



NIT No.: TPCODL/P&S/100000633/2024-25

**Procedure to Participate in Tender**

**Tender Enquiry No- TPCODL/P&S/100000633/2024-25**

Tender Enquiry No.	Work Description	EMD* (Rs.)	Tender Fee** (Rs.)	Last Date for payment of Tender Fee
TPCODL/P&S/100000633/24-25	Rate Contract for Meter Reading cum Spot Billing/ Bill Distribution, Door to Door Collection at TPCODL for 3 Years	Rs. 10,00,000	5,000	22.04.2024

\* EMD is exempted for MSME Bidders registered in the State of Odisha. However, MSME Bidder shall be barred to participate in the tendering process for a period of 2 years in case it backs out post award of the contract. MSME BAs needs to submit Bid Security Declaration.

\*\* MSMEs registered in the State of Odisha shall pay tender fee of Rs. 1,000/- including GST.

**Please note that corresponding details mentioned in this document will supersede any other details mentioned anywhere else in the Tender Document.**

**Procedure to Participate in Tender.**

Following steps are to be followed before “Last date for Payment of Tender Fee”:

1. Eligible and Interested Bidders to submit duly signed and stamped letter on Bidder's letter head indicating
  - a. Tender Enquiry number
  - b. Name of authorized person
  - c. Contact number
  - d. E-mail id
  - e. Details of submission of Tender Fee
  - f. GST Registration No
  - g. Details of submission of Tender Fee
  - h. MSME Certificate, wherever applicable
  - i. Details of Bank Account for refund of EMD
  - j. Postal Address for refund of EMD
2. Non-Refundable Tender Fee, as indicated in table above, to be submitted in the form of Direct Deposit in the following bank account and submit the receipt along with a covering letter clearly indicating the Tender Reference/ Enquiry Number –

Beneficiary Name: TP Central Odisha Distribution Ltd.  
Bank Name: STATE BANK OF INDIA  
Branch Name: IDCO Towers, Bhubaneswar  
Address: P.O. - Sahidnagar, Janapath, Bhubaneswar.  
Branch Code: 7891  
Account No: 10835304915  
IFSC Code: SBIN0007891



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E-mail with necessary attachment of 1 and 2 above to be sent to [arijeet.choudhury@tpcentralodisha.com](mailto:arijeet.choudhury@tpcentralodisha.com) , and [sony.jha@tpcentralodisha.com](mailto:sony.jha@tpcentralodisha.com) before last date and time for payment of Tender Fee.

Interested bidders to submit Tender Fee and Authorization Letter before Last date and time as indicated above, after which link from TPCODL E-Tender system (Ariba) will be shared for further communication and bid submission.

Please note that all future correspondence regarding the tender, bid submission, due date extension, Pre-bid query, etc. will take place through TPCODL E-Tender system (Ariba) only. User manual to guide the bidders to submit the bid through E-Tender system (Ariba) is enclosed.

All communication shall be held only with the bidders who have carried out the above steps to participate in the Tender.

It is to be noted that once date of “Last date and time for Payment of Tender Participation Fee” is lapsed, no Bidder will be sent link from TPCODL E-Tender System (Ariba). Without this link, bidder will not be able to participate in the tender. Any last moment request to participate in tender will not be considered.

Further, all future corrigendum to the said tender will be uploaded in the Tender section on website <https://www.tpcentralodisha.com>.



NIT No.: TPCODL/P&S/100000633/2024-25

## **OPEN TENDER NOTIFICATION**

**FOR**

**RATE CONTRACT FOR METER READING CUM  
SPOT BILLING/ BILL DISTRIBUTION AND DOOR TO  
DOOR COLLECTION AT TPCODL FOR 3 YEARS**

**Tender Enquiry No.: TPCODL/P&S/1000000633/24-25**

**Due Date for Bid Submission: 07.05.2024 [15:00 Hours]**

**TP Central Odisha Distribution Limited  
1st Floor, Anuj Building, Plot No.29, Satya Nagar,  
Bhubaneswar, Odisha 751007**

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## 1.0 Event Information

### 1.1. Scope of work

**Open Tenders** are invited from interested Bidders entering into a Contract for the following:

S. No.	Description	EMD Amount (Rs.)	Tender Fee (Rs.)
1.	Rate Contract for Meter Reading cum Spot Billing/ Bill Distribution and Door to Door Collection at TPCODL for 3 Years	Rs. 10,00,000	5,000

Note: Tender Fee is inclusive of GST

### 1.2. Availability of Tender Documents

Please refer "Procedure to participate in the e-tender".

