

Revised Scope of work for Providing Cash and cheque handling work

3.1 CASH COUNTERS, CASH/CHEQUE CHESTS AND MOBILE VANS – CASH AND CHEQUE HANDLING WORK

3.1.1 Scope of Work

The Contractor shall be responsible for the collection, custody, handling, sealing, transportation, safe delivery, handover and related documentation of cash, cheques and other payment instruments/documents collected from the designated consumer payment counters of BYPL.

The collections relate to payments received from consumers against monthly energy bills, non-energy demand notes and other dues/demands payable to BYPL.

The Contractor shall perform the entire activity in a manner that ensures absolute security, accountability, traceability and timely delivery of the collections to the respective Revenue Offices.

The Contractor shall be solely responsible for providing all manpower, supervisors, vehicles, security personnel, communication facilities, bags/envelopes, locks/seals, insurance cover, equipment and other resources required for satisfactory execution of the work.

3.1.2 Working Hours of Counters

The designated cash/cheque counters shall ordinarily operate during general duty hours from **09:00 AM to 03:00 PM**.

The Contractor shall deploy sufficient manpower and vehicles so that collection from the counters commences immediately after closure of the counters and is completed within the stipulated timelines specified herein.

The Contractor shall not cite shortage of manpower, vehicles, traffic conditions, route planning, breakdown of vehicles, failure of communication systems or any other internal operational difficulty as a justification for delay in collection or delivery.

3.1.3 Revenue Offices

The collections shall be transported and handed over to the respective Revenue Offices as under:

Revenue Circle	Revenue Office
Revenue East Circle	:Shakti Kiran Building, Karkardooma
Revenue Central Circle	:Gandhi Market, Minto Road

The Contractor shall ensure that cash and cheques collected from the locations falling under each Revenue Circle are delivered only to the **authorized officials of the respective Revenue Office**.

No handover to any unauthorized person, employee, representative or third party shall be permitted.

3.1.4 Custody and Security of Cash and Cheques

From the time the cash/cheques are acknowledged by the Contractor's authorized representative at the collection counter until their formal handover and acknowledgement by the authorized Revenue Office official, the Contractor shall have **full custody and responsibility** for the collections.

The Contractor shall ensure that:

- Cash and cheques are kept in designated, tamper-evident and properly sealed bags/envelopes.
- Each bag/envelope is appropriately identified and linked to the concerned location/counter and collection report.
- Bags/envelopes are sealed in the presence of the concerned cashier.
- Seals are not tampered with or opened during transit.
- Cash and cheques are never left unattended at any stage.
- Cash/cheques are not transferred between vehicles or personnel except under documented and authorized circumstances.
- Only duly authorized and verified personnel are permitted to handle or transport the collections.
- Appropriate security arrangements, including armed security personnel/gunmen wherever required, are maintained during transportation and custody.
- The Contractor maintains complete movement and custody records for every collection.

Any loss, theft, misappropriation, shortage, damage, tampering or unauthorized access occurring during the period of the Contractor's custody shall be the **sole responsibility of the Contractor**.

3.1.5 Cash Collection from Counters

The Contractor shall collect cash from the designated counters through its duly authorized Cash Pick-up Executive.

Before accepting and sealing the cash bag/envelope, the Cash Pick-up Executive shall ensure that the currency being accepted is suitable for banking and that **soiled, mutilated, damaged, torn or otherwise un-bankable currency notes are not accepted as part of the collection.**

The Cash Pick-up Executive shall verify the collection with the relevant collection statement/summary presented by the cashier and shall obtain an acknowledgement/receipt from the concerned cashier immediately upon taking custody of the collection.

The cash shall thereafter be placed in the designated bag/envelope and the same shall be securely closed/sealed in the presence of the concerned cashier.

The acknowledgement issued by the Contractor shall clearly establish the amount and collection details taken into custody by the Contractor.

After issuance of the acknowledgement by the Contractor to the concerned cashier, any shortage or discrepancy in the cash attributable to the period of custody of the Contractor shall be recoverable from the Contractor.

3.1.6 Cheque Collection

The Contractor shall collect cheques along with the prescribed reports, statements, annexures and other related documents from the designated locations.

The Contractor shall verify the number of cheques/documents against the relevant statement at the time of collection and shall obtain proper acknowledgement from the concerned cashier.

