Enforcement	
II	Mobile Surveillance	
L	Meter Monitoring Group – Back end executives (MMG)	
M	Master Score Card	

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. The procedure for reviewing the performance shall be as follows:
- b. A high-level committee comprising of senior level officers of the user department, HR, C&M and/or CEO Cell 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 BYPL during the tenure of contract.
- d. First review of the performance shall be held a month after the start of the contract 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. First instance of the Weighted Average Score falling in the Penalty zone (below 6 points) during the contract period: Contractor shall be verbally warned and this fact will be recorded in the Minutes of the Meeting.
- h. Second 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. Third 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. Fourth 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 SLA 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.

2.2 OTHERS OPERATIONAL PENALTY

I. MMG

- a. In the event of a consumer dispute with the contractor employee, the contractor has to resolve the dispute immediately within 24 hrs and company has rights to recover his loss /damage because of dispute from the contractor bill.

Cases crossing the DERC time limit will attract the penalty @ Rs 500/- Day for the delayed period and same will be deducted from the contractor bill if reasons pertain to contractor.

- b. Penalty will be deducted from the contractor bill of Rs 1000/- per case; in case meter testing job is not carried out as per process set by the company / DERC.
- c. Penalty of Rs 10,000/- shall be levied on the contractor for the first incident of misconduct and Rs 25,000/- for second incident of misconduct. On the occurrence of third incident of misconduct, company is authorized to remove / terminate the contract order.
- d. Penalty of Rs 500/- shall be levied in case K. No. Meter no., date of meter testing and other particulars are written wrongly on the MTR by the contractor employee.
- e. Penalty of Rs 1000/- shall be levied on the contractor in case of wrong data punching of MCR / MTR in the system if reason pertain to contractor.
- f. Penalty of Rs 50000/- shall be levied on the contractor in case his employee misuses his CAS / SAP ID to manipulate the data in the system, or intentionally punch wrong data.
- g. Contract is liable to be terminated /cancelled if it is found that meter tester has filled meter testing report without actual testing of meter at site.

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

II. CMG

- a. Failure by the Contractor's personnel to wear PIC (Personnel Identity Card) / Dress Code, it shall attract a penalty of Rs 50/- per incident per item per day. If the same is provided by the company, the cost plus 30% overheads shall be recovered from the contractor's bills.
- b. In the event of Wrong / False/Incomplete Documents/Site Details with the applications or in case of misbehavior with the applicant, it will be subjected to penalty as follows:
 - i. Penalty of Rs 10000/- per case in case of false reports regarding Building Height, Requirement of ESS space, MCD objection Sites, O zone area, Under HT line, Pole inside the premises and for other false details Rs 1000/- per for first instance and for 11nd onwards instance Rs 5000/- per case
 - ii. Rs 100/- per case in case of no photographs and Rs 50/-per case in case of incomplete photographs
 - iii. Rs 50/- per incident per executives in case of not wearing of full dress
 - iv. However the replacement of the involved staff can be required at any time by the Head-DSS.
 - v. For continuous default of any parameters set out in the contract, contract can be reviewed at any time & can also be terminated after issuing a valid notice.
- c. If the contractor releases the connection on dues beyond SOP/dues then a penalty of min Rs 5000/- will be imposed against contractor and contractor will replace the same resource immediately.
- d. Contractor shall follow FIFO (first in first out) method to process the request failing which the penalty of Rs.500/case/incident will be imposed.

III. RCM

- 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.

IV. MRBD & DATA CENTRE

- a. 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.
- b. 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.

V. MLCC

- a. 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.

VI. RECOVERY & DISCONNECTION

- 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.

VII. MMG

- a. **Penalties for Misconduct/Malpractice at site:**
 - i. A penalty of Rs. 10,000.00 shall be levied on contractor for the first incident of misconduct/Malpractice during meter testing/ processing of reports / Bill verification etc.
 - ii. A penalty of Rs. 25,000.00 shall be levied on contractor for the second incident of misconduct/Malpractice during meter testing/ processing of reports / Bill verification etc.

- iii. A penalty of Rs. 50,000.00 shall be levied on contractor for the third incident of misconduct/Malpractice and subsequently termination of his contract.

Note: Depending upon the level of malpractice, Engineer In-Charge can take decision which will have on report of misconduct, the matter will be scrutinized at appropriate level and if complaint found genuine above Penalties shall be applicable. Following activities shall be considered but not limited to malpractices / Misconduct:

- a) Manipulation of data submitted for billing and reconciliation of material.
- b) Tempering of Meter while Meter Testing.
- c) Fake submission of Meter Testing Reports/ Alternation in Meter testing results.
- d) Intentionally punching of wrong information while processing reports in SAP.
- e) Any illicit financial transaction between consumer or his representative and contractor's employee.
- f) Involvement in any activity which leads to suspension of work.
- g) Non compliance of any critical Office order which leads to financial loss to BYPL.

b. Penalties for Non Submission of Bills with documents:

If Monthly Bill along with complete documents as specified in Annexure-IV is not submitted timely following penalty shall be levied:

- i. Submission of Detailed work measurement Excel-Sheet (Billing Soft-Data) after 5 working Days of the next month: Rs 2000/-
- ii. For delay in bill submission beyond 15 days of subsequent month without any valid reason, penalty of 1% of bill amount shall be imposed.

Note: Incomplete bill shall be treated as Non Submission of Bill.

c. Penalties for Loss / Damage of Seals and Meter Test Reports:

In case of any loss / damage of Material issued by company, penalty as under shall be levied:

- i. For Loss of Meter Seal / MTR Page: Rs 500/- per Seal / per Page.
- ii. For Intentional Damage of Meter Seal: Rs 100/- per Seal
- iii. For Loss / Damage of any other material: 2-times of the cost of material.
 - FIR shall be Lodged under Section 154 Cr.P.C.(IPC Section-379) in case of theft Seals, Meter testing reports etc.
 - In case Loss / misplacement Seals, meter testing reports etc, FIR shall be lodged under Section 155 Cr.P.C / registered police complaint online.

d. Penalties for Violations of Safety Norms:

- i. Non compliance of safety practices during meter testing work at site: Rs: 2000/- Per occurrence.
- ii. Inadequate / improper tools, tackles & Safety Gears like Gloves, Shoes, Helmet with Visor & Sensor etc.: Rs.2000/- per occurrence.
- iii. Non Compliance of Safety Talk & Other instructions regarding Safety: Rs 2000/ per instance.
- iv. Non compliance of safety practices resulting in injury to any person /animal / property: penalty of 2% of bill amount.

e. Penalties Related to Testing of Meters

- i. Penalty for not performing Meter Testing as per SOP and Guidelines: Rs 1000/- Case.
- ii. Penalty for wrong particulars (CA Number, Meter Number, Reading etc) mentioned in Meter testing report: Rs 500/- Case.
- iii. Penalty for Incomplete (Missing Details of Meter Testing parameters, Consumer Signatures, Tester Signature etc.) Meter testing Reports: Rs 100/- Case.
- iv. Penalty for Cutting / Overwriting in Meter Testing Report: Rs 100/- Case.
- v. Non submission of desired number of photographs required for meter testing: Rs. **25/-** per photograph. Photographs not taken as per defined SOP will be treated as Photograph not provided and will be counted for penalty.
- vi. Refusal/Non-compliance in attending the meter testing request: Rs.1000/event.
- vii. Deviation in Meter Testing Results with respect to BYPL Lab Test Report of same Meter after its Removal/ Replacement: Rs 5000/-Case.

f. Penalties Related to Processing of Reports and Other Services

- i. Wrong Reading, Meter Number Number, Cable Details, Seal Details, Gunny-Bag Details etc Updated in SAP: Rs 1000/-Case.
- ii. Any Violation of process of Punching in SAP: Rs 1000/- Case.
- iii. Incomplete punching of reports: Rs 1000/-Case.
- iv. Any Financial loss to BYPL incurred due to wrong punching of Reports shall be recovered from monthly bill.

g. Other Penalties:

- i. Any complaint of "money demanded" as reported by Consumer during Consumer Feedback Survey: Rs 1000/-per case.
- ii. Any other deviation from Contract, SOPs, Regulatory procedures & required information not submitted by vendor on time (like manpower details /material

- details/ photographs etc.): To be decided by Engineer in-charge with maximum capping of Rs. 5000.
- iii. Penalty for not providing vehicles (Four Wheeler for Three Phase Meter testing)Rs 2000/-Per Team per day.
 - iv. Penalty for engagement of unauthorized / Black listed personals for carrying out Jobs under this contract: Rs. 25000/- Per Instance.
 - v. Penalty of Rs 50000/- shall be levied on the contractor in case his employee misuses his CAS / SAP ID etc to manipulate the data in the system, or intentionally punch wrong data.
 - vi. In the event of a consumer dispute with the contractor employee, the contractor shall resolve the dispute immediately with in 24 hrs and company has rights to recover his loss /damage because of dispute from the contractor bill.
 - vii. If the MCR / MTR Punching and meter testing work are delayed, Company shall reserve the right to get the same job carried out 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.
 - viii. In case of wrong / incomplete meter testing or wrong / incomplete information is provided by the contractor's employee because of connivance between deployed resource and consumer, Contractor will take punitive legal action against such employee under intimation to company and 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.
 - ix. 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.
 - x. 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/behaviour/act by the Contractor or its employees intentionally or unintentionally, the same shall be recovered from the Contractor.

h. 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.

Reference Range of marks scored in Score Card	Penalty on monthly billing
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 and all activities. In case of <6 point in any activity, for first two instances warning will be given to the contractor and after that penalty for that activity will be double i.e. 10%.

B. Recovery & Disconnection

Score Card

Performance Evaluation Score Card for Recovery Vendors							
S.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT		
A	Operational Performance			100	10	5	0
1	Collection Efficiency	Total collection efficiency achieved for the month	BET	30	$\geq 98\%$	$< 98\%$ & $\geq 94\%$	Below 94%
2	Recovery Target for the Month						
2.1	Opening outstanding of defaulters (old arrears) for the month	Total amount recovered from the total allocation (workable) of old defaulters	BET	20	$\geq 65\%$	$\geq 50\%$ & $< 65\%$	Below 50 %
2.2	Current demand efficiency for the month	Current Demand Efficiency	BET	20	$\geq 80\%$	$\geq 70\%$ & $< 80\%$	Below 70%
3	Disconnection Notice pasted in case of PL or non accessibility of meter ,report has to be accompanied by photo	Total notices pasted	Divisional Head	15	Pasted in 100% cases	Pasted in $\geq 90\%$ cases	If not pasted or pasted in $< 90\%$ cases
4	For Back end staff (100% daily punching and updation of records)	% of cases upadted/punched in system on daily basis	Divisional Head	15	100% cases updated	$< 100\%$ & $\geq 98\%$	Below 98%

C. CHD

Score Card

Performance Evaluation Score Card for CHD Vendors								
S.No	Parameters	Evaluation Criteria	Information source	Score Weight age	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	Complaints Resolution							
1.1	Metering complaints	Total complaints resolved within DERC TimeLine	Customer Care	20	100% resolution	N/A	<100% resolution	
1.2	Billing complaints	Total complaints resolved within DERC TimeLine	Customer Care	20	100% resolution	N/A	<100% resolution	
2	CCHM Complaint	Total complaints pertaining to division resolved within 15 days	Customer Care	10	100% resolution	N/A	<100% resolution	
3	BYPL database enrichment							
3.1		% of mobile no. available in system with respect to total consumer base of division	Customer Care	10	>=90% availability	<90% and >=70% availability	<70% availability	

3.2		% of email id available in system with respect to total consumer base of division	Customer Care	10	>=25% availability	<25% and >=10% availability	<10% availability	
3.3		% of Ebill option opted by consumer with respect to total consumer base of division	Customer Care	5	>=15% availability	<15% and >=5% availability	<5% availability	
4	Consumer satisfaction	Consumer Feedback	CRM	5	>=95% satisfaction level	>=90% & <95% satisfaction level	<90% satisfaction level	
5	No. of wrong closures	Call centre survey report	Call Centre	10	0	N/A	>0	
6	Feedback of 30% of consumers attended virtually/ physically to be received from Division CHD.	Satisfaction survey done by CCO for 5% of walk in consumers for each day. (Monthly Report)	Customer Care	5	Feedback received >= 30%	Feedback received >=25% and <30%	Feedback received < 25%	
7	Maintaining updated list of division opinion makers	CCO should maintain updated information list of MLAs, Councillors, RW As, Vishist Sahyogis etc.	Customer Care	5	Maintained	N/A	Not maintained	

D. CMG - Connection Management Group
Score Card

S.No	Parameters	Evaluation Criteria	Information Source	Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	After Acceptance of application							
1.1	New connection	% of Demand note from the date of acceptance of application with in 4 working days	SAP-ISU	20	100% within 4 days		Any case of more than 4 days	
1.2	Name change/Load Change/Catg change with in DERC time line	ALL CASES WITH IN DERC TIME LINE	SAP-ISU	10	100% within 15 days	N/A	Any case of more than 15 days	
2	Initial CF and allocation	All cases ICFP done--with in 1 days	SAP-ISU	10	100%	>=99 &<100	<99%	
3	TF (site visit done)	All TF done with in 2 days from TALR	SAP-ISU	15	100%	>=96 &<100	<96% cases done	
4	Final CF/Demand Note generation	DN Issued from Doc punched in system(SOCR) in 1 day	SAP-ISU	10	100%	>=99 &<100	<99% cases done	
5	Quality Check of TF	Audit MIS	Audit Team	10	No instance of wrong TF	N/A	Any instance of wrong TF	
6	Wrong case released/Misconduct at site/Misbehave with applicant	Total cases established	DSS	20	No instance	N/A	Any Instance	
7	Uploading of photo graphs of new connection	Sample check / complaint received	DSS	5	No instance	N/A	Any Instance	

--	--	--	--	--	--	--

E. MRBD : Score Card

1. Meter Reading Score Card:

Performance Evaluation Score Card for MR Vendors								
Sr.No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	Downloading %	Total downloading % achieved as per AOP target	RCM	25	DL % = > 100	DL % >=99 &< 100	DL % < 99	
2	Ok % reading	Total OK readings % achieved as per monthly target (Monthly Target = AOP Target of downloading % + 0.25%)	RCM	10	OK % => 100.25	DL % >=99.25 &< 100.25	DL % < 99.25	
3	Reduction in provisional		BET					
3.1	1st Time	Total % provisionals added in current month		5	<1%	>=1% &< 1.2	>=1.2%	
3.2	2nd Time	Total % cases where reading not taken for 2 times		15	<0.2%	>=0.2% &<0.3%	>=0.3%	

3.3	Provisional hold cases (Provisional ≥ 3 times)	Total % cases where reading not taken for ≥ 3 times		20	0%	N/A	$>0\%$	
4	Adherence to schedule (Packing of cycles within predefined timelines)	Instances reported of delay in cycle packing	RCM	20	On time all cycle packing	If any cycle packing delays for only 1 day	In all other cases	
5	Submission of cross verification report	Cross verification report of 1.5% of the total not read cases of each cycle	Divisional Head	5	1.5% of total cases	N/A	If report not submitted or is $< 1.5\%$ of total cases	
6	Pasting of Disconnection Notices where non-accessibility to meter continues and reading request form in case of PL	Total notices pasted in all the provisional cases	Divisional Head	5	Pasted in 100% provisional cases	Pasted in $\geq 90\%$ provisional cases	If not pasted or pasted in $< 90\%$ provisional cases	

2. Bill distribution Score Card

S.No	Parameters	Evaluation Criteria	Information source	Score Weight age	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	% No. of delivered Bills	Total bills delivered to the consumer with and without acknowledgement	Divisional Head	20	100% Delivered	>=99.5% and <100% Delivered	<99.5%	
2	% No. of delivered Bills with acknowledgement	Total bills delivered with acknowledgement	Divisional Head	20	>=99% Delivered	>=98% and <99% Delivered	<98%	
3	% No. of delivered Bills without acknowledgement	Total bills delivered without acknowledgement	Divisional Head	5	<=1% Delivered	>1% and <=2% Delivered	>2%	
4	Submission of cross verification report (Cross verification report of 1.5% of the total undelivered bills of each cycle)	% Count of cases attended for cross verification	Divisional Head	5	1.5% of total cases	N/A	If report not submitted or is < 1.5% of total cases	
5	Adherence to schedule	Bill distribution of cycles within predefined timelines	RCM	20	On time (i.e. within 2 days)	If delay is for only 1 day of any cycle	In all other cases	
6	Consumer complaints of "Bill not received"	Total complaints received in system of Bill Not Received	BET	25	0 Complains	N/A	If complaints is more than 0	