### 1.3. Calendar of Events

(a)	Date of sale/ availability of tender documents from TPCODL Website	From 15.04.2024 onwards
(b)	Date by which Interested and Eligible Bidder to pay Tender Fee and confirm participation as mentioned in "Procedure to Participate in Tender"	22.04.2024
(c)	Last Date of receipt of pre-bid queries, if any	24.04.2024
(d)	Pre-Bid Meeting*	25.04.2024 26.04.2024 (if required)
(e)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	30.04.2024
(f)	Last date and time of receipt of Bids	07.05.2024; 15:00 Hours
(g)	Date & Time of opening technical bids & EMD (Envelope-1 & 2)	Participating Bidders will get mail intimation from TPCODL E-Tender system (Ariba) when their Technical Bids are opened.
(h)	Date & Time of opening of Price bid of qualified bidders	Bidders will get mail intimation from TPCODL E-tender system (Ariba) when their Price Bids are opened

*\*Pre-Bid Meeting Time and Venue details shall be shared later*

**Note :-** In the event of last date specified for submission of bids and date of opening of bids is declared as a closed holiday for TPCODL's office, the last date of submission of bids and date of opening of bids will be the day following working day at appointed times.

### 1.4 Mandatory documents required along with the Bid

- 1.4.1 EMD of requisite value and validity
- 1.4.2 Tender Fee of requisite amount
- 1.4.3 Requisite Documents for compliance to Qualification Criteria mentioned in Clause 1.7.
- 1.4.4 Drawing, Type Test details along with a sample of each item as specified at Annexure I (as applicable)
- 1.4.5 Duly signed and stamped 'Schedule of Deviations' as per Annexure III on bidder's letter head.

- 1.4.6 Duly signed and stamped 'Schedule of Commercial Specifications' as per Annexure IV on bidder's letter head.
- 1.4.7 Proper authorization letter/ Power of Attorney to sign the tender on the behalf of bidder.
- 1.4.8 Copy of PAN, GST, PF and ESI Registration (In case any of these documents is not available with the bidder, same to be explicitly mentioned in the 'Schedule of Deviations')
- 1.4.9 Documents for safety bid evaluation as per Appendix 13: CSM-F-9 Safety Bid Evaluation Criteria

***Please note that in absence of any of the above documents, bid submitted by the bidder shall be liable for rejection.***

## **1.5. Deviation from Tender**

Normally, the deviations to tender terms are not admissible and the bids with deviation are liable for rejection. Hence, the bidders are advised to refrain from taking any deviations on this Tender. Still in case of any deviations, all such deviations shall be set out by the Bidders, clause by clause in the 'Annexure III - Schedule of Deviations' and same shall be submitted as a part of the Technical Bid.

## **1.6. Right of Acceptance/Rejection**

Bids are liable for rejection in absence of following documents:-

- i. EMD of requisite value and validity
- ii. Tender fee of requisite value
- iii. Price Bid as per the Price Schedule mentioned in Annexure I (BOQ)
- iv. Necessary documents against compliance to Qualification Requirements mentioned at Clause 1.7 of this Tender Document
- v. Filled in Schedule of Deviations as per Annexure III
- vi. Filled in Schedule of Commercial Specifications as per Annexure IV
- vii. Receipt of Bid within the due date and time

TPCODL reserves the right to accept/reject any or all the bids without assigning any reason thereof.