Cheques shall be handled with the same level of security and accountability as cash and shall remain under the Contractor's custody until formal handover to the authorized Revenue Office official.

The Contractor shall ensure that cheques are not misplaced, damaged, altered, substituted or tampered with during collection and transportation.

3.1.7 Sealing and Identification of Bags/Envelopes

All cash/cheques collected from the counters shall be placed in bags/envelopes.

The bags/envelopes shall be sealed **in the presence of the concerned cashier** immediately after collection.

Each sealed bag/envelope shall carry adequate identification, including, as applicable:

- Location code/name;
- Counter number;
- Date of collection;
- Collection reference/serial number;
- Cash/cheque identification;
- Amount/number of instruments, as applicable; and
- Seal/reference details.

The Contractor shall maintain a record of the seal/reference number against each collection.

3.1.8 Transportation of Collections

The Contractor shall transport the collections to the respective Revenue Offices through **dedicated and secure vehicles** suitable for cash/cheque transportation.

The Contractor shall ensure that the vehicles are properly maintained, roadworthy and equipped with appropriate security arrangements.

The Contractor shall ensure that:

- The vehicle remains under the control of authorized personnel throughout the journey.
- The collection is not left unattended in the vehicle.
- The route and movement of the vehicle are monitored.
- Necessary communication facilities are available with the collection personnel.
- Any vehicle breakdown, accident, security incident or other emergency is immediately reported to BYPL and alternate arrangements are made without delay.

The Contractor shall maintain a contingency mechanism to ensure that collection and delivery are not disrupted due to vehicle breakdown, manpower absence, traffic restrictions or other foreseeable operational issues.

3.1.9 Handover at Revenue Office

The Contractor shall hand over the sealed cash bags/envelopes, cheques and related documents to the authorized Revenue Office staff.

The Revenue Office staff shall open the cash bag/envelope **in the presence of the Contractor's authorized pick-up executive** and shall count and verify the cash with reference to the relevant annexure/summary/report.

Verification shall include, inter alia:

- Total cash amount;
- Denomination-wise details;
- Physical condition of currency;
- Identification of soiled/un-bankable currency;
- Reconciliation with the collection statement; and
- Verification of accompanying documents/annexures.

The Revenue Office shall acknowledge receipt of the cash, cheques and documents after completion of the prescribed verification.

The Contractor's representative shall remain present during the verification process and shall sign the prescribed handover/verification record.

3.1.10 Liability for Shortage, Loss or Discrepancy

The Contractor shall remain fully responsible for all cash and cheques from the time of acknowledgement at the collection counter until formal handover to the authorized Revenue Office official.

Any **shortage, loss, theft, misappropriation, substitution, damage, tampering or unexplained discrepancy** occurring during such period shall be treated as a Contractor liability.

The amount of any cash shortage established during verification shall be recoverable from the Contractor **without prejudice to BYPL's right to take any other contractual, civil or criminal action available under applicable law.**

Where any cheque or payment instrument is lost, damaged, misplaced or otherwise rendered unusable due to the Contractor's negligence or default, the Contractor shall be responsible for the resulting loss/cost and shall fully indemnify BYPL against the consequences thereof.

No acknowledgement issued at the collection counter shall relieve the Contractor of its responsibility for safe custody and delivery of the collections.

3.1.11 Collection Schedule

The Contractor shall ensure collection of cash and cheques from all designated locations strictly within the following timelines:

1. **Single/one-off locations where only cheques are accepted:**
Collection shall commence after 03:00 PM and shall be completed **by 04:00 PM**.
2. **Locations where cash as well as cheques/DDs/cards are accepted:**
Collection may commence after 03:00 PM and shall be completed **by 05:00 PM**.
3. **Handover at Revenue Office:**
All collections shall be delivered to and handed over to the respective Revenue Office **well before 05:30 PM on the same day**.

The Contractor shall be responsible for route planning and deployment of adequate resources to meet these timelines.

Any delay shall be immediately reported to the designated BYPL official, together with the reason for such delay and the corrective action taken.

3.1.12 Overnight Custody and Next-Day Bank Deposit

After receipt at the respective Revenue Office, the cash shall be kept overnight in the designated cash/cheque chests of the concerned Revenue Circle and secured in accordance with BYPL's prescribed security arrangements i.e. gunman.

On the next **bankable working day**, the cash shall be transported from the respective Revenue Office to the designated bank under appropriate security arrangements, including armed gunmen.