F. MLCC : Score Card

Performance Evaluation Score Card for MLCC Vendor								
Sr. No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	Downloading %	Total number of meters downloaded	AM (MLCC)	30	DL % >=98.5	DL % >=98 &<98.5	DL % < 98	
2	Adherence to cycle packing schedule	Instances reported where cycles are not packed within predefined timelines	AM (MLCC)	30	0 Instances	NA	>=1 Instances	
3	Pasting of Disconnection Notices where non-accessibility to meter continues and reading request form in case of PL	Needs to be pasted in all the provisional cases	AM (MLCC)	10	Pasted in 100% provisional cases	NA	Pasted in <100% provisiona l cases	
4	Submission of cross verification report	Cross verification report of 5% of the total not read cases of each cycle	AM (MLCC)	10	5% of total cases	NA	If report not submitted or is < 5% of total cases	
5	Total cases where contractor has failed to read any meter without assigning any reason	Total instances reported of no reading without any reason	AM (MLCC)	10	0 Instances	NA	>=1 Instances	This also includes cases not attaneded by meter reader

6	Total cases of wrong reading reported by consumer/field supervisor	Total instances reported	AM (MLCC)	10	0 Instances	NA	>=1 Instances	This includes cases where reading reversal is done due to wrong reading captured at site by MR
---	--	--------------------------	-----------	----	-------------	----	---------------	--

G. Data Centre Score Card

Performance Evaluation Score Card for Data Centre Vendors								
Sr. No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	Downloading %	Total downloading % achieved as per AOP target	RCM	35	DL % = > 100	DL % >=99 &< 100	DL % < 99	
2	Ok % reading	Total OK readings % achieved as per monthly target (Monthly Target = AOP Target of downloading % + 0.25%)	RCM	10	OK % => 100.25	DL % >=99.25 &< 100.25	DL % < 99.25	
3	Reduction in >= 3 time provisionals	Total cases where reading not taken for >=3 times	RCM	20	0%	N/A	>0%	
4	Adherence to schedule	Total cycles delayed in comparison to predefined schedule for a month	RCM	15	0 Cycles	>=1 Cycle where delay is for 1 day only	In all other cases	
5	Clearance of Dummy MRU	Number of pending cases in a month, having age more	BET	10	0 cases	N/A	>0 Cases	

	cases on monthly basis - SLCC	than 7 days (after meter installation)						
6	First bill not generated - SLCC	Number of pending cases in a month (cases where first bill has not been generated and has crossed 40 days from the date of meter installation)	BET	10	0 cases	N/A	>0 Cases	

K. Enforcement and Mobile Surveillance Score Card

Draft Performance Evaluation Score Card for Enforcement								
S. No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
I	Enforcement - I Dept (Inspection)							
1	Manpower availability	Instances reported in following categories by team leaders						
1.1		Not providing inspection team for odd hours (5:30 PM to 09:00 AM) or holiday	Enforcement-I	15	No instance	N/A	1 or more such instances	
1.2		Non providing substitute in absence	Enforcement-I	15	No instance	N/A	1 or more such instances	

		of any personnel / manpower						
2	Instances of mistakes / errors / delays	Instances reported in following categories by team leaders						
2.1		Inspection assistance	Enforcement-I	10	No instance	1 Instance	more than 1 instances	
2.2		Punching assistance	Enforcement-I	10	No instance	1 instance	more than 1 instances	
2.3		Store assistance	Enforcement-I	5	No instance	1 Instance	more than 1 instances	
2.4		Backend support	Enforcement-I	5	No instance	1 Instance	more than 1 instances	
3	Dropping of cases	Cases dropped due to the reasons attributed to Vendor. i.e. poor videography etc.	Enforcement-II	10	No instance	N/A	1 or more such instance	
II	Enforcement - II Dept (Billing)							
4	Instances of mistakes / errors / delays	Instances reported in following categories by AO						
4.1		Punching assistance	Enforcement-II	10	No instance	1 Instance	more than 1 instances	
4.2		Assessment assistance	Enforcement-II	10	No instance	1 Instance	more than 1 instances	
4.3		Backend support	Enforcement-II	10	No instance	1 Instance	more than 1 instances	

III - Mobile Surveillance Score Card

Performance Evaluation Score Card for Surveillance								
S. No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT			Remarks
A	Operational Performance			100	10	5	0	
1	Manpower availability (Non providing substitute in absence of any personnel / manpower)	Total instances reported	Surveillance	25	No absence / absence with provision of substitute	1 instance of absence without substitute	More than 1 such instance	
2	Availability of Camera & Mobile phones & other tools and tackles	Verification of Camera , mobile phones & other tools and tackles at field by the officer in charge (random checking of 100% teams for every month) are not in working condition/not available	Head Circle Surveillance	20	No instance	1 instance	More than 1 such instance	
3	Vehicle availability (Any instance of non- providing / providing faulty vehicle)	Total instances reported)	Surveillance	20	No instance	1 instance	More than 1 such instance	

4	Team productivity	No. of cases attended per day per team	Surveillance	15	≥ 30 cases	< 30 & ≥ 20 cases	< 20 cases	
5	Wrong reporting	Total cases of wrong reporting of factual situation at site / incorrect lead	Surveillance	5	No instance	1 instance	More than 1 such instance	
6	Audit of leads (Cross - checking / audit of at least 1 % leads)	Audit report	Surveillance	5	No deviation	deviation in 10% of cases	deviation in more than 10 % of cases	
7	GPS facility in vehicles	No. of instance reported of fault in GPS of vehicle and not rectified within 24 Hours	Surveillance	5	No instance	1 instance	More than 1 such instance	
8	Engineers reporting without bike	No. of instance reported where Engineers are reporting without bike	Surveillance	5	No instance	1 instance	More than 1 such instance	

L. MMG: Score Card

Annexure-VI: Score Card

Performance Evaluation Score card for Meter Testing, Report Processingand Other Services									
S. No.	Parameters	Evaluation Criteria	Information source	Score Weightage	SCORE ASSIGNMENT				
	Operational Performance			100	10	7.5	5.0	2.5	0
1	Testing of Single Phase& 3Phase Meters	SLA Time Line	SAP-ISU	30	100% Cases with in SLA	98% to 99.9% Cases with SLA	95% to 97.9% Cases with in SLA	90.1% to 94.9% Cases within SLA	<=90% Cases with in SLA
2	Processing of Meter Testing applications through On Line Mobile Application	Percentage of Cases Punched through Mobile Application from Site	Mobile Application Data	5	>95%	>90% to <=95%	>85% to <=90%	>80% to <=85%	<=80%
3	Meter Testing Site Photograph	Percentage of Photographs Provided	SAP-ISU	5	>98%	>95% to <=98%	>90% to <=95%	>85% to <=90%	<=85%
4	Punching of Reports in SAP with Uploading.	Percentage of Repoirts Punched with in 2-Days of Activity Date	SAP-ISU	35	>99% in Next-2-Days	>95% to <=99% in Next-2-Days	>90% to <=95% in Next-2-Days	>85% to <=90% in Next-2-Days	<=85% in Next-2-Days
5	Compliance of Uniforms for Testing Teams	Availability of Uniform for Meter Testing Teams	Inspection Report	5	100% Compliance	NA	NA	NA	Any Non Compliance Reported
6	Calibration of Test Equipments	Calibration Certificate & Monthly Inspection	Inspection Report	10	100% Compliance	NA	NA	NA	Any Non Compliance Reported

		Report							
7	Compliance for Safety Gears, Tools, Test Equipments	Availability of Safety Gears & Tools with Meter Testing Teams	Inspection Report	5	100% Compliance	NA	NA	NA	Any Non Compliance Reported
8	Compliance for Safety Talk	Twice in the Month	Inspection Report	5	100% Compliance	NA	NA	NA	Any Non Compliance Reported

BYE

M. Master Score Card

MASTER SCORE CARD - BUSINESS CONTRACT				
S.No	Contract Name	Weightage	Score Achived out of 10	Final Score
1	Meter Reading and Bill Distribution	-	-	-
a	MeterReading	20%		
b	Bill distribution	12%		
2	Recovery & Disconnection	14%		
3	Enforcement & Mobile Surveillance	-		
a	Enforcement	12%		
b	Mobile Surveillance	6%		
4	CMG (Connection Management Group)	8%		
5	CHD (Customer Help Desk)	7%		
6	Data Center (for Revenue Cycle Management)	5%		
7	MLCC (Medium Load Cunsumer Cell)	4%		
8	Meter Management Group	4%		
9	Energy Audit	2%		
10	RCM	2%		
11	Meter Auditor	2%		
12	Photography & Video Recording	2%		
TOTAL		100%		

SECTION – VI

PRICE BID

SECTION-VI

PRICE BID					
Sr No	Item	UoM	Estimated Qty	Unit Value	Total Amount
A) Business Activity charges					
Part 1: Connection Management					
1	New Connection (As per scope of work)	NOS	2,25,000		
2	Modification in existing connection (as per scope of work)	NOS	75,000		
Part 2: Meter Reading and Bill distribution					
1	Meter Reading - Downloadable	Per meter	6,48,00,000		
2	Meter Reading- Manual	Per meter	54,000		
3	Bill Distribution-with Acknowledgement physical/soft	Per bill	5,66,11,440		
4	Bill Distribution –without Acknowledgement	Per bill	1,26,000		
5	Special Meter Reading (as per scope of work)- Rate only	Per meter	1		
Part 3: Medium Load Consumer					
1	Downloading of Meter reading/Data (as per scope of work)	NOS	16,32,924		
2	Manual Downloading of Meter reading/Data (as per scope of work)	NOS	1,080		
Part 4: Divisional Data Center					
1	Uploading and Downloading of meter data from Programmable Display System (PDS) (as per scope of work)	EACH	6,48,54,000		
TOTAL					
GST @ 18%					
SUB TOTAL (A)					

Sr No	Item	UoM	Qty	Unit Value	Total Amount
B)	Other Business Activity Charges – Circle wise				
1	Monthly LS Charges of Business Activity (MMG, RCM & MLCC, Recovery, Enforcement and Surveillance, Customer Care etc) in South East Circle of BYPL as per Scope of Work	LS / Month	36		
2	Monthly LS Charges of Business Activity (MMG, RCM & MLCC, Recovery, Enforcement and Surveillance, Customer Care etc) in North East Circle of BYPL as per Scope of Work	LS / Month	36		
3	Monthly LS Charges of Business Activity (MMG, RCM & MLCC, Recovery, Enforcement and Surveillance, Customer Care etc) in Central Circle of BYPL as per Scope of Work	LS / Month	36		
				TOTAL	
				GST @ 18%	-
				SUB TOTAL (B)	
C)	Centralized Business Activity Charges – Company wise				
1	Monthly LS Charges of Business Activity (BET, KCC, GCC, PCC, Consumer connect, Renewables, Energy Audit, Analytics, Meter Lab, CGRF etc) in Central pool of BYPL as per Scope of Work	LS / Month	36		
				TOTAL	
				GST @ 18%	-
				SUB TOTAL (C)	
				GRAND TOTAL - (A+B+C)	

NOTE:	
1)	Price quoted above shall remain firm for entire duration of the contract including extension period, if any.
2)	Penalty shall be levied on the monthly payment of contractor on the basis of its performance on Key performance indicators mentioned in the Master Score Card and will be deducted from successive month's bill.
3)	The bids will be evaluated commercially based on the total all-inclusive price quoted for 3 years period.
4)	The contract shall be initially awarded for a period of one year only. BYPL shall extend the contract on a year to year basis for a further period of two years based on performance.
5)	The bidder shall quote the prices strictly in the above format / item description / content. The bid shall be liable for rejection, if contractor fail to do so. If at any stage, the content is found to be changed from the given price format, the content as per the given price format will prevail and binding on the contractor.
6)	The bidder needs to quote for all the line items as mentioned above; failing which the bids are liable for rejection.
7)	The unit price to be indicated should be exclusive of taxes & duties which are to be indicated in separate rows meant for the purpose.
8)	Circle wise evaluated price will be arrived by adding Other Business Activity Charges of each circle and prorated amount of Business activity charges. Business activity charges shall be prorated in the ration of 25% for Central, 35% for North East, & 40% for South East.
9)	Part - C : Quoted price for Centralized Business Activity works shall be evaluated separately.
10)	The company reserves the right to conduct Reverse Auction (RA). RA will be conducted circle wise for Part-A & B based on the evaluated price as per point no (8) above and company wise for Part-C.

ANNEXURE –I: BID FORM

To,

**Head of Department
Contracts & Material Deptt.
BSES YAMUNA Power Ltd
IIIrd Floor, A Block
Shakti Kiran Building, Karkardooma
Delhi 110032**

Dear Sir,

- 1 We understand that BYPL is desirous of awarding the contract for..... (Name of the Work) work in its licensed distribution network area in Delhi.
- 2 Having examined the Tender Documents for the above named works, we the undersigned, offer to deliver the goods/services in full conformity with the Terms and Conditions, technical specifications & Scope of Work as may be determined in accordance with the terms and conditions of the contract. The quoted amounts for this work are in accordance with the Price Schedules attached herewith and are made part of this bid.
- 3 If our Bid is accepted, we undertake to deliver the entire goods/services as per delivery/ completion schedule mentioned in Section III from the date of award of order/letter of intent.
- 4 If our Bid is accepted, we will furnish a Contract Cum Performance Bank Guarantee (CPBG) for due performance of the Contract in accordance with the Terms and Conditions of the NIT.
- 5 We agree to abide by this Bid for a period of 180 days from the due date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- 6 We declare that we are aware of the provision of all Laws associated with the supply of equipments/materials or Services and the prices have been quoted accordingly.
- 7 Unless and until Letter of Intent is issued, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
- 8 We understand that BYPL is not bound to accept the lowest, or any bid BYPL may receive.
- 9 There is provision for Resolution of Disputes under this Contract, in accordance with the Laws and Jurisdiction of Contract.
- 10 We do hereby agree and shall abide the terms of tender documents/agreement, in full

Dated this..... day of..... 2022

Signature..... In the capacity of

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

(IN BLOCK CAPITALS).....

ANNEXURE – II

BIDDER'S DETAILS

S.No.	Item	Details
1	Company Name	
2	BYPL Vendor Code (If Registered)	
3	Area of Specialization	
4	Company Founded Year	
5	Type of Company	
6	Constitution(Company Registration number)	
7	Name of Director / Mobile Number	
8	Name of other main person / Mobile Number	
9	Vendor Address	
10	Vendor Contact no	
11	Vendor Email ID	-
12	No. of Manpower on payroll (Executive/Skilled/Semi-Skilled/Un-skilled)	-
13	No. of Contractual Manpower (Executive/Skilled/Semi-Skilled/Un-skilled)	-
14	Other Office / Factory Address	
15	ISO certification	
16	PAN	
17	PF/ESI	
18	Shop Establishment Certificate (If Applicable)	
19	Electrical License Detail (If Applicable)	
20	GST	
21	GST Registration Date	
22	SSI	
23	MSME Registration Number (If Applicable)	

S.No.	Item	Details
24	Turn Over FY 2019-20 (Rs. Cr.)	
25	Turn Over FY 2020-21 (Rs. Cr.)	
26	Turn Over FY 2021-22 (Rs. Cr.)	
27	Profit after Tax FY 2019-20 (Rs. Cr.)	
28	Profit after Tax FY 2020-21 (Rs. Cr.)	
29	Profit after Tax FY 2021-22 (Rs. Cr.)	
30	Networth (Rs Cr.)	
31	Bank Guarantee Limit (in Cr.)	
32	Over Draft/Cash Credit Limit (in Cr.)	
33	Present Order Booking (Rs Cr.)	
34	Order executed with Reliance ADA (Rs Cr.)	
35	Name & Detail of relative working in BYPL	
36	Main Customer	
37	Details of orders executed / Under Execution	Please submit the details in Attachment - A

ATTACHMENT – A

Reference List of Order Executed / under Execution by the Vendor (M/s)

A) Major Orders Executed

<u>SN</u>	<u>Name of Project</u>	<u>Client name & address</u>	<u>Client contact Detail</u> (Person name, e-mail ID, Mobile & landline number)	<u>Vendor's Scope of Work</u>	<u>Date Of Award</u>	<u>Value of Work (Rs in Lakhs)</u>	<u>Completion date as per Order</u>	<u>Actual Completion Date</u>	<u>LD / Penalty imposed, if any (Rs in Lakhs)</u>	<u>Litigation / Arbitration (Y/N) (If Yes, furnish details)</u>	<u>Remarks</u>
1.											
2.											
3.											
4.											
5.											

B) Orders Under Execution

<u>SN</u>	<u>Name of Project</u>	<u>Client name & address</u>	<u>Client contact Detail</u> (Person name, e-mail ID, Mobile & landline number)	<u>Vendor's Scope of Work</u>	<u>Date Of Award</u>	<u>Value of Work (Rs in Lakhs)</u>	<u>Completion date as per Order</u>	<u>Actual Completion Date</u>	<u>LD / Penalty imposed, if any (Rs in Lakhs)</u>	<u>Litigation / Arbitration (Y/N) (If Yes, furnish details)</u>	<u>Remarks</u>
1.											
2.											
3.											
4.											
5.											

ANNEXURE – III

ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY CONDITIONS OF CONTRACT

1.0 General Requirements

- 1.1 The contractor shall ensure that safety of all the workers, materials, Installation and equipment's belonging to him or to others and working at the site is ensured through effective and practicable safety management systems.
- 1.2 The contractor shall be responsible for compliance to provisions of all safety requirements under various notices, acts, rules and relevant applicable legislations.
- 1.3 The contractors shall comply with all health & safety requirements as deemed necessary by BYPL from time to time.
- 1.4 Works shall be carried out by the contractor after taking necessary "Permit to work". Also the work shall not be carried out without use of Protective equipment's like shoes, safety belts, helmets etc. adhering to safety compliance.
- 1.5 All the equipment's being used shall be timely calibrated and a copy of the same shall be submitted to Safety Department within 4 weeks of the acceptance of contract and thereafter on every renewal.