## **1.7 Qualification Requirement / Eligibility Criteria**

1. The bidder should have average annual turnover of Rs. 6 Cr in last three years (FY 2020-2021, FY 2021-22 and FY 2022-2023) Audited balance sheet, profit and loss account and auditors report from the statutory auditors of the company required. **CA Audited Summary sheet and profit & loss account statements to be submitted.**
2. The bidder should have experience of Meter reading cum spot billing & bill distribution / Door to Door Revenue Collection / Annual Maintenance Contract / Meter Installation & Replacement / 33/11kV Project Work in any distribution utilities during last 3 years and should be either of the following:
  - i. Three similar completed works not less than the amount equal to 25 Lac each  
Or,
  - ii. Two similar completed works not less than the amount equal to 30 Lac each  
Or,
  - iii. One similar completed works not less than the amount equal to 50 Lac each
3. Bidder should have Performance Certificate from minimum one reputed Power Distribution Utility, having consumer base of more than 3 (three) lakhs.

In case the bidder has the previous association with Tata Power DISCOM utility for similar services, the performance feedback for that bidder by Tata Power DISCOM user group shall only be considered irrespective of performance certificate issued by any third organization.

**(Work Orders / Completion Certificates/Performance certificate to be submitted)**

The experiences mentioned above under clause 2 & 3 should be directly awarded to Bidder by the Power Distribution Utility, no sub-contracting experience will be considered for evaluation.

4. Each bidder shall submit bid by himself only. A bidder in joint venture / consortium shall not be allowed to participate in the Tender. **Bidder has to submit self- undertaking for the same.**
5. The prospective Bidder(s) should be have following certificates-
  - a. Valid EPF Registration Certificate.
  - b. Valid ESI Registration Certificate.
  - c. Valid GST Registration Certificate.
  - d. Valid PAN No.

**(Copy of Valid PAN, EPF, ESI, GSTN to be submitted)**

6. Declaration on bidder's letterhead for Non-blacklisting from any Government Department/ PSU/ SEB's/ Power Utility/OREDA.

### 1.8. Marketing Integrity

We have a fair and competitive marketplace. The rules for bidders are outlined in the General Condition of Contracts. Bidders must agree to these rules prior to participating. In addition to other remedies available, TPCODL reserves the right to exclude a bidder from participating in future markets due to the bidder's violation of any of the rules or obligations contained in the General Condition of Contracts. A bidder who violates the market place rules or engages in behavior that disrupts the fair execution of the marketplace, may result in restriction of a bidder from further participation in the marketplace for a length of time, depending upon the seriousness of the violation. Examples of violations include, but are not limited to:

- Failure to honor prices submitted to the marketplace
- Breach of terms as published in TENDER/NIT

### 1.9. Supplier Confidentiality

All information contained in this tender is confidential and shall not be disclosed, published or advertised in any manner without written authorization from TPCODL. This includes all bidding information submitted to TPCODL. All tender documents remain the property of TPCODL and all suppliers are required to return these documents to TPCODL upon request. Suppliers who do not honor these confidentiality provisions will be excluded from participating in future bidding events.

### 2.0 Evaluation Criteria

- The bids will be evaluated technically on the compliance to tender terms and conditions
  - The bids will be evaluated commercially on all-inclusive lowest cost for each Division as calculated in Schedule of Items [Annexure I]. TPCODL however, reserves right to split the overall contract division-wise. **Bidder may be allotted a maximum 04 Nos of division. However beyond 4 divisions, decision will be taken by TPCODL management.** Hence, all bidders are advised to quote their most competitive rates against each line item.
- Bidder has to mandatorily quote against each item of Schedule of Items [Annexure I]. Failing to do so, TPCODL may reject the bids.

**NOTE:** In case a new bidder is not registered with TPCODL, factory inspection and evaluation shall be carried out to ascertain bidder's manufacturing capability and quality procedures. However TPCODL reserves the right to carry out factory inspection and evaluation for any bidder prior to technical qualification.