The cash shall be deposited in the bank by the authorized BSES/BYPL staff/Head Cashiers in accordance with the applicable internal procedure.

The Contractor shall provide such assistance, records, reconciliation statements and custody documentation as may be required by BYPL in connection with the above process.

3.1.13 Counter-wise MIS

The Contractor shall submit a **counter-wise daily MIS** to BYPL through email on the same day, latest by **08:00 PM**.

The MIS shall contain, at a minimum:

- Date of collection;
- Location;

- Counter number;
- Cash collected;
- Cheques collected;
- Number of cheques;
- Collection/pick-up time;
- Name/ID of collection executive;
- Vehicle identification;
- Revenue Office handover time;
- Handover/acknowledgement reference; and
- Any discrepancy, exception or delay.

BYPL may prescribe the format, frequency and additional fields of the MIS from time to time, and the Contractor shall comply with such requirements.

Submission of an MIS shall not absolve the Contractor from any liability arising from incorrect, incomplete or false reporting.

3.1.14 Collection on Sundays and Gazetted Holidays

If required by BYPL, the Contractor shall arrange collection of cash and cheques on **Sundays and Gazetted Holidays**.

BYPL shall provide prior intimation for such collection requirements.

Approximately **10–12 such pick-ups per year** may be considered for estimation purposes.

No additional payment shall be admissible to the Contractor for such collections, and the Contractor shall factor the same into its quoted rates and resource planning.

3.1.15 Manpower and Authorization

The Contractor shall deploy adequate numbers of trained, experienced and duly verified personnel for execution of the work.

All personnel deployed for cash/cheque collection shall be:

- Properly identified and authorized;
- Adequately trained in cash handling and security procedures;
- Police/background verified, wherever applicable;
- Provided with valid identification cards;
- Trained in the prescribed SOP and emergency procedures; and
- Fit to perform the assigned duties.

The Contractor shall maintain an updated list of all personnel deployed and shall provide the same to BYPL.

BYPL shall have the right to require removal/replacement of any Contractor personnel whose conduct, integrity, competence or performance is considered unsatisfactory.

3.1.16 Insurance

The Contractor shall, at its own cost, obtain and maintain adequate insurance coverage commensurate with the nature and value of the cash/cheque handling operations.

The insurance shall cover, as applicable, risks including **loss, theft, robbery, burglary, misappropriation, accident, transit risk, employee dishonesty and other risks associated with cash/cheque collection and transportation.**

The minimum insurance coverage and policy conditions, if specified elsewhere in the tender, shall be complied with without exception.

Insurance coverage shall not limit or extinguish the Contractor's contractual liability to BYPL. Any amount not recovered from the insurer for any reason shall remain recoverable from the Contractor, to the extent of the Contractor's contractual liability.

3.1.17 Security and Surveillance

The Contractor shall implement appropriate security measures for the entire cash/cheque movement process.

The Contractor shall ensure appropriate security arrangements during:

- Collection from counters;
- Loading and sealing;
- Movement to Revenue Offices;
- Handover at Revenue Offices; and
- Any other stage where the collections remain under Contractor custody.

The Contractor shall comply with all security instructions issued by BYPL from time to time.

3.1.19 Compliance with SOP and Instructions

The Contractor shall strictly comply with the detailed **Standard Operating Procedure (SOP)** issued by BYPL for cash and cheque collection, handling, sealing, transportation, custody, reconciliation, handover, security and reporting.

BYPL may issue, modify, supplement or revise the SOP/instructions from time to time, and the Contractor shall comply with the same.

Such modifications or instructions shall not entitle the Contractor to any additional payment unless expressly approved by BYPL in writing.

3.1.20 Number of Locations and Counters

At present, there are **49 collection locations comprising 63 counters**.

The present distribution is as follows:

Revenue Office	Division Locations	Single Locations	Total Locations	Total Counters
East – Karkardooma	9	22	31	40
Central – Gandhi Market, Minto Road	5	13	18	23
Total	14	35	49	63

At present:

- 14 locations have two counters each = **28 counters**, where payment in cash is accepted along with other mode.
- 2 locations have one counter each = **2 counters**, where cash is accepted along with other mode.
- 33 single/one-off locations have one counter each = **33 counters**, where cash not accepted ie payment in only cheque and other mode is accepted.

Thus, the total number of counters is **63**.