2.0 EHS Policy

The contractor as per requirement of CEA Measures Relating to Safety and Electric Supply Regulations, 2010 shall follow the Environment, Health & Safety policy of BYPL. The contractor shall implement quality, health & safety management systems in accordance to BYPL EHS policy and ensure that intentions of such policy are met.

3.0 Health & Safety Plan

- 3.1 Within 4 weeks of the notification of acceptance of the tender, the contractor shall submit a detailed and comprehensive Contract specific health & safety plan incorporating HIRA (Hazard Identification & Risk Analysis) to BYPL. This plan shall necessarily include detailed policies, procedures, method statement for each activity to be performed and regulations which, when implemented, will ensure compliance of the contract provisions stated herewith.
- 3.2 The contractor shall submit health & safety plan for such activities required to be carried out under the awarded contract as deemed necessary by BYPL.
- 3.3 Health & safety plans, procedures, method statements, etc. developed & submitted by contractors shall be reviewed and approved by designated authorities of BYPL (Head Safety). First cut of the plan shall be submitted to Safety Department within 2 weeks of agreement of contract. After suggested rectification, the final plan shall be submitted to Head Safety not later than 4 weeks of the agreement of contract. A copy of the same shall be given to the engineer in charge also. The document shall carry the signatures of the authorized signatory (the person who has signed the agreement document of contract).

- 3.4 The health & safety plans, procedures, method statements, etc. shall not be changed without prior review and approval by designated authorities of BYPL.

4.0 OHS Organization & Responsibility

- 4.1 The contractor supervisor will play the role of safety supervisor. The safety supervisor shall hold a diploma degree from a recognized institute or university as per CEA Regulations, 2010. Also simultaneously contractor has to ensure their competency in safety or EHS with 40 hours training from reputed agency (like RLI/Allied Boston/ National Safety Council) or trainer, which should be verified earlier by BYPL safety department accordingly. The copy of training certificate shall be submitted to Safety Department within 4 weeks of agreement of contract. Time extension may be given in extraordinary situation subjected to submission of any convincing document carrying valid proof of near future plan of the training.
- 4.2 The training certificate should not be more than one-year-old.
- 4.3 Apart from above, as an owner of the company the contractor & their other key persons are also responsible for safety compliance and related issues.

5.0 First Day at Work –Induction Training and Issuance of ID-Card

- 5.1 The contractor shall ensure that all his workers have undergone the safety induction and have been issued with a valid ID card prior to start work at BYPL site. The proof of the same shall be submitted to Safety Department within 4 weeks of agreement of contract.
- 5.2 All contractor workers shall undergo above as per the BYPL site specific procedure issued from time to time.
- 5.3 The contractor shall ensure that no worker is in any O&M activities until the valid ID card is issued and the same is available by each worker at site including that of sub-contractor(s).
- 5.4 In case any worker lost the ID card issued to him, the contractor shall ensure that such incidences are promptly reported to BYPL and duplicate or new ID card is issued immediately after completing formalities as deemed necessary by BYPL.

6.0 Provision of Safe Working Conditions

- 6.1 Proper barricading shall be created during height work, cable laying work, working on pole, etc. Dimensions of barricading while cable laying work- Height- 2 mtr, Length- 1.5 mtr. There shall not be any gap in between two barricades. LED Bacon light shall be placed at 1st and every 4th barricade. However, while working on pole during supply maintenance work there should be a barricading cone and caution tape. In narrow lanes, where proper barricading as per rules is not possible, use barricading as per the approval of respective safety circle head in writing and copy forwarded to safety and uploading in QMS.
- 6.2 **PPE' Requirement**
- 6.2.1 The contractor shall ensure all the required PPEs given in clause 6.2 and shall allow their workers to start work at site only after proper verification of adequacy of safety gears/PPE required for the specific job at site by the Safety personnel/Site Engineer

of BYPL.

Contractor has to ensure the quantity and quality of PPEs during procurement and continuous usage of following PPE's by his staff.

S.NO.	NAME OF THE PPEs	LINEMAN / FITTER/SKILLED	HELPER/UNSKILLED	SUPERVISOR
1	SAFETY HELMET	✓	✓	✓
2	FULL BODY HARNESS (POSITIONING BELT)	✓	X	X
3	ELECTRICAL HAND GLOVES	✓	✓	X
4	SAFETY SHOES	✓	✓	✓
5	SAFETY GOGGLES	✓	✓	✓
6	REFLECTIVE JACKET	✓	✓	✓

6.2.2 Contractor has to ensure for proper procurement and distribution of required PPE's among their workers with receiving in attached format (Appendix-3) which will be verified by the safety department during inspection. The entire issuance format duly signed by individual worker and to be verified/ certified by Department Head and the same need to be submitted to Safety Department along with mentioned certificates within 4 weeks of agreement of contract. The sample of the PPE's being procured by the contractor shall be submitted and approved from the Safety Department beforehand.

6.2.3 The contractor has to provide 3 arc protection face shields in each zone (2 for complaint team and 1 for maintenance team) as per specifications mentioned in clause 6.2.5.6.

6.2.4 If any of the contractor staff found without PPEs, the said PPE's will be issued to them from BYPL store with immediate effect. And the 20% extra amount with procurement cost will be recovered from their next monthly bill cycle.

Note: PPEs shall strictly be as per the brand mentioned in clause 6.2.5

6.2.5 Technical Specification of the PPEs

6.2.5.1. Safety Shoes – With Composite / Fiber toes (CE approved / IS 15298) – Mandatory for all personnel working at BYPL O&M. The safety shoes shall meet the following features:

1. Electric Shock Resistant Sole
2. Impact Resistant
3. Scrap/Heat Resistant
4. Slip Resistant
5. Oil and Acid Resistant
6. Rubber PU Sole
7. Anti-puncture

Lead MAKE: BATA/HONEYWELL/KARAM

6.2.5.2 Safety Helmets: (IS 2925 - 1984 or DGMS) with chin strap – Mandatory for all personnel working at BYPL O&M. The specification of safety helmet shall be as given below:

V-GARD HDPE Yellow With 4 Point Fas Trac Ratchet Suspension

Shell Material	UV stabilized HDPE, Non vented
Suspension	<ul style="list-style-type: none"> With 4 Point Fas Trac Ratchet Suspension sewn headband Textile straps made from polyester Suspension point fixing: good positioning,...stability, better air circulation due to...limited contact areas with the head Easy clean sweatband
Size	52-62 cm
Accessory slot	Standard 30 mm with removable HDPE dead plugs suitable to leak proof fitting
Approvals	ANSI/ IEC Z89.1 Class E (electrical)
Additional	Low temperature -10°C (acc. to GB2811), High temperature +50°C
Colours	Yellow
weight	360 g

Lead MAKE: 3M / KARAM / UFS

6.2.5.3 Full Body Positioning Harness: (CE approved / IS 3521 / EN 361 / EN 355) – Shall be used while work is in progress at height more than 1.8 meter or where from a person may fall and get injured. The specification of the Full body harness shall be as given below:

Anchorage	Adjustable two chest attachment D-rings and A dorsal attachment D-ring
Adaptability	Adjustable shoulder and thigh straps
Convenience	Shoulder and thigh straps differentiated by a dual color scheme.
Ergonomics	Idealy. Positioned sit strap for extended comfort.
Size	Standard
weight	1200GMS
ENERGY ABSORBING FORKED LANYARDS :	
Spec.	44mm wide polyamide webbing.
Length	1.5 Meter

There should not be any metallic part in the full body harness.

Lead MAKE: KARAM /LIFEGEAR/UFS/HONEYWELL

6.2.5.4 Flex Chem Full View Safety Goggles – Shall be used to protect workers eyes from foreign materials and flying particles. Mandatory for all personnel working at BYPL O&M. Safety goggles shall meet the following feature:

1. Acetate lens for special applications requiring superior chemical resistance.
2. Industrial version of tough and popular first responder goggles.
3. SoftFlex low profile frosted frame for increased comfort.
4. Comfortable headband with length adjustment.
5. Indirect venting for comfortable, long lasting wear can be worn with safety helmets and over prescription spectacles.
6. Sightgard + premium anti-fog coating (EN 166 “N”) with good anti- scratch properties.

Technical Specification:

Weight	95g.
Lens thickness	1.0mm
Overall width	173mm
Overall length	90mm
Bridge	47.6mm
Lens base	5.5 curve
Lens size	86.1mm verticle, 174mm diagonal
Headband	Adjustable length at max.440mm(long enough to fit together with helmets)
Material & colors	
Lens	Acetate clear, coating, Sightgard + anti-fog according to EN 166 “N” & anti scratch.
Body	PVC smoke
Headband holder	Nylon
Headband	Adjustable grey elastic fixed on frame side parts
Marking / Approvals	
Standard number	EN 166
Frame marking	MSA EN 166 34-FT CE
Lens marking	2C-1.2 MSA 1 FT N CE
Filter class	2C (Ultra violet radiation with enhanced color recognition)
Scale number	1.2: luminous trasmittance-89%
Optical class	1 (best class, for permanent wear)
Mechanical resistance	F (low energy impact 45m/s) T (at extreme temperature -5 to +55° C)
Resistance to	N(distorted vision due to lens fogging)
UV filter	99.9%
Ordering information	10145578-FlexiChem Sightgard + clear , 6x

Lead MAKE: MSA / UVEX/ UFS/3M/KARAM

6.2.5.5 Electrical Insulating Hand Gloves – Shall be used to prevent electric shock based upon the hazards/risks involved in a particular activity. Safety goggles shall meet the following features:

- Breakthrough manufacturing process for exception dry grip.
- Soft and flexible for enhanced tactility, high dexterity and wearer comfort.
- Ergonomic design featuring tapered fingers to reduce hand fatigue.

- Relaxed wrist for easy on/off.

	For LT work	For HT work
Length	360mm	360mm
Class	2	0
Thickness	3.6mm	1mm
Proof test voltage	20000	5000
Maximum use voltage	11000	1000
Tensile strength	>16mpa[Mega Pascal]	
Puncture resistance	>18N/mm [Newton per milli meter]	
Elongation at break	>600% [Stretching length]	
Tension set	<15%	

- It should be resistant to oil, acid, ultra violet rays and very low temperature.
- Each pair of glove should be marked with class, category, month & year of manufacturing, CE logo, batch no. and certified laboratory no.
- EN certified to electrical and thermal hazards,
- EN certified to thermal & electrical hazards to confirm EN 60-903,
- EN certified to mechanical hazard to EN-388

Lead MAKE: Honeywell / ANSELL/CATU

6.2.5.6 Arc Protection Face Shield

- ATPV value is 10 cal/cm²
- It shall have a slotted hard hat and chin guard
- Visible light transmission (VLT) shall be 70%
- It should have anti fog lens
- It should have a provision for replacement of lens and brackets.
- It should cover the complete face and the complete neck region.
- It must not hinder the work. Must be comfortable for the height jobs as well as in the ground.
- Carry bag for the kit.

Lead MAKE: Oberon/Honeywell

6.2.5.7 Certificates required for all PPEs:

1. Manufacturer Certificate
2. Test Certificate
3. Authorization of Dealership/Distribution ship

The copy of all the certificates shall be submitted to safety department within 4 weeks of agreement of contract.

7.0 Integrated Management System & Audits

- 7.1 The Contractor shall work in the framework of Integrated Management System (IMS) and shall maintain documentation as prescribed in the IMS Manual of BYPL. IMS Manual can be obtained directly from site engineer/Division Head/Respective Head.

7.2 All contractors during their currency of contract shall strive to continuously improve and demonstrate strict compliance to ISO 9001, 14001 & 45001 standards of BYPL.

7.3 To verify compliance and to continually improve the management system, all contractors shall be subjected to both internal & external audits.

8.0 Medical Examination

8.1 The contractor shall arrange a medical examination of all his employees including his sub-contractor employees like lineman, ALM, supervisor, Fitter, welders, gas cutters, drivers and all the workers supposed to work at height (and any other trade specified deemed necessary by BYPL at the time of deployment then annually) before employing, after illness or injury, if it appears that the illness or injury might have affected his fitness and, thereafter, once in every year as per the provisions of applicable laws or as prescribed by BYPL with proper record.

8.2 Records of medical examination as described above shall be maintained at the contractor premises and a copy of the same shall be submitted to Safety Department within 4 weeks of agreement of contract.

8.3 No person about whom the Contractor knows or has reason to believe that he is a deaf or he has a defective vision or he has a tendency to giddiness shall be required or allowed to work in any O&M operation or other construction work which is likely to involve a risk of any accident either to the worker himself or to any other person.

9.0 Working at Height

9.1 The Contractor shall ensure that all works carried out at a height of 2 Meter or more shall only be started after obtaining a permit to work at height, which shall be issued as per the procedure of BYPL by authorized personnel.

9.2 The contractor shall ensure that all control measures mentioned and agreed through above work permit or as deemed necessary by BYPL are enforced and complied all the time during activities carried out at height.

9.3 Full body harness and ladder along with the required PPEs shall be used during height work.

9.4 Barricading cone and tape shall be used along with creation of proper safety zone.

10.0 Reporting of Near Miss/ Incidents / Dangerous Occurrences

10.1 In case of any incident/ accident occurs during the O&M activities undertaken by the Contractor thereby causing a dangerous occurrence or near miss or any minor or major or fatal injury to his employees due to any reason, whatsoever, it shall be sole responsibility of the Contractor to promptly inform the same to Department Head in prescribed form and also to all authorities envisaged under the applicable laws.

11.0 Suspension of Work

11.1 BYPL shall have the right at its sole discretion to suspend the work till compliance of safety norms, if in its opinion the work is being carried out in such a way that it may cause accidents and endanger the safety of the persons and / or property, and / or

equipments.

- 11.2 In such cases, the contractor shall be informed in writing about the nature of hazards and possible injury /accident and he shall comply to remove all shortcomings promptly. Decision of BYPL shall be conclusive and binding on the Contractor in such aspects.
- 11.3 The contractor shall not be entitled to damages / compensation for suspending of work due to safety reasons and the period of such stoppage of work will not be taken as an extension of time for completion of the facilities as per the work order and will not be the ground for wavier of levy of liquidated damages.
- 11.4 The contractor shall follow and comply with all safety Rules of BYPL, relevant provisions of applicable laws pertaining to the safety of workmen, employees plant and equipment as may be prescribed from time to time without any demur, protest or contest or reservation. In case of any nonconformity between statutory requirement and safety rules of the BYPL referred above, the latter shall be binding on the contractor unless the statutory provisions are more stringent.

12.0 OHS Appreciation Policy

- 12.1 If the contractor observes all the safety rules and codes, statutory laws and rules during the period of the contract awarded by the BYPL and no accident occurs then BYPL may consider the performance of the contractor and safety score card will be prepared. The best contractor will be appreciated by suitable "SAFETY AWARD" as per scheme as may be announced separately from time to time.

13.0 Safety Motivational Scheme for Contractor Employee

- 13.1 All contractors must reward their employee monthly for best worker in term of complying safety norms. They should honour with a gift of Rs. 500/- (five Hundred) with commendation certificate to motivate others towards safety compliance. The record with photograph should kept with them & also to be submitted to BYPL safety department. Contractor may ask to BYPL safety people for their presence during awarding time.
- 13.2 All contractors have to observe safety day/ week on 4th March to 10th march every year with proper planning and record to create safety awareness inside their organization. A detailed report of observing the same to be forwarded to safety department every year.

14.0 Guidelines for Penalty Policy Implementation

- 14.1 Total penalty shall be calculated by multiplying the number of safety violations and the penalty amount specified for such violations in **Appendix - 1. (Example – If at first offence persons are found working without safety helmet at 3 locations, the penalty would be 3X2000 = Rs.6000/-)**
- 14.2 The amount of penalty can be increased or decreased based upon the seriousness of safety violations. The decision of recommending authority shall be final one.
- 14.3 Recommending authority shall send his factual observations to Department Head and Safety Head who in turn shall either reject or approve it. If approved, he shall send it to Finance & Accounts for execution. Finance Accounts shall execute the penalty and

confirm the same & shall send it back to Department Head and Safety Head.