In case a bidder is found as Disqualified in the factory evaluation, their bid shall not be evaluated any further and shall be summarily rejected. The decision of TPCODL shall be final and binding on the bidder in this regard.

**2.1 Price Variation Clause:** The prices shall remain FIRM during the entire contract period.

**2.2 Quantity Variation clause:** Quantities mentioned in the tender document is based on best effort estimate and hence the actual quantity may vary as per site requirement.

### 3.0 Submission of Bid Documents

#### 3.1 Bid Submission

Bidders are requested to submit their offer in line with this Tender document. TPCODL shall respond to the clarification raised by various bidders and the replies will be sent to all participating bidders through TPCODL e-tender system (Ariba).

Bids shall be submitted in 3 (three) parts:

**FIRST PART: "EMD"** as applicable shall be submitted. The EMD shall be valid for 210 days from the due date of bid submission in the form of BG / Bank Draft / Bankers Pay Order (issued from a Scheduled Bank) online NEFT/ RTGS transfer favoring 'TP Central Odisha Distribution Limited' payable at Bhubaneswar. The EMD has to be strictly in the format as mentioned in General Condition of Contract, failing which it shall not be accepted by TPCODL and the bid as submitted shall be liable for rejection. A separate non-refundable tender fee of stipulated amount also needs to be transferred online through NEFT/ RTGS in case the tender document is downloaded from our website.

TPCODL Bank Details for transferring Tender Fee and EMD is as below:

**Account Name:** TP CENTRAL ODISHA DISTRIBUTION LIMITED

**Bank Name:** SBI, IDCO Towers, Bhubaneswar

**Bank Account No. :** 10835304915

**IFSC Code:** SBIN0007891

For Tender Fee and EMD submitted via online transfer, bidder to ensure that the same are carried out through separate transactions.

The EMD in the form of Bank Draft / BG /Bankers Pay Order shall be delivered at the following address in sealed envelope clearly indicating the tender reference / enquiry number, name of tender and bidder name:

#### Chief (Procurement & Stores)

TP Central Odisha Distribution Limited

1st Floor, Anuj Building, Plot No.29, Satya Nagar, Bhubaneswar, Odisha 751007

**SECOND PART: "TECHNICAL BID"** shall contain the following documents:

- a) Documentary evidence in support of qualifying criteria
- b) Technical literature/GTP/Type test report etc. (if applicable)
- c) Qualified manpower (if available)
- d) Testing facilities (if applicable)
- e) No Deviation Certificate as per the Annexure III – Schedule of Deviations
- f) Acceptance to Commercial Terms and Conditions viz. Delivery schedule/period, payment terms etc. as per the Annexure IV – Schedule of Commercial Specifications.
- g) Quality Assurance Plan/Inspection Test Plan for supply items (if applicable)



- h) Project Implementation Plan including Level 2 Schedule for the project
- i) Unpriced mentioning "Quoted/Not Quoted" against all line items (Prices should not be mentioned)

**The technical bid shall be properly indexed and is to be submitted through TPCODL E-tender platform (Ariba) only. Hard copy of Technical Bids need not be submitted.**

The Bid prepared by the Bidder, and all correspondence and documents relating to the Bid exchanged by the Bidder and the TPCODL, shall be written in the English Language. Any printed literature furnished by the Bidder may be written in another Language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

THIRD PART: "PRICE BID" shall contain only the price details and strictly in format as mentioned in Annexure I along with explicit break up of basic prices, Taxes & duties, Freight etc. In case any discrepancy is observed between the item description stated in Schedule of Items mentioned in the tender and the price bid submitted by the bidder, the item description as mentioned in the tender document (to the extent modified through Corrigendum issued if any) shall prevail. Price Bid is to be submitted in soft copy through TPCODL E-Tendering system (Ariba) only. Hard copy of Price Bid not be submitted.

#### **SIGNING OF BID DOCUMENTS:**

The bid must contain the name, residence and place of business of the person or persons making the bid and must be signed and sealed by the Bidder with his usual signature. The names of all persons signing should also be typed or printed below the signature.