For more clarity cash is accepted only on 16 locations (ie 30 counters) and cheques are accepted all locations ie 63 counters

The Contractor shall be capable of handling the actual requirement as directed by BYPL during the Contract period.

3.1.21 No Additional Payment for Resource Shortfall

The Contractor shall be deemed to have **fully assessed and understood the complete scope and operational requirements** of the work before submitting its bid.

The quoted rates shall be deemed to include all costs associated with:

- Manpower and supervisors;
- Vehicles and fuel;
- Armed security/gunmen.
- Cash pick-up executives;
- Bags, envelopes, seals and related consumables;
- Communication facilities;
- Insurance;
- Training and verification of personnel;
- Route planning and monitoring;
- Contingency arrangements;
- Compliance with SOPs;

- Sunday/Gazetted Holiday collections;
- MIS and documentation; and
- Any other resources necessary for complete and satisfactory execution of the Contract.

No additional payment shall be admissible on account of any **underestimation of manpower, vehicles, security personnel, insurance, operational expenses, collection time, route requirements, increase in operational complexity or any other resource requirement** during the Contract period.

3.1.22 Audit and Records

The Contractor shall maintain complete and accurate records relating to all collections, including collection acknowledgements, seal records, vehicle movement records, personnel deployment records, handover acknowledgements, MIS, incident reports and other documents prescribed by BYPL.

All such records shall be made available to BYPL, its authorized representatives, auditors or statutory authorities for inspection/audit whenever required.

The Contractor shall preserve such records for the period prescribed under the Contract or applicable law, whichever is longer.

3.1.23 Right of Inspection

BYPL shall have the right to inspect and audit the Contractor's collection, transportation, security and record-keeping arrangements at any time during the Contract period.

The Contractor shall provide full cooperation and access to relevant records, personnel, vehicles and processes for such inspection.

Any deficiency identified by BYPL shall be rectified by the Contractor immediately or within the time stipulated by BYPL.

3.1.24 Indemnity

The Contractor shall indemnify and keep indemnified BYPL, its officers and employees against all losses, claims, damages, liabilities, costs and expenses arising out of or in connection with:

- Loss or shortage of cash during Contractor custody;
- Theft, robbery, misappropriation or fraud;
- Loss or damage to cheques/payment instruments;
- Negligence or misconduct of Contractor personnel;
- Unauthorized access or handling;
- Breach of security procedures;
- Failure to comply with the prescribed SOP;
- Delay or failure in collection/handover attributable to the Contractor; and
- Any act, omission, negligence or default of the Contractor, its employees, agents or subcontractors.

Such indemnity shall be without prejudice to any other rights or remedies available to BYPL under the Contract or applicable law.

3.1.25 Penalties and Contractual Remedies

Failure by the Contractor to comply with the prescribed collection timelines, security requirements, reporting requirements, SOPs or other contractual obligations shall attract **liquidated damages/service-level penalties and/or other contractual remedies as specified elsewhere in the Tender/Contract.**

In addition to applicable penalties, BYPL shall have the right, depending upon the nature and severity of the default, to:

- Recover the actual loss suffered;
- Recover shortages from amounts payable to the Contractor;
- Require immediate replacement of personnel;
- Require corrective/security measures;
- Suspend the concerned personnel or activity;
- Invoke the Contractor's insurance/security arrangements;

Imposition of any penalty shall not relieve the Contractor of its obligation to complete the work or make good any loss suffered by BYPL.

3.1.26 General Responsibility of Contractor

The Contractor shall be deemed to have accepted full responsibility for **safe, secure, timely and accountable handling of all cash and cheques entrusted to it.**

The Contractor shall ensure that there is no break in the chain of custody from the point of collection at the counter until formal handover to the authorized Revenue Office official.

The Contractor shall deploy resources based on actual operational requirements and shall ensure uninterrupted service throughout the Contract period.

The Contractor shall not be entitled to claim any additional payment or relief on the ground that the actual manpower, vehicle, security, insurance or other resource requirement is higher than estimated by it at the time of bidding.

The Contractor's obligations under this Section shall be read together with all other applicable terms and conditions of the Tender, Contract, SOP, security requirements and instructions issued by BYPL from time to time.

cash shortage, cheque loss, seal tampering, MIS delay, vehicle failure, unauthorized personnel, and security breaches. That would make the A clause substantially more enforceable than relying on general wording alone.