- 14.4 Recommending Authority means the Department Head, HODs, Site Safety officer / Supervisor, representatives from OHS and other personnel authorized jointly by O&M.
- 14.5 Penalties will be imposed for delay in submission of EHS related requirements/documents mentioned in the contract. Once the contract is accepted, the requirements as mentioned in **Appendix- 2 to be submitted within 4 weeks.**
- 14.5 Safety Head may impose penalty for serious violations directly.
- 14.6 All penalties shall be imposed directly on the concerned contractors. No penalty shall be imposed on individuals.
- 15.0 Guidelines for Safety Appreciation Policy Implementation**
- 15.1 Recommending Authority shall write comments of his Appreciation in case he observes that there is no any safety violations.
- 15.2 Recommending Authority shall send his Safety Appreciation to Safety Head who in turn shall either approve or reject it and shall send it to Site Safety Officer for keeping in records.
- 15.3 Management will appreciate the Safe Contractors for their best performance towards safety norms based upon number of safety appreciation notes.
- 15.4 Every year best Safe Contractor shall be suitably awarded. The contractor shall be selected based upon the maximum numbers of approved safety appreciation notes.
- 15.5 Any contractor who has received any penalty for a particular year shall not be entitled for Safe Contractor's Award irrespective of number of safety appreciation notes he has received.
- 15.6 Site Safety Officer will maintain the contractor wise record of penalty & safety appreciation notes and declare the results latest by 28th February of every year for the performance of previous year.
- 15.7 BYPL Management shall present a Trophy with commendation certificate of safety excellence every year on the occasion of 4th to 10th March (National Safety Day) to the contractor, who qualified the safety standard criteria.

Appendix – 1

Penalty Policy on Safety Violation

Class	Type of Offense	Penalty Detail	Execution Channel
A	Not Wearing Safety Helmets Safety shoes/ Safety Goggles / Electrical insulating hand gloves/ reflective jacket/Not using electrically safe tools and equipments. (Poor quality or damaged item means noncompliance)	# First Offence - Warning Note & Rs.2000/- # Second Offence - Warning Note & Fine of Rs.5000/- # Third Offence- Note of recommendation of the concerned workmen/ supervisors for removal from deployment with BYPL& Fine of Rs.15000/-	Recommendation by OHS- Representative/Department Head Approval by Safety Head Deduction by Finance & Account
B	Not wearing Full Body Harness/fall arresters while working at a height more than 1.8 meter or where from a person may fall. Not using Safety Net to arrest falling objects and personnel. Not using Arc Protection Face Shield Not using barricading cone and tape. (Poor quality or damaged item means noncompliance)	# First Offence -Warning Note & Fine of Rs.5000/- # Second Offence - Warning Note for dismissal and a Fine of Rs.10000/- # Third Offense - -Action for the concerned Workmen/ supervisor for removal from deployment with BYPLand a fine of Rs.25000/-	Recommendation by OHS- Representative/Department Head Approval by Safety Head Deduction by Finance & Account
C	Any other unsafe work practices or condition which is considered having potential for fatality or injury to personnel.	# First Offence - Warning Note & Fine of Rs.10000/- # Second Offence - Action for the concerned workmen/ supervisors for removal from deployment with BYPL and fine of Rs.20000/-.	Recommendation by OHS- Representative/Department Head Approval by Safety Head Deduction by Finance & Account

Notes:

Refer clause No. 14 for penalty policy implementation guidelines

If there are 03 violations by an individual employee, his removal from deployment with BYPL # If there are 10 violations in one quarter, will be recommended for termination of contract order.

Appendix – 2

Penalty Policy on non- submission of EHS related requirements

Following EHS related requirements to be submitted within 4 weeks of agreement of contract

Requirement	Penalty Detail	Execution Channel
1. Contract specific health & safety plan and HIRA (Hazard Identification & Risk Analysis)		
2. Safety supervisor training records on EHS (40 hrs training)	Delay of 15 days- Warning Note & Consolidated Fine of Rs.5000/- on non-submission of proof of any of these mentioned 8 types of documents	
3. Submission of sample of PPE's in EHS department for approval (if procured by the contractor)		Recommendation by OHS- Representative
4. Bills/challan of PPE's along with test certificates (if procured by the contractor)	On every subsequent delay of 15 days- Warning Note & Consolidated Fine of Rs. 10,000/- on non-submission of proof of any of these mentioned 8 types of documents	Approval by Safety Head Deduction by Finance & Account
5. PPE's receipt by worker (as per Annexure #1)		
6. Medical examination record of workers		
7. ID card of workers		
8. Calibration Certificates of equipments		

Appendix – 3

Format for PPE's Receipt by workers

Name of Site -----

Division-----

Name of Contractor -----

S. N O.	NAME	DESI.	Safety Helmet	Electrical Insulating Hand gloves	Full Body Harness	Safety Shoes	Safety Goggle	Reflective Jacket	SIGNA TURE

Signature of Contractor / Date.....

ANNEXURE – IV

ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT

(To be signed and stamped by the bidder prior to participation in the auction event)

BYPL intends to use the reverse auction through SAP-SRM tool as an integral part of the entire tendering process. All the bidders who are found as techno commercially qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

The following terms and conditions are deemed as accepted by the bidder on participation in the bid event:

1. BYPL shall provide the user id and password to the authorized representative of the bidder. (Authorization letter in lieu of the same be submitted along with the signed and stamped acceptance form)
2. BYPL will make every effort to make the bid process transparent. However, the award decision by BYPL would be final and binding on the supplier/Contractor.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of BYPL, 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. In case of bidding through internet medium, bidders are further advised to ensure availability of the entire infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs; power failure or any other reason shall not be the responsibility of BYPL.
6. In case of intranet medium, BYPL shall provide the infrastructure to bidders, further, BYPL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case of an auction event is restarted, the best bid as already available in the system shall become the start price for the new auction.
7. 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 BYPL.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. 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 BYPL site.

10. The prices submitted by a bidder during the auction event shall be binding on the bidder. No further communication will be there.
11. No requests for time extension of the auction event shall be considered by BYPL.
12. The original price bids of the bidders shall be reduced on pro-data basis against each line item based on the final all-inclusive prices offered during conclusion of the auction event for arriving at contract amount.

For.....

Signature:

Name:

Designation:

FORMAT – 4.1

EMD BANK GUARANTEE

(To be issued in a Non Judicial Stamp Paper of Rs.100/-purchased in the name of the bank)
Whereas [name of the Bidder] (herein after called the “Bidder”) has submitted its bid dated[date of submission of bid] for the supply/services of [name and/or description of the goods/sevices] (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 YAMUNA Power Ltd., with its Corporate Office at SHAKTI KIRAN BUILDING, KARKARDOOMA, Delhi 110032 ,(herein after called —the “Purchaser”)in the sum of (Rupees only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of ____ 2022. 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 in force up to and including 180 days after the due date of submission bid, and any demand in respect thereof should reach the Bank not later than the above date.

(Stamp & signature of the bank)

Signature of the witness(s)

FORMAT – 4.2

**PROFORMA OF CONTRACT CUM PERFORMANCE BANK
GUARANTEE**

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

This Guarantee made at _____ this [] day of [] 2022

1. WHEREAS **M/s BSES Yamuna Power Limited**, a Company incorporated under the provisions of Companies Act, 1956 having its Registered Office at **Shakti Kiran Building, Karkardooma, Delhi 110032**, India hereinafter referred to as the “Company”, (which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns).
2. AND WHEREAS the Company has entered into a contract for _____ (Please specify the nature of contract here) vide Contract No. _____ dated _____ (hereinafter referred to as the “Contract”) with M/s. _____, (hereinafter referred to as “Contractor”, which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include each of their respective successors and assigns) for providing services on the terms and conditions as more particularly detailed therein.
3. AND WHEREAS as per clause ____ of General Conditions of Contract, the Contractor is obliged to provide to the Company an unconditional bank guarantee for an amount equivalent to ten percent (10%) of the total Contract Value for the timely completion and faithful and successful execution of the Contract from [] pl. specify the name of Bank) having its head/registered office at [] through its branch in _____ (pl. specify the name of Branch through which B.G is issued) hereinafter referred to as “the Bank”, (which expression shall unless it be repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns).
4. NOW THEREFORE, in consideration inter alia of the Company granting the Contractor the Contract, the Bank hereby unconditionally and irrevocably guarantees and undertakes, on a written demand, to immediately pay to the Company any amount so demanded (by way of one or more claims) not exceeding in the aggregate [Rs.].....(in words) without any demur, reservation, contest or protest and/or without reference to the Contractor and without the Company needing to provide or show to the Bank ,grounds or reasons or give any justification for such demand for the sum/s demanded.
5. The decision of the Company to invoke this Guarantee and as to whether the Contractor has not performed its obligations under the Contract shall be binding on the Bank. The Bank acknowledges that any such demand by the Company of the amounts payable by the Bank to the Company shall be final, binding and conclusive evidence in respect of the amounts payable by the Supplier to the Owner. Any such demand made by the Owner on the Bank shall be conclusive and binding, notwithstanding any difference between the Owner and the Contractor or any dispute raised, invoked, threatened or pending before any court, tribunal, arbitrator or any other authority.

6. The Bank also agrees that the Company at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor without proceeding against the Contractor notwithstanding any other security or other guarantee that the Company may have in relation to the Contractor's liabilities.
7. The Bank hereby waives the necessity for the Company first demanding the aforesaid amounts or any part thereof from the Contractor before making payment to the Company and further also waives any right the Bank may have of first requiring the Company to use its legal remedies against the Contractor, before presenting any written demand to the Bank for payment under this Guarantee.
8. The Bank's obligations under this Guarantee shall not be reduced by reason of any partial performance of the Contract. The Bank's obligations shall not be reduced by any failure by the Company to timely pay or perform any of its obligations under the Contract.
9. The Bank further unconditionally and unequivocally agrees with the Company that the Company shall be at liberty, without the Bank's consent and without affecting in any manner its rights and the Bank's obligation under this Guarantee, from time to time, to:
 - (i) Vary and/or modify any of the terms and conditions of the Contract;
 - (ii) Forebear or enforce any of the rights exercisable by the Company against the Contractor under the terms and conditions of the Contract; or
 - (iii) Extend and/or postpone the time for performance of the obligations of the Contractor under the Contract;and the Bank shall not be relieved from its liability by reason of any such act or omission on the part of the Company or any indulgence shown by the Company to the Contractor or any other reason whatsoever which under the law relating to sureties would, but for this provision, have the effect of relieving the Bank of its obligations under this Guarantee.
10. This Guarantee shall be a continuing bank guarantee and shall not be discharged by any change in the constitution or composition of the Contractor, and this Guarantee shall not be affected or discharged by the liquidation, winding-up, bankruptcy, reorganization, dissolution or insolvency of the Contractor or any of them or any other circumstances whatsoever.
11. This Guarantee shall be in addition to and not in substitution or in derogation of any other security held by the Company to secure the performance of the obligations of the Contractor under the Contract.
12. NOTWITHSTANDING anything herein above contained, the liability of the BANK under this Guarantee shall be restricted to _____ (insert an amount equal to ten percent (10%) of the Contract Value) and this Guarantee shall be valid and enforceable and expire on _____ (pl. specify date) or unless a suit or action to enforce a claim under this Guarantee is filed against the Bank on or before the date of expiry.
13. On termination of this Guarantee, all rights under the said Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.

14. The Bank undertakes not to revoke this Guarantee during its validity except with the prior written consent of the Company and agrees that any change in the constitution of the Bank or the Contractor shall not discharge our liability hereunder.
15. Company may assign this Guarantee to any Person or body whether natural, incorporated or otherwise under intimation to the Bank. The Bank shall be discharged of its obligations hereunder by performance in accordance with the terms hereof to such assignee without verifying the validity / legality / enforceability of the assignment.
16. This Guarantee shall be governed by the laws of India. Any suit, action, or other proceeding arising out of, connected with, or related to this Guarantee or the subject matter hereof shall be subject to the exclusive jurisdiction of the courts of Delhi, India.
Dated this day of 2022 at

(Signature)

.....

(Name)

.....

(Designation with Bank Stamp)

Attorney as per

Power of Attorney No.....

Date.....

Beneficiary's bank detail with IFSC Code:

1. Name of the Bank : State Bank of India
2. Branch Name & Full Address: Industrial Finance Branch, 14-15 Floor,
Jawahar Vypar Bhawan, 1, Tolstoy Marg, New Delhi
110001
3. Bank Account No: 10277791808
4. IFSC Code: SBIN0009601

Vendor has to fill this form & submit along with the PERFORMANCE BANK GUARANTEE

1. Bank Email ID-----Bank Phone No-----

2. Where to Dispatched the BG -Local Address of bank -----

3. Where to Dispatched the BG Head Office Address -----

FORMAT – 4.3
NON-DISCLOSURE AGREEMENT

THIS NON-DISCLOSURE AGREEMENT ("Agreement") is made and entered into at Delhi on the _____ day of _____, 2022

By And Between

M/s BSES Yamuna Power Limited, a company registered under the Companies Act, 1956 and having its registered office at **Shaktikiran Building, Karkardooma, Delhi 110032** (hereinafter referred to as the "Disclosing Party" which expression shall unless repugnant to the meaning and context mean and include its successors and permitted assigns) of the FIRST PART

And

_____, a company incorporated under the Companies Act, 1956 and having its registered office at _____, (hereinafter referred to as the "Receiving Party" which expression shall unless repugnant to the meaning and context mean and include its successors and permitted assigns) of the OTHER PART

Disclosing Party and Receiving Party are hereinafter individually referred to as the "Party" and collectively as the "Parties".

WHEREAS the Disclosing Party is in discussions with the Receiving Party for Security Management Services ("Project") and the Disclosing Party may in conjunction with the aforesaid disclose to the Receiving Party information relating to their businesses which is confidential and sensitive in nature and the Receiving Party is willing to undertake to restrict the use and further disclosure of the information in accordance with the terms and conditions set out herein:

1. The "Receiving Party" acknowledges and confirms the confidential and sensitive nature of all information, documents and material relating to Persons and entities which may be accused of or related to the theft of electricity which is a penal offense under the provisions of the electricity act 2003As well as the various data and tools which may be available by way of documents as well as other modes of proof("Project") (i) that may be disclosed or made available to the Receiving Party by the Disclosing Party or its employees/ representatives/ advisors/ consultants; (ii)Receiving Party may gain or gather from any source; (iii) Receiving Party may process or arrive at during the course of the Project; (iv) Receiving Party may have come across during its discussions with any person in the course of the Project; and (v) all negotiations and discussions between the Parties relating to the Project (all the information referred to above is hereinafter referred to as the "Confidential Information").

2. Confidential Information is understood to include but is not limited to

information made available in written, machine recognizable, graphic or sample form including, without limitation, drawings, photographs, models, design or performance specifications, its analysis, compilations, studies, notes and all other information and data disclosed orally or visually which has been developed / is exclusive to the Disclosing Party and includes information provided in various meetings.

Provided, however, that Confidential Information shall not include information which (a) is, or becomes, publicly known, otherwise than through a wrongful act of the Receiving Party or its representatives; (b) is in the possession of the Receiving Party prior to receipt from the Disclosing Party or its representatives without an obligation of confidentiality; (c) is independently developed by the Receiving Party, provided that it was not derived from the Confidential Information; (d) is furnished to others by the Disclosing Party without restrictions, similar to those herein on the rights of such others to use or disclose; or (e) is approved in writing by the Disclosing Party for disclosure.

3. The Receiving Party shall not disclose the Confidential Information to any other person save and except with the express consent in writing given by the Disclosing Party. The Receiving Party, however, may disclose such part of the Confidential Information where (i) such disclosure is in response to a valid order of a court or any other governmental body having jurisdiction over this Agreement or (ii) such disclosure is otherwise required by law, provided that Receiving Party has given prior written notice to the Disclosing Party forthwith it came to learn about such disclosure requirement or the demand for such for disclosure and made all reasonable efforts to protect the Confidential Information in connection with such disclosure.
4. The Receiving Party shall with reference to the Confidential Information take all actions as may be necessary to (i) maintain the confidentiality thereof; (ii) limit its use of such Confidential Information solely for the purpose of the Project; (iii) avoid disclosure even to any of its employees that are not associated with the Project; (iv) avoid any dissemination or publication by any of its employees/ representatives associated with the Project; (v) avoid writing about sensitive information which is disclosed verbally and is sensitive to the operations; and (vi) safeguard the Confidential Information from being accessed by any unauthorized person. Such actions shall include but not be limited to obtaining appropriate non-disclosure undertakings from its employees directly or indirectly engaged in the Project.
5. The Receiving Party hereby agrees to indemnify and hold harmless the Disclosing Party and its directors and employees from and against any damage, loss, cost or liability (including all expenses and costs of enforcing rights under the Agreement) arising out of or resulting from (i) any use or disclosure by the Receiving Party of Confidential Information in violation of the Agreement; (ii) any leakage of the Confidential Information at the end of the Receiving Party or its employees/ representatives; and (iii) breach or violation of any of the other covenants herein.

6. The Receiving Party will, promptly upon the request of the Disclosing Party, deliver to the Disclosing Party, the documents comprising the Confidential Information or any part thereof and will destroy any copies, notes, or extracts thereof, without retaining any copy thereof, except that any portion of the Confidential Information that consists of analysis and any written Confidential Information not so requested and returned, shall be retained and kept subject to the terms of this Agreement, or upon the Disclosing Party's request destroyed (such destruction to be confirmed in writing).
7. The term of this Agreement is 3 years from the date of execution of this Agreement. However, the obligation to maintain confidentiality of the Disclosing Party's information shall survive the termination of this Agreement. Any violation of this agreement may lead to termination of all the relations with the Receiving party and black listing/ debarring of the Agency for future engagements.
8. This Agreement shall be governed by the laws of India. Any dispute, difference or claim related to or arising under, out of or in connection with this Agreement shall be resolved subject to the jurisdiction of Delhi Courts.