The Bid being submitted must be signed by a person holding a Power of Attorney authorizing him to do so, certified copies of which shall be enclosed.

The Bid submitted on behalf of companies registered with the Indian Companies Act, for the time being in force, shall be signed by persons duly authorized to submit the Bid on behalf of the Company and shall be accompanied by certified true copies of the resolutions, extracts of Articles of Association, special or general Power of Attorney etc. to show clearly the title, authority and designation of persons signing the Bid on behalf of the Company. Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with bid.

A bid by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent' or other designation without disclosing his principal will be rejected.

The Bidder's name stated on the Proposal shall be the exact legal name of the firm.

#### **3.2 Contact Information**

Please note all correspondence regarding the tender, bid submission, bid submission date extension, Pre-bid query etc. will happen through TPCODL E-Tender system (Ariba).

All communication will be done strictly with the bidder who have done the above step to participate in the Tender.

#### **Communication Details:**

##### **Package Owner**

Name: Arijeet Choudhury  
Designation: Procurement (Commercial Services)  
Contact No.: 9871432126  
E-Mail ID: [arijeet.choudhury@tpcentralodisha.com](mailto:arijeet.choudhury@tpcentralodisha.com)

## **Escalation Matrix**

Name: Ms. Sony Jha  
Designation: HoG (Procurement)  
Contact No.: 9204752050  
E-Mail ID: [sony.jha@tpcentralodisha.com](mailto:sony.jha@tpcentralodisha.com)

Name: Mr. Sudhakar Behera  
Designation: Sr. General Manager (Procurement)  
Contact No.: 9437282663  
E-Mail ID: [sudhakar.behera@tpcentralodisha.com](mailto:sudhakar.behera@tpcentralodisha.com)

Bidders are strictly advised to communicate with Package Owner through TPCODL E-tender System (ARIBA) only. They need to pay Tender Participation Fee to receive the ARIBA Login.

### **3.3 Bid Prices**

Bidders shall quote for the entire Scope of Supply/ work with a break up of prices for individual items and Taxes & duties. The bidder shall complete the appropriate Price Schedules included herein, stating the Unit Price for each item & total price with taxes, duties & freight up to destination at various sites of TPCODL. The all-inclusive prices offered shall be inclusive of all costs as well as Duties, Taxes and Levies paid or payable during the execution of the supply work, breakup of price constituents.

### **Applicable GST to be specified clearly.**

The quantity break up shown else-where other than Price Schedule is tentative. The bidder shall ascertain himself regarding material required for completeness of the entire work. Any items not indicated in the price schedule but which are required to complete the job as per the Technical Specifications/ Scope of Work/ SLA mentioned in the tender, shall be deemed to be included in prices quoted.

### **3.4 Bid Currencies**

Prices shall be quoted in Indian Rupees Only.

### **3.5 Period of Validity of Bids**

Bids shall remain valid for 180 days from the due date of submission of the bid.

Notwithstanding clause above, the TPCODL may solicit the Bidder's consent to an extension of the Period of Bid Validity. The request and responses thereto shall be made in writing.

### **3.6 Alternative Bids**

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

### **3.7 Modifications and Withdrawal of Bids**

The bidder is not allowed to modify or withdraw its bid after the Bid's submission. The EMD as submitted along with the bid shall be liable for forfeiture in such event.

### 3.8 Earnest Money Deposit (EMD)

The bidder shall furnish, as part of its bid, an EMD amounting as specified in the tender. The EMD is required to protect TPCODL against the risk of bidder's conduct which would warrant forfeiture.

The EMD shall be denominated in any of the following form:

- Banker's Cheque/ Demand Draft/ Pay order drawn in favor of TP Central Odisha Distribution Limited payable at Bhubaneswar.
- Online transfer of requisite amount through NEFT/ RTGS.
- Bank Guarantee valid for 210 days after due date of submission.

#### ***The EMD shall be forfeited in case:***

a) The bidder withdraws its bid during the period of specified bid validity.