For the Disclosing Party

Authorized Signatory

Name:

Designation:

For the Receiving party

Authorized Signatory

Name:

Designation:

FORMAT – 4.4**NO DEVIATION DECLARATION****NO DEVIATION –A(Technical)**NIT NO & DATE:DUE DATE OF TENDER:

We hereby accept all terms and conditions of the technical scope of work as mandated in the tender documents subject to the following deviations as mentioned against the applicable technical qualifying requirement:

S.NO.	SL.NO OF TECHNICAL SPECIFICATION/SCOPE OF WORK	DEVIATIONS, IF ANY

SIGNATURE & SEAL OF BIDDER

NAME OF BIDDER

Note-The above template is indicative only, May vary depending on the nature of procurement/value.

NO DEVIATION –B(Commercial)NIT NO & DATE:DUE DATE OF TENDER:

We hereby accept all terms and conditions of the commercial requirement as mandated in tender document subject to the following deviations as mentioned against the applicable commercial qualifying requirement:

S.NO.	S. NO OF COMMERCIAL REQUIREMENTS	DEVIATIONS, IF ANY

SIGNATURE & SEAL OF BIDDER

NAME OF BIDDER

Note:-It is important to explicitly include all such terms and conditions which are considered absolutely necessary to be accepted by bidder without any deviation. Tender document shall have a stipulation that deviation to such criteria shall make the bid liable for rejection.

FORMAT – 4.5

BIDDER'S 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 & DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO

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

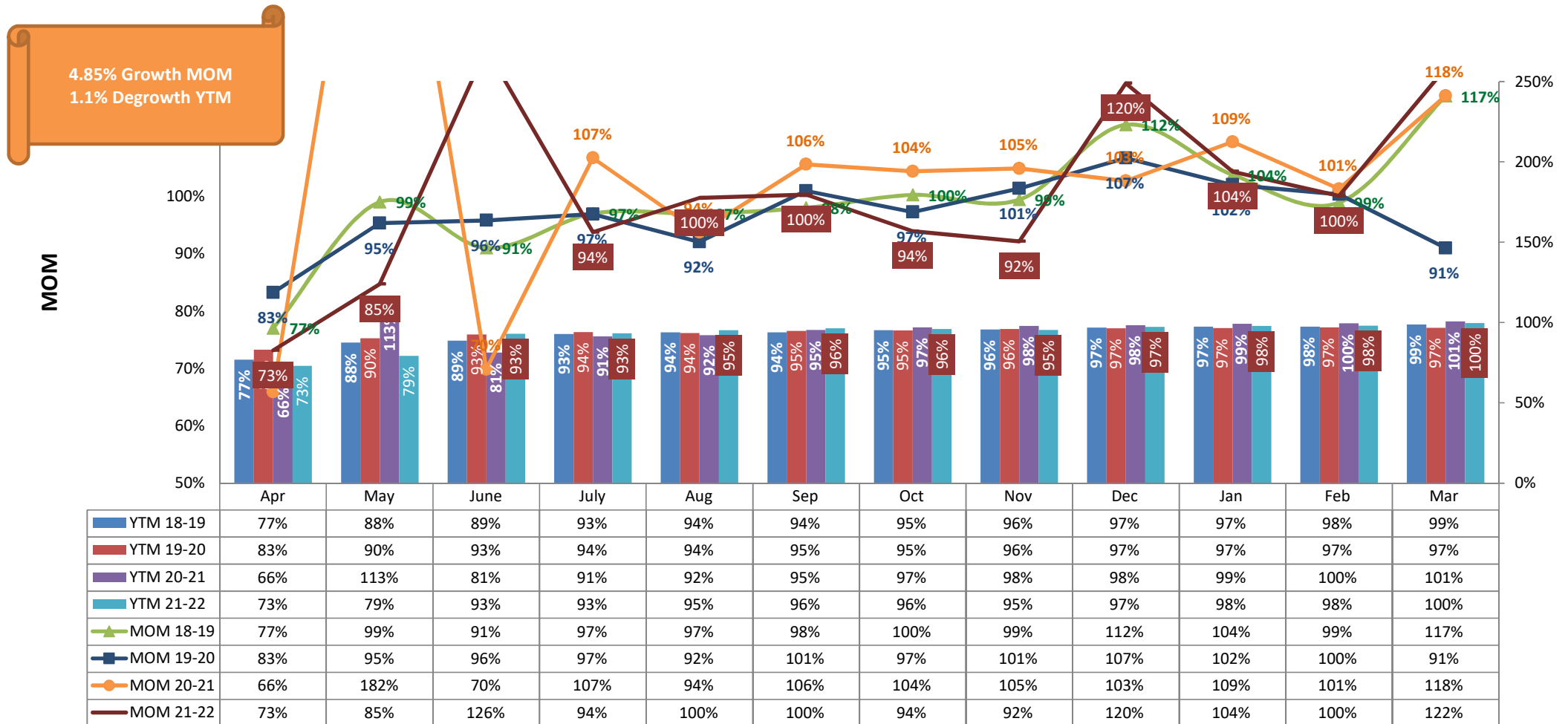
Note: No communication shall be entertained from any other email id, except as mentioned above. Bidder needs to inform the company if any changes in the email id on their letter head duly signed by the authorized signatory.

Key Business Parameters BYPL

Mar-22

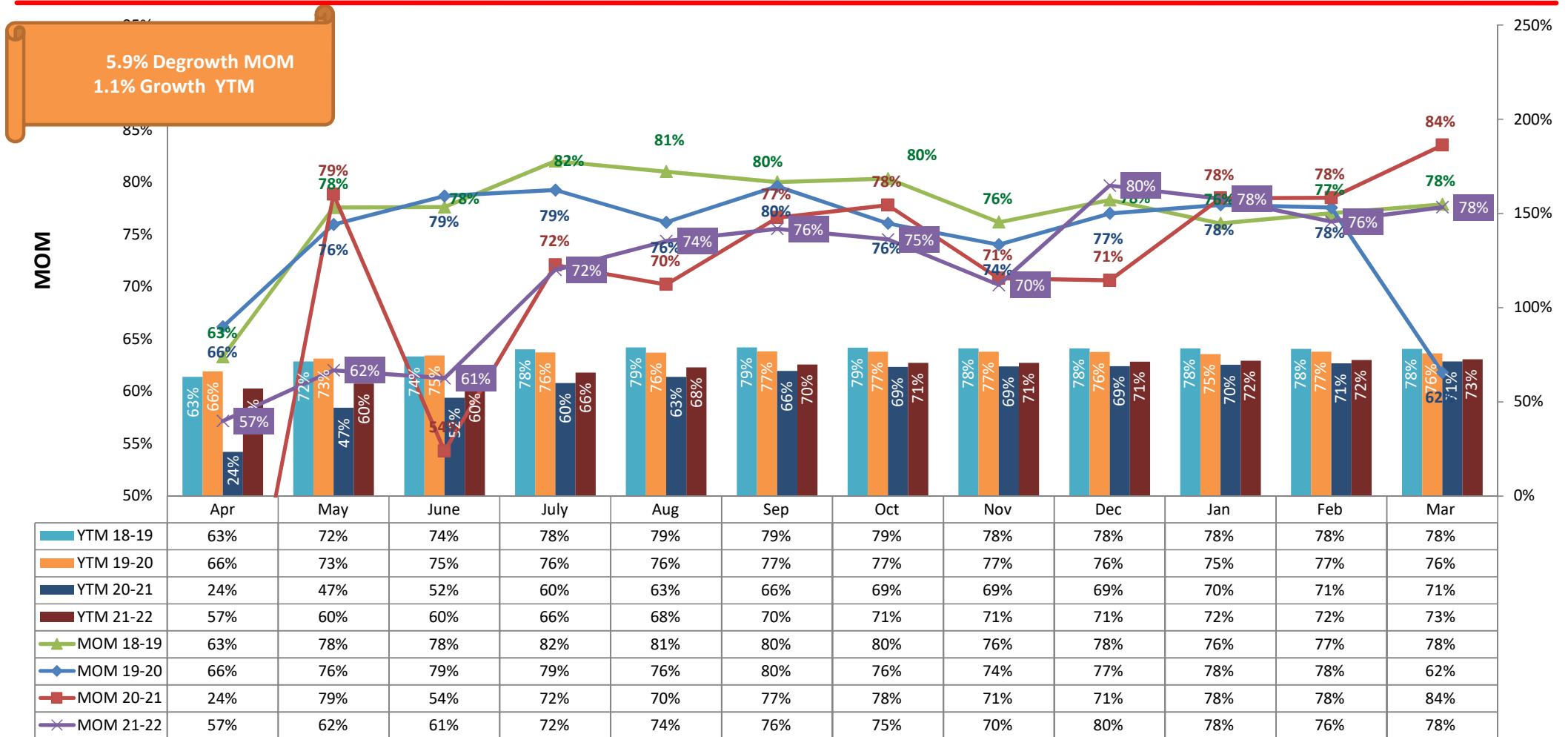
Trend

Collection(CE%) –Due Date Basis(Without St.Light)(Crs)



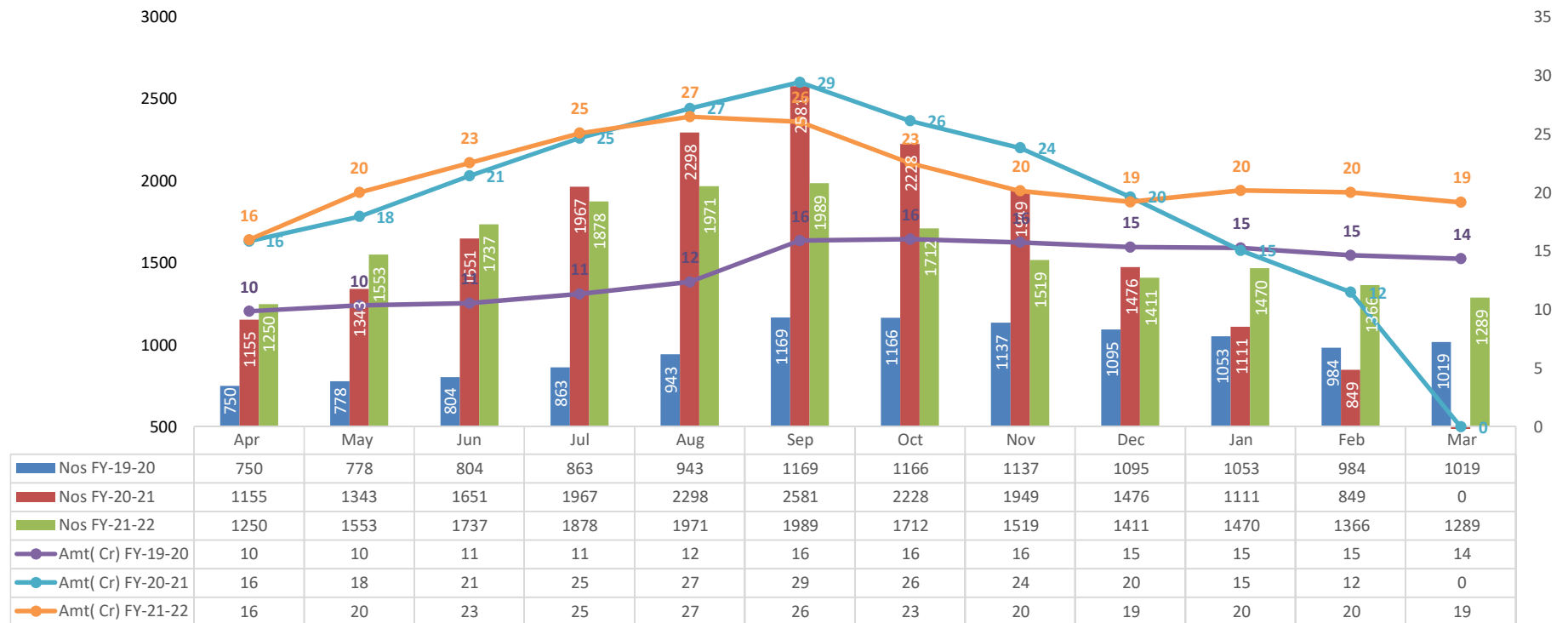
BSES

Collection(CD%) –Due Date Basis(With St.Light)(Crs)

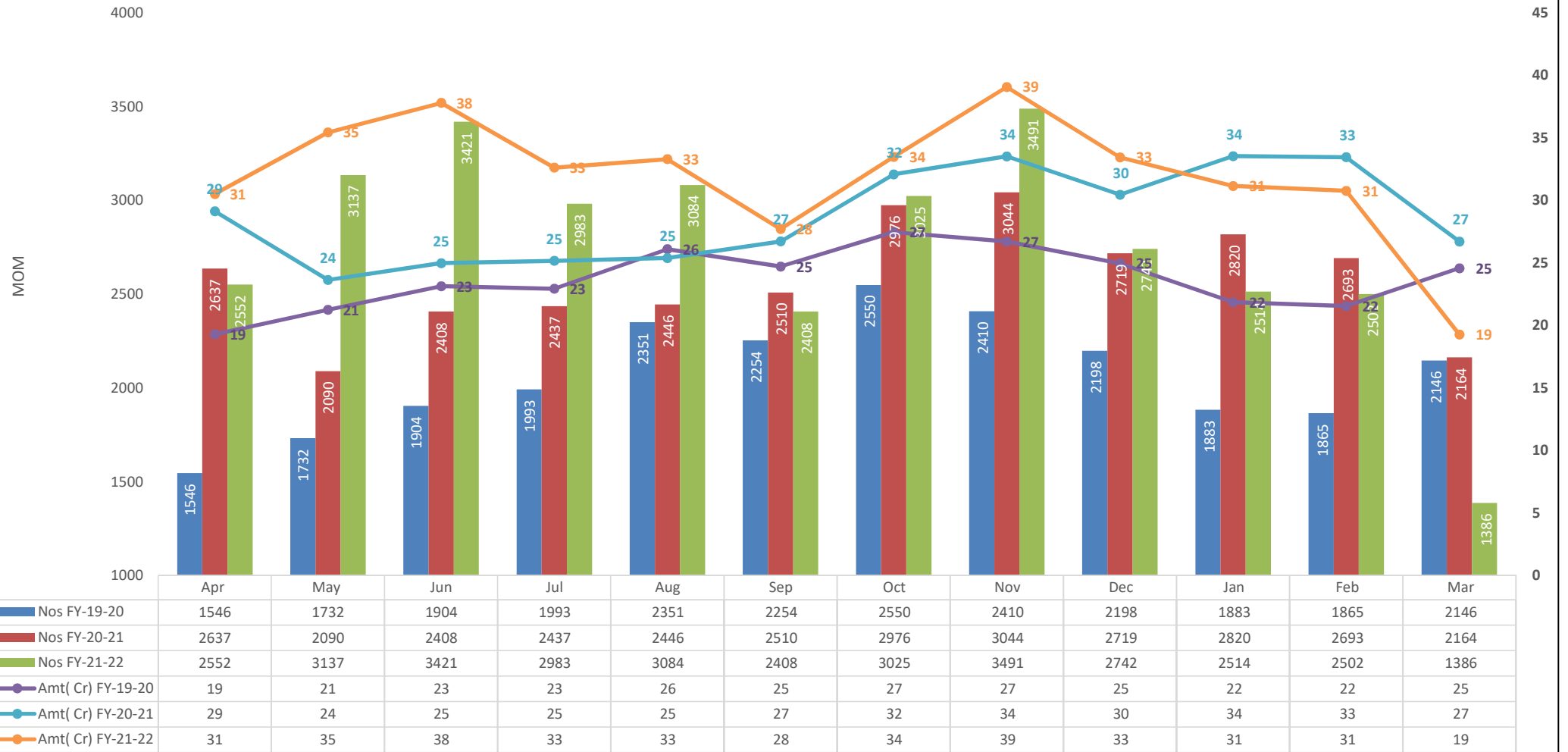


BSES

Sticky Dues(>6M+>50K+>500 Credit Rating)

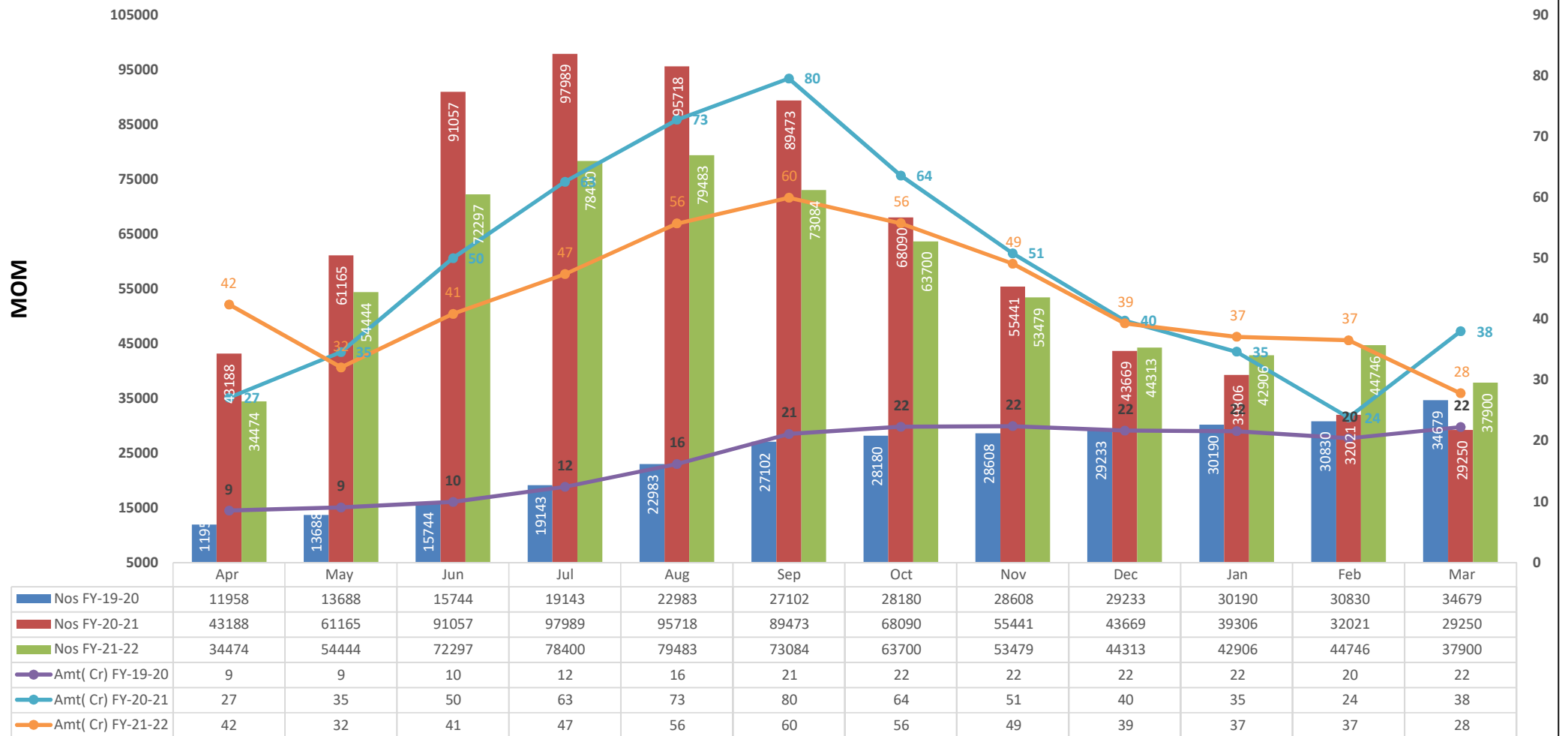


Focused Dues(<6M+>50K+<500 Credit Rating)



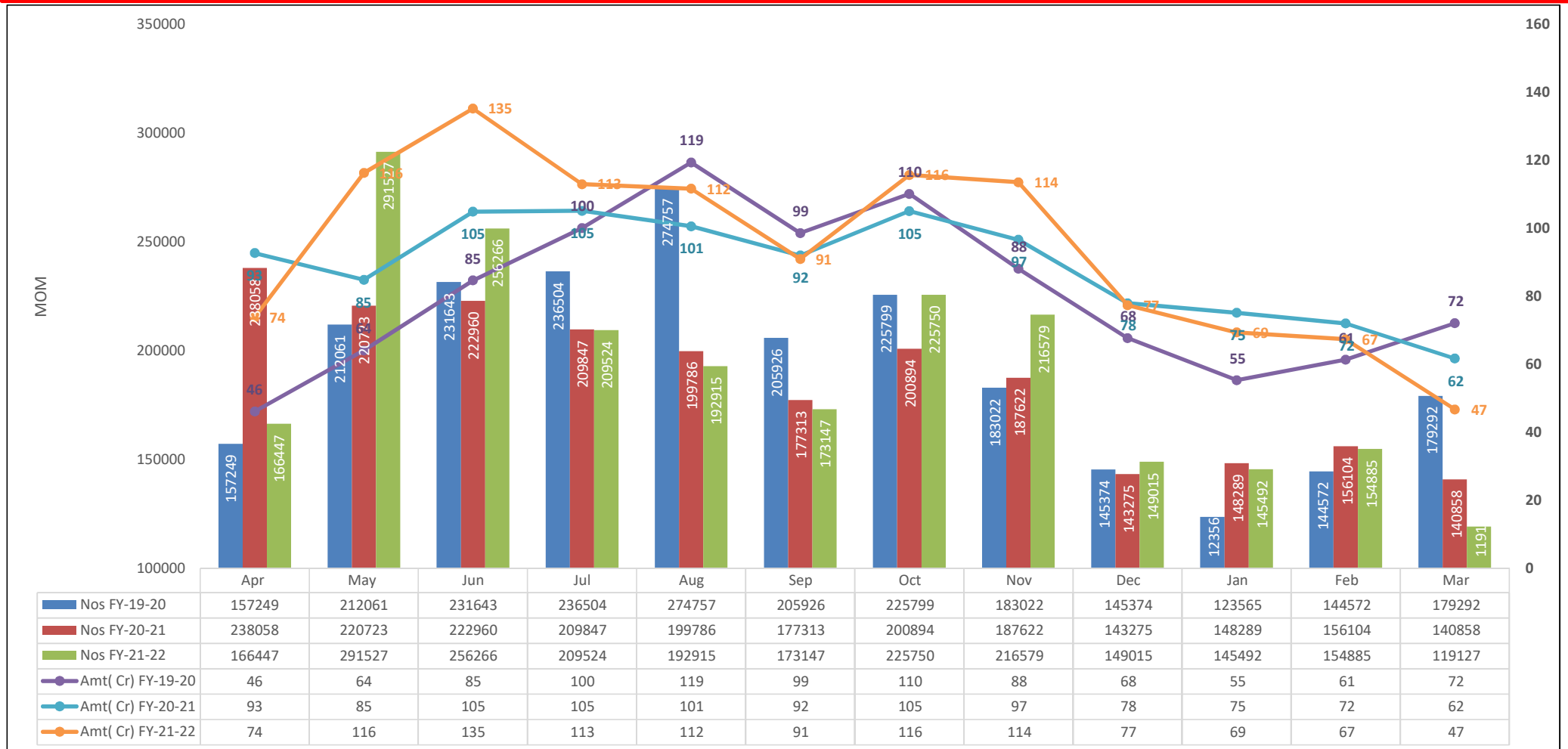
BSES

Chronic Dues(>6 Month+<50K)

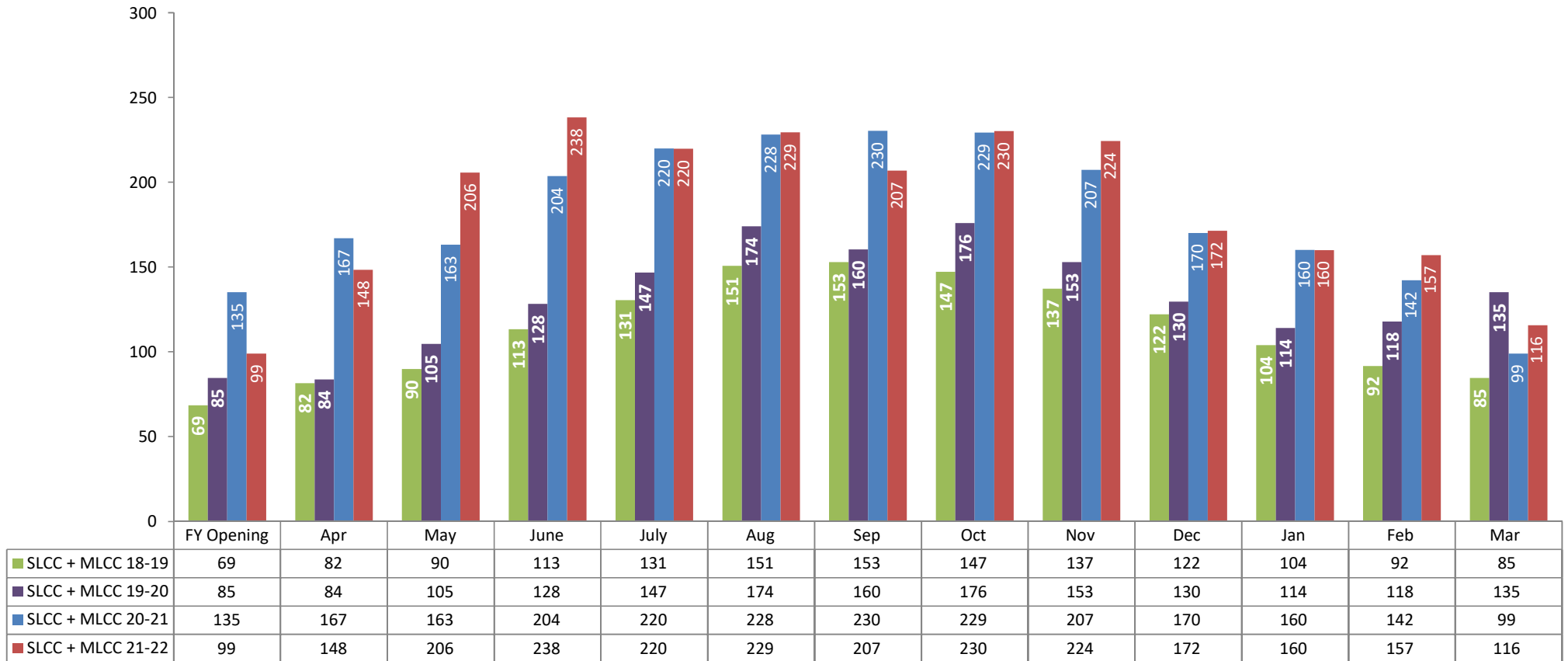


BSES

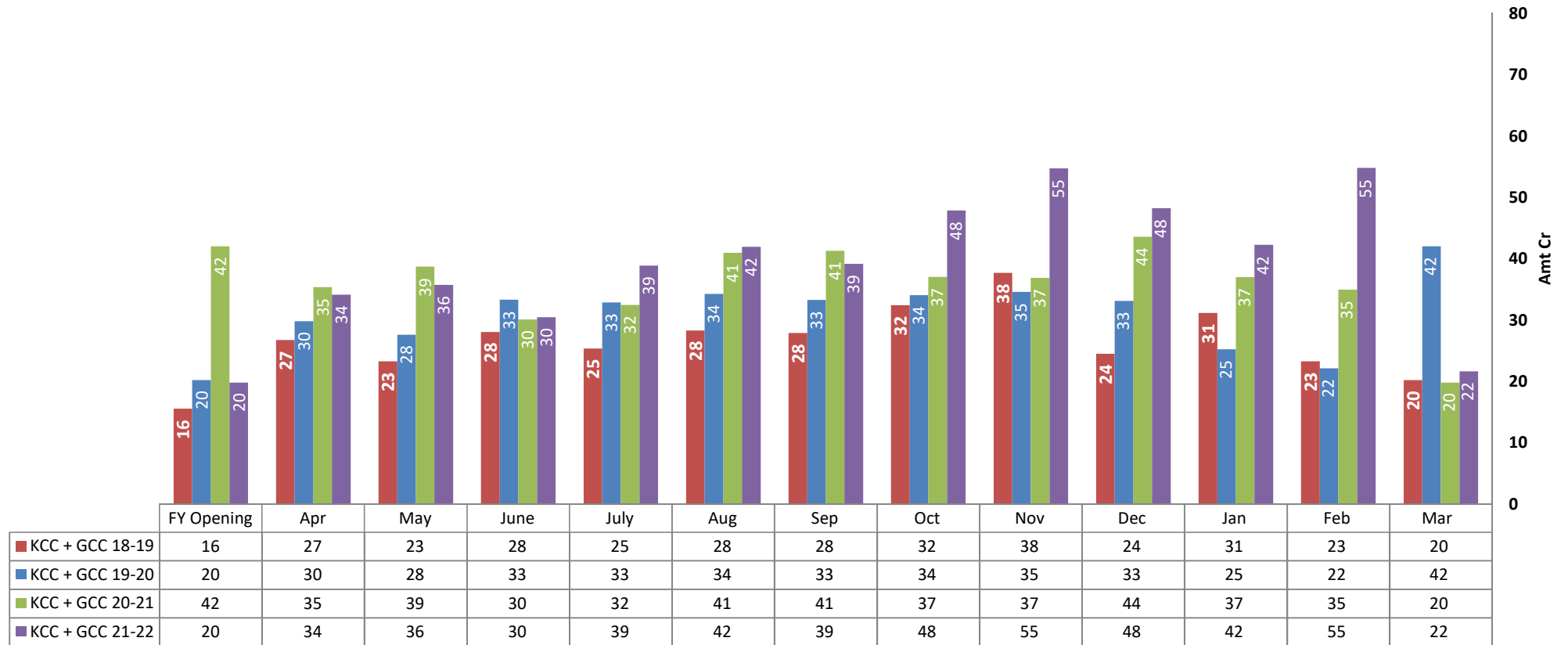
Defaulter Dues(Excluding Sticky +Focus + Chronic)



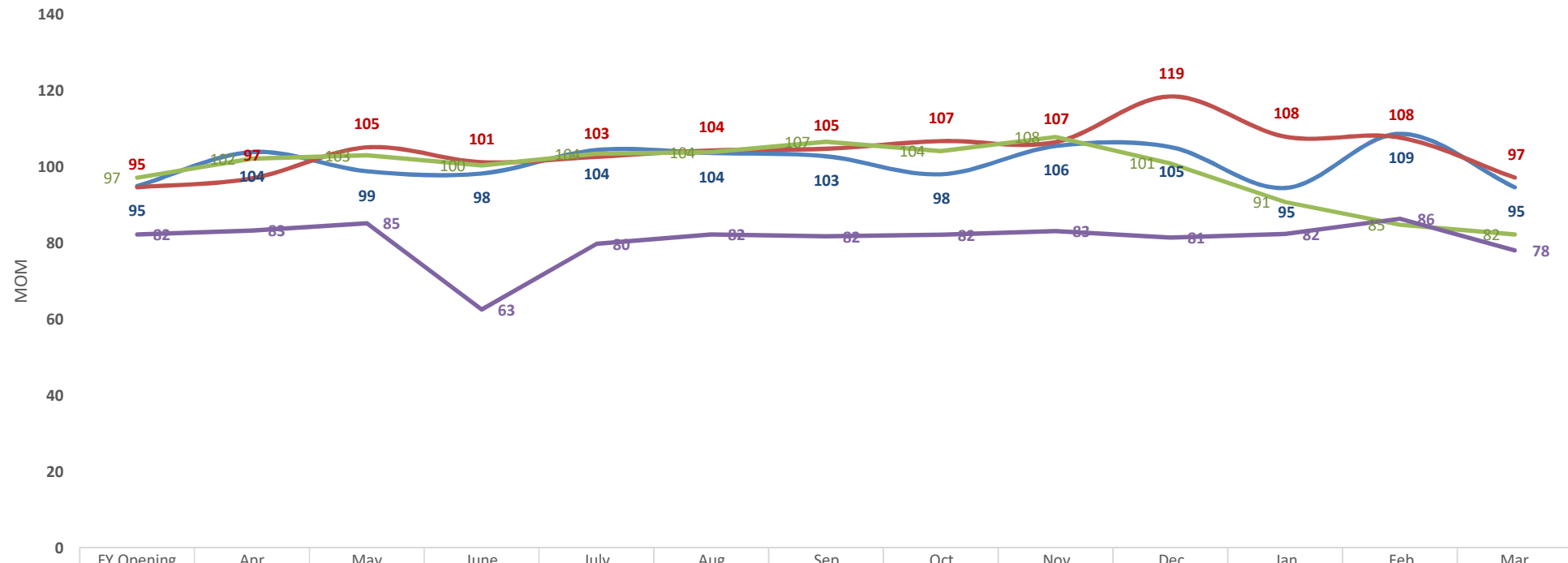
Defaulter Movement(SLCC+MLCC)