Or

b) The successful Bidder does not

- a) accept the Purchase Order, or
- b) furnish the required Performance Security Bank Guarantee

## 4 Bid Opening & Evaluation process

### 4.1. Process to be confidential

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

### 4.2. Technical Bid Opening

Bids will be opened at TPCODL Office, Bhubaneswar. All tender bids shall be opened internally by TPCODL. Presence of any bidder will not be allowed during bid opening process. Technical bid must not contain any cost information whatsoever.

First the envelope marked "EMD" will be opened. Bids without EMD/cost of tender (if applicable) of required amount/ validity in prescribed format, shall be rejected.

Next, the technical bid of the bidders who have furnished the requisite EMD will be opened, one by one.

### 4.3. Preliminary Examination of Bids/Responsiveness

TPCODL 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. TPCODL may ask for submission of original documents in order to verify the documents submitted in support of qualification criteria.

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.

Prior to the detailed evaluation, TPCODL will determine the substantial responsiveness of each Bid to the Bidding Documents including production capability and acceptable quality of the Goods offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation.

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

#### **4.4. Techno Commercial Clarifications**

Bidders need to ensure that the bids submitted by them are complete in all respects. To assist in the examination, evaluation and comparison of Bids, TPCODL may, at its discretion, ask the Bidder for a clarification on its Bid with respect to the TPCODL specifications and attempt will be made to bring all bids on a common footing. 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 owing to any clarifications sought by TPCODL.

#### **4.5. Price Bid Opening**

Price bids will be opened internally without the presence of any bidder representative. The EMD of the bidder withdrawing or substantially altering his offer at any stage after the technical bid opening will be forfeited at the sole discretion of TPCODL without any further correspondence in this regard.

#### **4.6. Reverse Auctions**

Not Applicable

#### **5 Award Decision**

TPCODL will award the contract to the successful bidder whose bid has been determined to be the lowest-evaluated responsive bid as per the Evaluation Criterion mentioned at Clause 2.0. The Cost for the said calculation shall be taken as the all-inclusive cost quoted by bidder in Annexure I (Schedule of Items) subject to any corrections required in line with Clause 4.3 above. The decision to place purchase order/LOI solely depends on TPCODL on the cost competitiveness across multiple lots, quality, delivery and bidder's capacity, in addition to other factors that TPCODL may deem relevant.

TPCODL reserves the rights to award contract to one or more bidders so as to meet the delivery requirement or nullify award decision without assigning any reason thereof.

In case any supplier is found unsatisfactory during delivery process, the award will be cancelled and TPCODL reserves right to award contract to other suppliers who are found fit.

#### **6 Order of Preference/Contradiction**

In case of contradiction in any part of various documents in tender, following shall prevail in order of preference:

1. Schedule of Items (Annexure I)
2. Post Award Contract Administration (Clause 7.0)
3. Submission of Bid Documents (Clause 3.0)
4. Scope of Work and SLA (Annexure VII)
5. Technical Specifications (Annexure II)
6. Acceptance Form for Participation in Reverse Auction (Annexure VI)
7. General Conditions of Contract (Annexure VIII)

#### **7 Post Award Contract Administration**

##### **7.1. Special Conditions of Contract**

- a. The overall period of the contract shall be for a period of 3 (three) years. The contract value shall however initially be placed for a period of one year only. Discom's at its discretion reserves the right to extend the contract on a year to year basis as per the agreed rates.