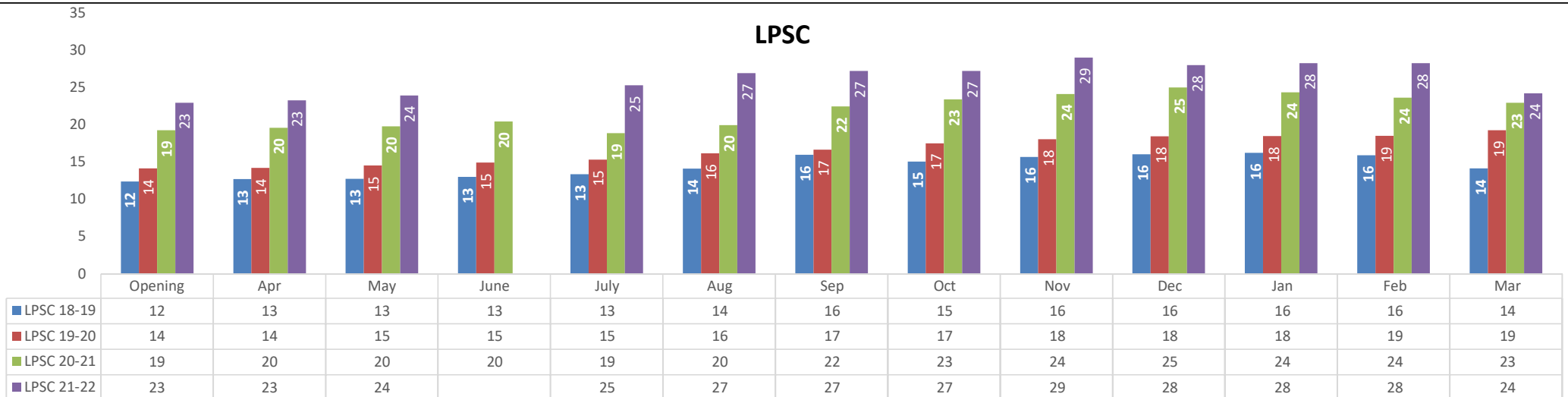
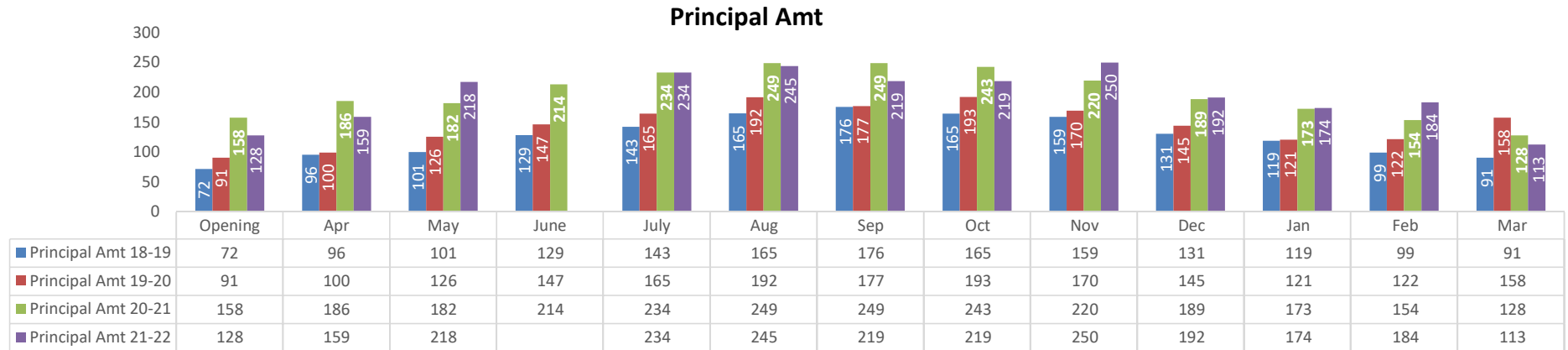
Defaulter Movement(KCC+GCC)



Defaulter Movement(St Light)



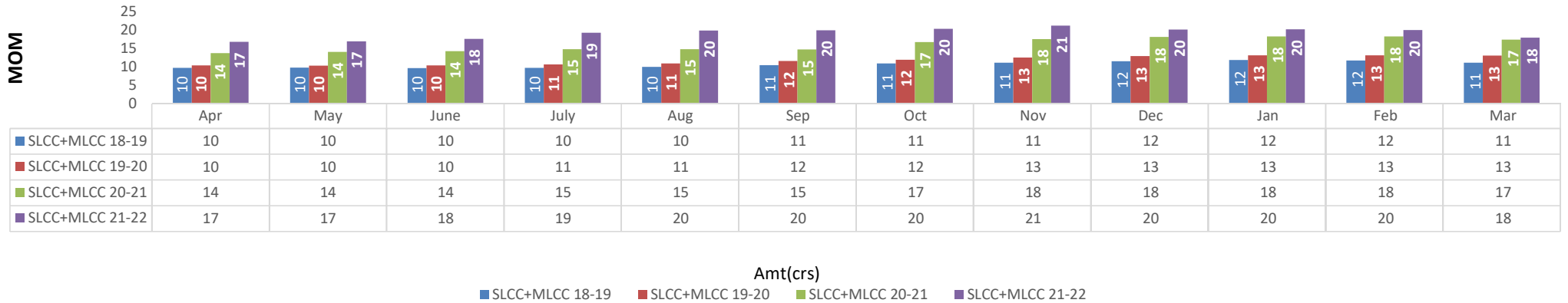
Defaulter Movement(Principal & LPSC)



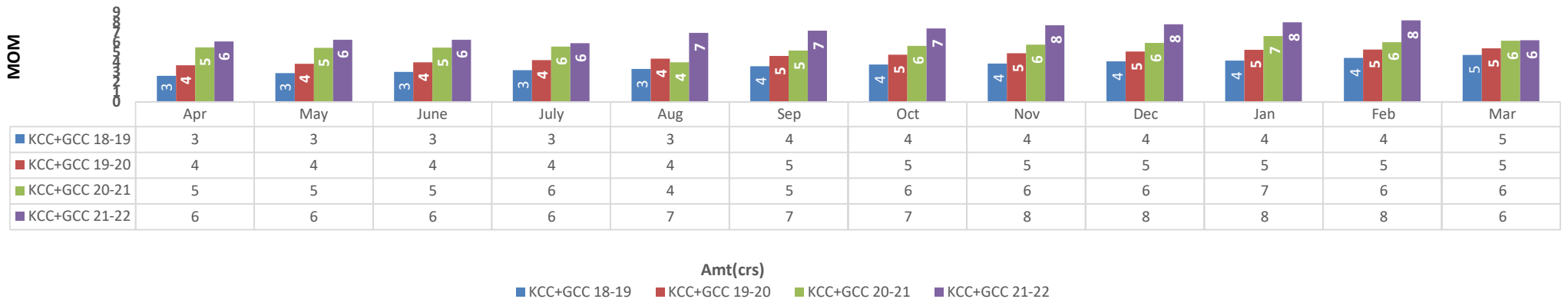
BSES

LPSC Movement

LPSC Dues (SLCC+MLCC)



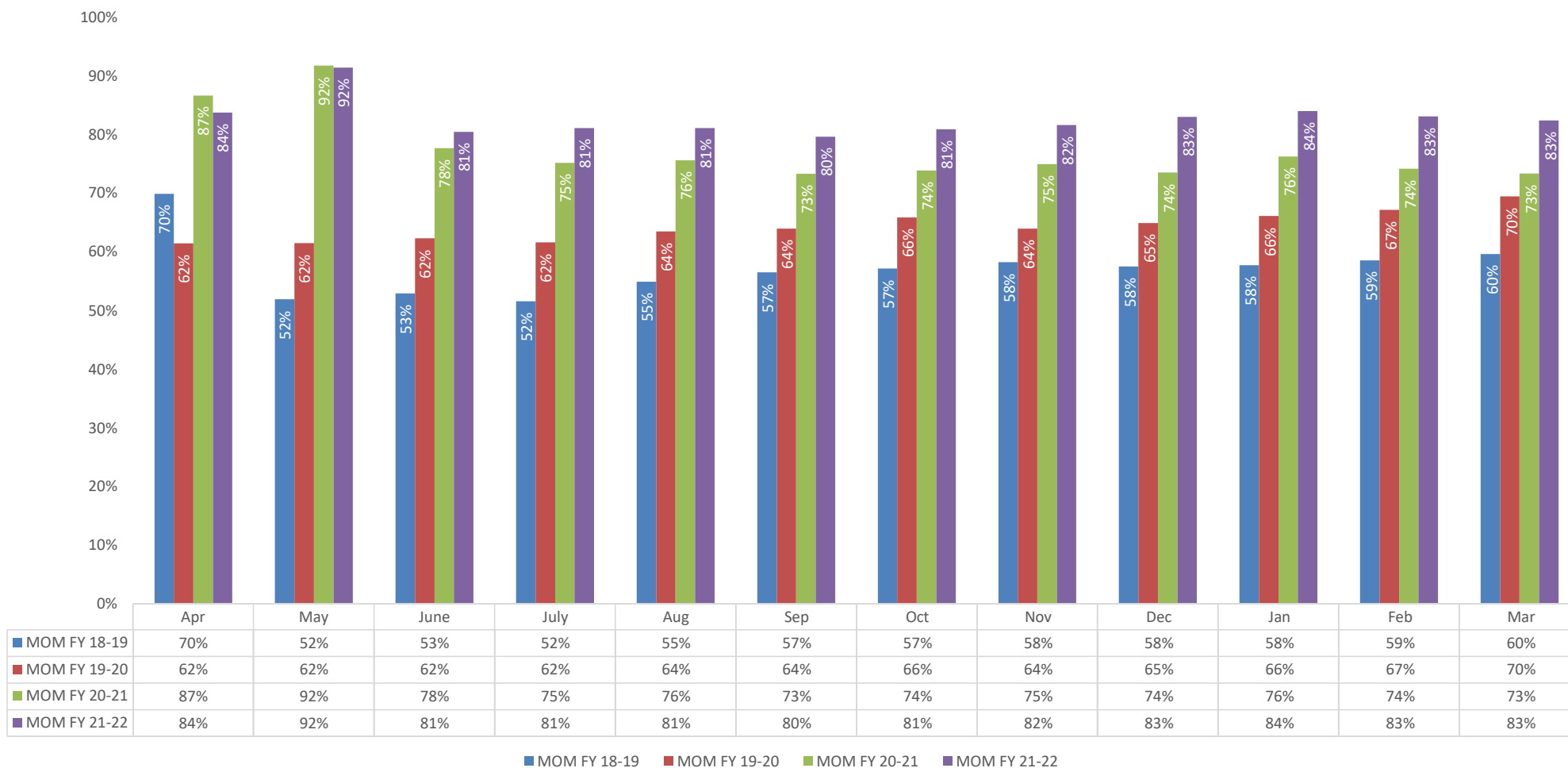
LPSC Dues (KCC+GCC)