- b. Contractor Safety Management System along with its amendments as issued time to time by Discom shall be applicable in this contract. All new amendments shall be effective from the date of their issue or from its date of intimation to the vendor by Discom whichever is later. Contractor Safety Management System along with its amendments as issued time to time by TPCODL shall be applicable in this contract. All new amendments shall be effective from the date of their issue or from the date of intimation to the Business Associate by TPCODL whichever is later.
- c. Discom shall reserve the right to change the number of Customers in 1 or 2 divisions / Circles (as the case may be) considered in the contract during the period with 1 month notice in advance.
- d. Discom reserves the right to make changes to the scope of work with a view to optimize on the overall cost to Discom. The vendor shall fully cooperate with Discom in making such changes with an aim for overall cost optimization. The revised charges shall be jointly agreed upon between Discom and the vendor in such case.
- e. In case, a mutual consensus on the rates and other terms and conditions is not reached at between Discom and the vendor, Discom reserves the right to terminate the contract by giving suitable notice period and allocating the same to any other vendor as deemed fit by Discom to maintain uninterrupted work conditions at site.
- f. Performance Bank Guarantee: Performance Bank Guarantee amounting to 5% of the annual contract value shall be submitted by the BA within 15 days from the date of award of rate contract, as per GCC for a period equivalent to contract validity period plus claim period of six month i.e. 18 months.
- g. Payment Terms: Payment shall be made within Seven days from the date of SES approval of the BA by the EIC.

In case the BA fails to submit the requisites pertaining to statutory compliance along with error free Invoice/Bill, the Engineer-In-Charge (EIC) reserves the rights to make conditional payment to the BA, after withholding certain percentage from the claimed amount. In the event of noncompliance so stated above, payment shall be discharged to the BA as under:

Part 1 covers the Cost of Manpower, Mobile data Allowances plus applicable performance based incentive as certified by the EIC be paid in FULL.

Part 2 covers Supervision charges of BA be paid to the extent seventy percentage (70%) out of the total claimed amount. And balance 30% shall be paid after the certification and bill approval is made by the concerned EIC, following the submission of the proof of transfer of wages payment to every manpower along with deposit of statutory dues PF/ESI in the credit of each of the beneficiaries' account (BA employees engaged in the subject work and Govt. A/C (If any).

In case of the default on the count of noncompliance i.e. Non-payment of employee statutory and other Govt. dues payable by the BA, subsists for more than two months, the EIC shall hold the amount as certified by BA legal cell. Calculation of incentives vis-vis

penalties shall be made strictly in compliance to modalities outlined under SLA (Service Level Agreement).

Bills / invoices would be verified by Discom's authorized person for payment and also for deduction / withheld against non-compliance as listed in SLA (Service Level Agreement).

Calculation of incentives vis-vis penalties shall be made strictly in compliance to modalities outlined under SLA (Service Level Agreement).

- h. BA shall deploy resources within 7 days from date of placement of Rate Contract.
- i. Bidders shall be required to establish and open its own office in all Division of the Circle for which the Contract is awarded. Bidder are required to submit an undertaking with the bid document with respect to opening of the same within 7 days of award of Contract.
- j. Unless communicated by concerned Discom in writing, the contract shall automatically stand terminated after the expiry of its validity period without serving any notice thereof.
- k. TP Odisha Discoms appreciates and welcomes the engagement/employment of persons from SC/ST community or any other deprived section of society by their BAs.
- l. Any change in statutory taxes, duties and levies during the contract period shall be borne by Concerned Discom.
- m. Business Associate(s) would engage an experienced Project Manager to report to Discom nodal officer for overall monitoring in the individual divisions. Before engagement of BA, CV of the Project Manager to be submitted by the Bidder to EIC. In case EIC is not satisfied with the CV submitted, BA has to replace the Project Manager.
- n. All statutory compliances shall be ensured by BA.
- o. All the terms and conditions of TPCODL General Conditions of Contract for Service Orders shall be applicable.

## 7.2 Drawing Submission and Approval (If Applicable)

The relevant drawings and GTPs need to be submitted by BA within two weeks of receipt of Rate Contract. In case, re-submission of drawings is required on request of TPCODL, same needs to be submitted back to TPCODL within 5 days of such request.

Wherever TPCODL specifications are not available, relevant IS/IEC to be followed. All Drawings mentioned in the Tender Specification and other required for the completeness of the tender shall be submitted. Drawing submission process shall not be deemed complete if all the requirements are not complied during the submission of the same

## 7.3 Delivery Timelines

Not Applicable

## 7.4 Warranty Period

As per Annexure VII Scope of Work.