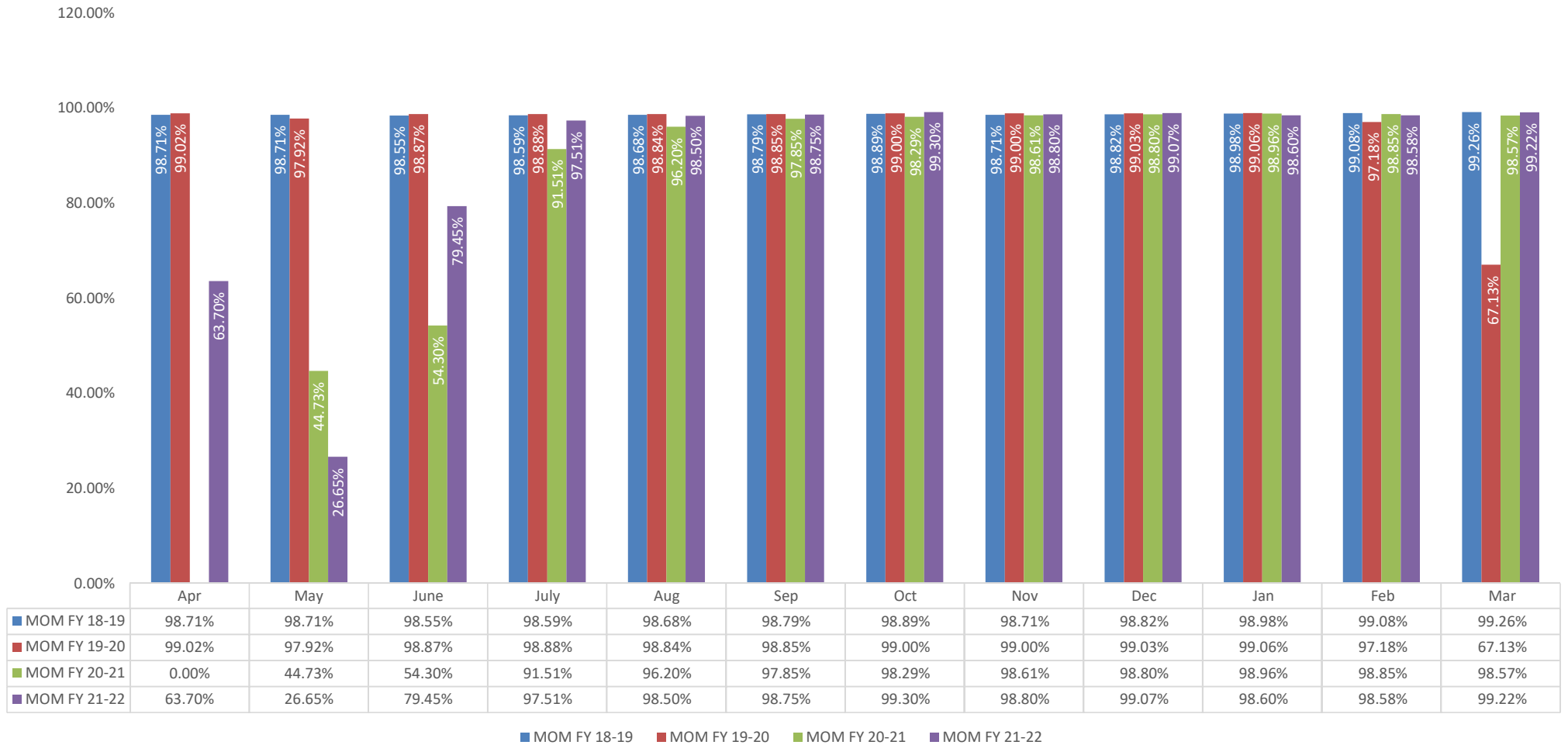
New Connection Trend



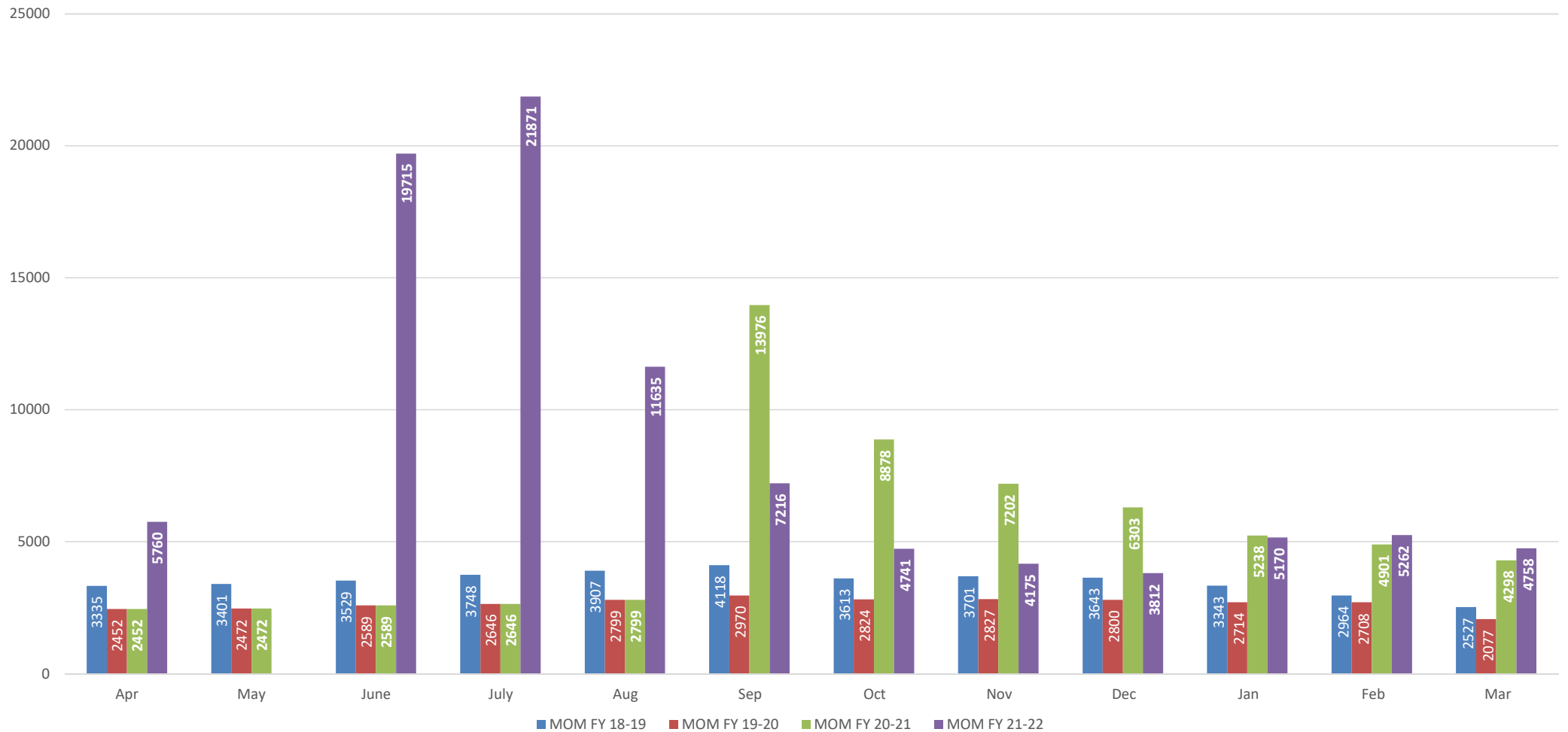
Digital Payment Trend



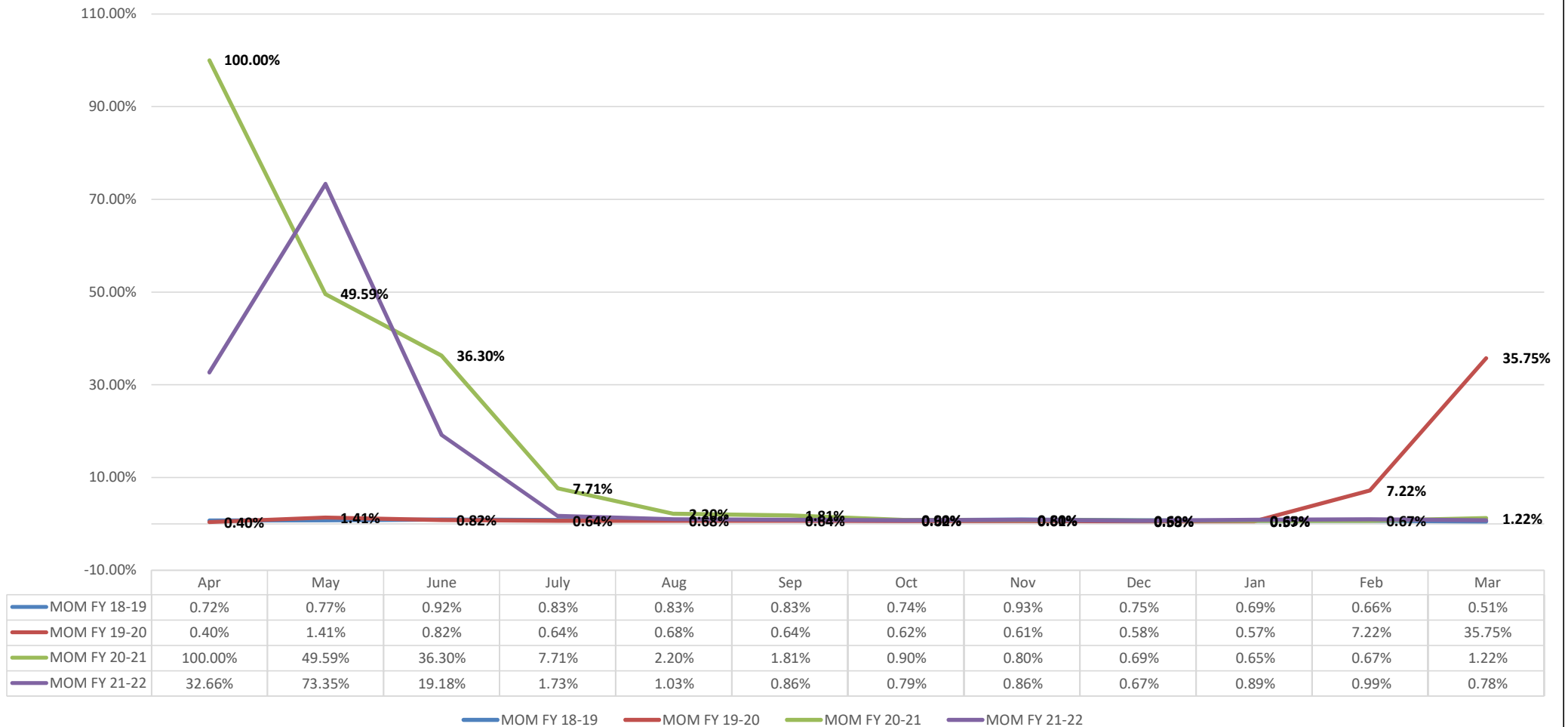
Meter Downloading %



>2 Time Not Downloaded Meter

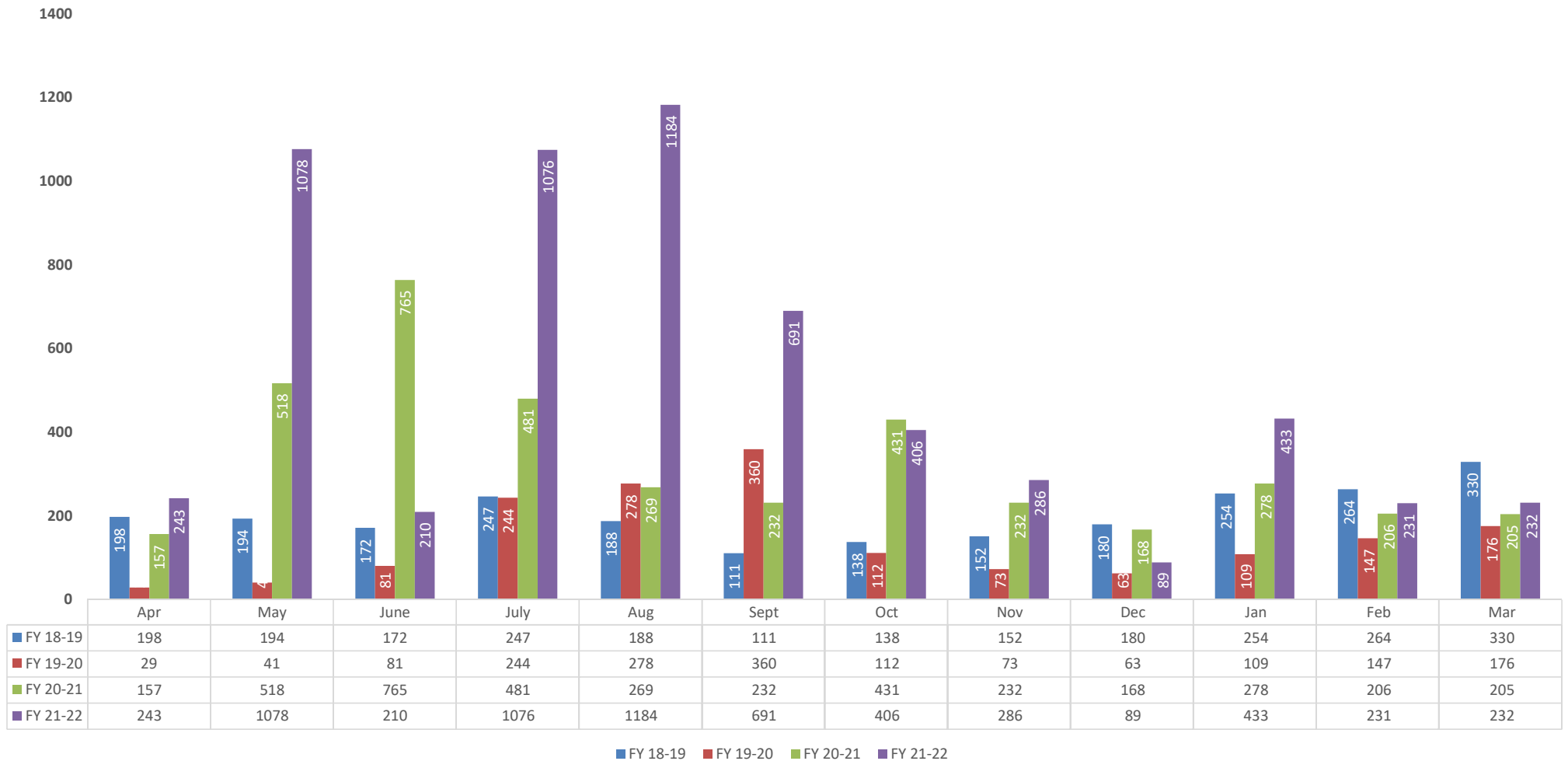


Provisional %

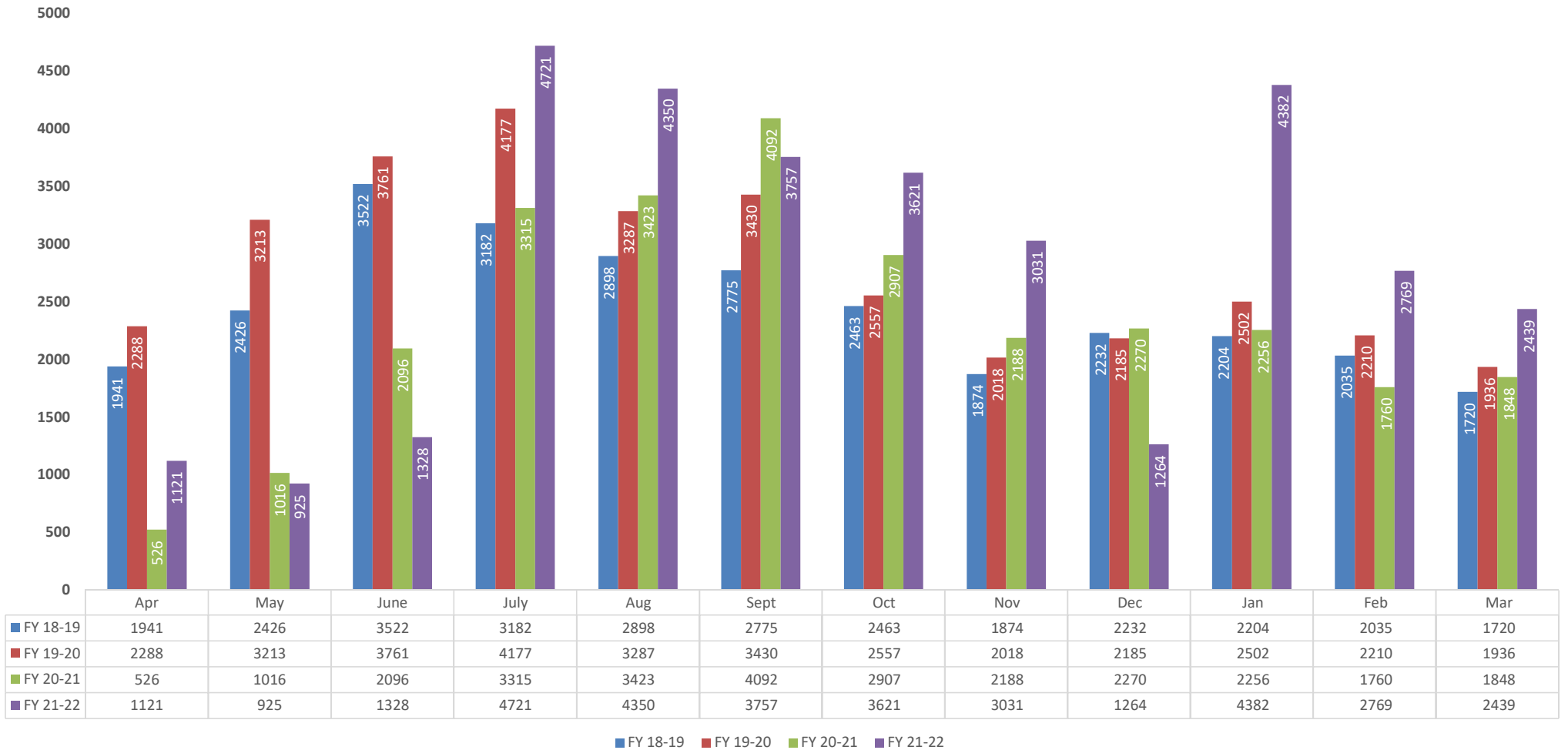


BSES

Customer Care - Billing Complaint



Customer Care - Metering Complaint



Customer Care - Forum Complaint

CGRFO

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 18-19	1	1	1	2	2	5	3	3	5	5	3	3
FY 19-20	12	7	3	6	13	8	6	6	2	6	6	12
FY 20-21	0	0	0	7	13	16	10	11	2	13	14	20
FY 21-22	12	0	0	17	8	13	15	13	6	13	15	31

Ombudsman

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 18-19	0	1	0	0	0	0	0	1	0	0	0	0
FY 19-20	1	0	0	2	1	0	1	1	0	0	0	1
FY 20-21	0	0	0	0	0	1	2	0	1	0	2	3
FY 21-22	0	0	3	0	0	0	2	0	0	0	5	0

PG Commission

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 18-19	0	1	0	0	0	0	0	0	0	0	0	0
FY 19-20	0	0	0	0	0	0	0	1	2	0	0	0
FY 20-21	0	0	0	0	0	0	1	0	1	2	3	4
FY 21-22	0	2	0	0	0	0	0	0	0	6	0	0

BSES

Customer Care – Data Enrichment

Mobile Nos Updation YTM Jan'22(Total Nos-17,75,897)

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 18-19	11091	14345	9718	8018	6517	5946	7027	15233	7839	9031	6979	6429
FY 19-20	7948	9757	7693	12298	11589	10457	16363	10120	11617	14170	9252	5690
FY 20-21	2909	9850	9260	7047	7620	7065	7618	90237	12484	7082	7379	5108
FY 21-22	3068	2647	18243	6004	5999	6953	5155	4643	6666	4127	21630	6045

WhatsaApp Nos Updation YTM Jan'22(Total Nos-13,32,860)

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 20-21	19027	35601	33621	4293	6848	5431	5684	311350	363242	259458	2335	474
FY 21-22	372	4096	301603	4003	227	460	506	493	861	963	24300	825

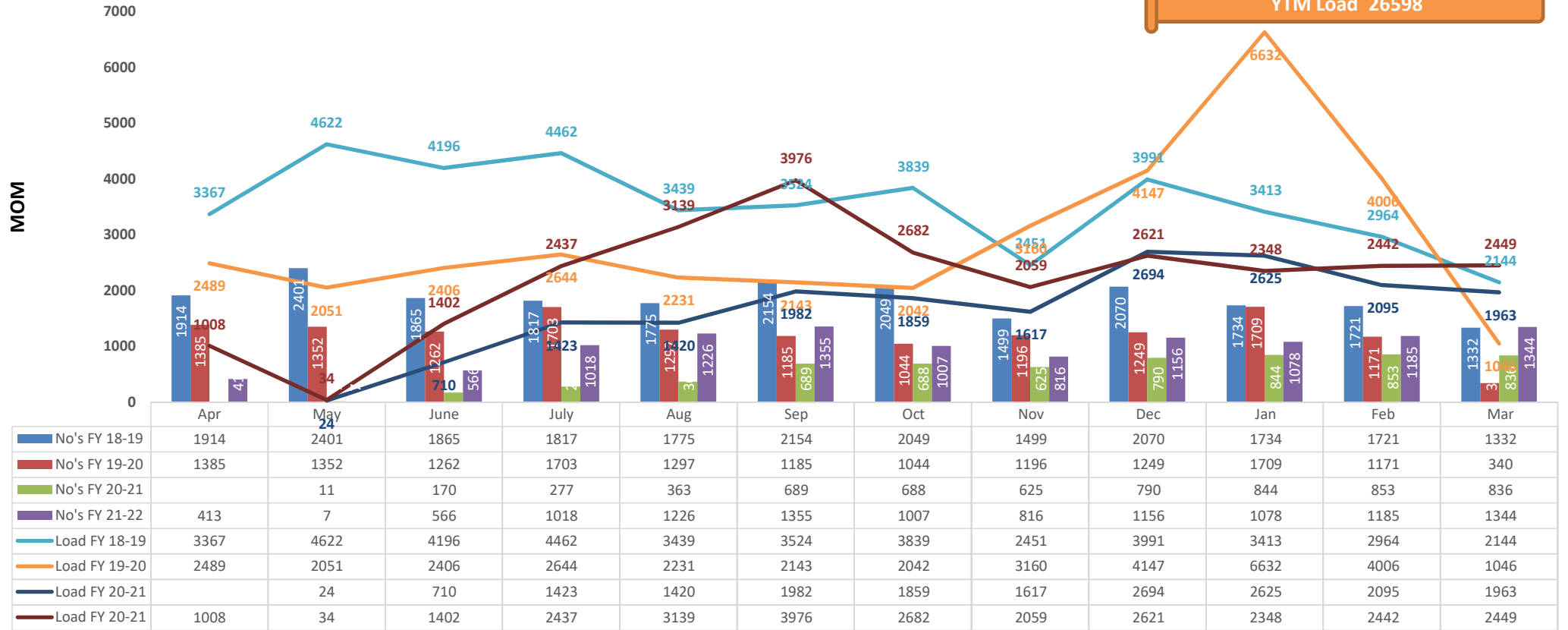
E-Mail Updation YTM Jan'22(Total Nos-4,62,420)

FY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
FY 18-19	2990	4130	3248	3994	2127	1870	2542	2732	2677	2532	2121	2183
FY 19-20	2246	2405	2223	2713	2918	3063	2734	2276	3136	2648	1974	1370
FY 20-21	4121	21780	12485	4800	5161	5247	5855	66107	69888	2850	4382	1743
FY 21-22	1231	3446	27699	4736	2360	2107	1718	1617	2516	1722	23513	2044



Enforcement Booking(Nos) & Load(Kw)

Enforcement Cases



No's & Load

No's FY 18-19 No's FY 19-20 No's FY 20-21 No's FY 21-22 Load FY 18-19 Load FY 19-20 Load FY 20-21 Load FY 20-21

Enforcement Billing & Collection (Cr)