## 7.5 Payment Terms

Payment shall be made within 7 days of bill submission duly certified by user department. Detail payment terms as per Annexure VII Scope of Work.

## 7.6 Climate Change

Significant quantities of waste are generated during the execution of project and an integrated approach for effective handling, storage, transportation and disposal of the same shall be adopted. This would ensure the minimization of environmental and social impact in order to combat the climate change. Please refer attached Environment Policy and Sustainability Policy, Annexure-XI for more details.

## 7.7 Ethics

TPCODL is an ethical organization and as a policy, TPCODL lays emphasis on ethical practices across its entire domain. Bidder should ensure that they should abide by all the ethical norms and in no form either directly or indirectly be involved in unethical practice.

TPCODL work practices are governed by the Tata Code of Conduct which emphasizes on the following:

- We shall select our suppliers and service providers fairly and transparently.
- We seek to work with suppliers and service providers who can demonstrate that they share similar values. We expect them to adopt ethical standards comparable to our own.
- Our suppliers and service providers shall represent our company only with duly authorized written permission from our company. They are expected to abide by the Code in their interactions with, and on behalf of us, including respecting the confidentiality of information shared with them.
- We shall ensure that any gifts or hospitality received from, or given to, our suppliers or service providers comply with our company's gifts and hospitality policy.
- We respect our obligations on the use of third party intellectual property and data.

Bidder is advised to refer Tata Code of Conduct (TCOC) attached at Annexure X for more information.

Any ethical concerns with respect to this tender can be reported to the following e-mail ID:

- 1) Chief Ethics Counselor – [ajit.maleyvar@tpcentralodisha.com](mailto:ajit.maleyvar@tpcentralodisha.com)

## 8 Specification and standards

As per Annexure.

## 9 General Condition of Contract

Any condition not mentioned above shall be applicable as per GCC attached along with this tender.

## 10 Safety

All jobs are this tender have to be executed strictly in compliance to the Safety terms and Conditions of TP Central Odisha Distribution Limited. Please refer attached Safety terms and conditions, Annexure-IX, for details. Violation of Safety norms will result in Penalty as mentioned in the above document.

**ANNEXURE I**

**Schedule of Items Attached Separately**

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**ANNEXURE II**  
**TECHNICAL SPECIFICATIONS**

Not Applicable

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## ANNEXURE III

### SCHEDULE OF DEVIATIONS

*Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in this schedule and submit the same as a part of the **Technical Bid**.*

*Unless specifically mentioned in this schedule, the tender shall be deemed to confirm the TPCODL's specifications:*

S. No.	Clause No.	Tender Clause Details	Details of deviation with justifications

*By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.*

**Seal of the Bidder:**

**Signature:**

**Name:**

**ANNEXURE IV**  
**SCHEDULE OF COMMERCIAL SPECIFICATIONS**

*(The bidders shall mandatorily fill in this schedule and enclose it with the offer Part I: Technical Bid. In the absence of all these details, the offer may not be acceptable.)*

S. No.	Particulars	Remarks
1.	Prices firm or subject to variation (If variable indicate the price variation clause with the ceiling if applicable)	Firm / Variable
1a.	If variable price variation on clause given	Yes / No
1b.	Ceiling	----- %
1c.	Inclusive of GST	Yes / No (If Yes, indicate % rate)
1d.	Inclusive of transit insurance	Yes / No
2.	Delivery	Weeks / months
3.	Guarantee clause acceptable	Yes / No
4.	Terms of payment acceptable	Yes / No
5.	Performance Bank Guarantee acceptable	Yes / No
6.	Liquidated damages clause acceptable	Yes / No
7.	Validity (180 days) (From the date of opening of bid)	Yes / No
8.	Inspection during stage of manufacture	Yes / No
9.	Rebate for increased quantity	Yes / No (If Yes, indicate value)
10.	Change in price for reduced quantity	Yes / No (If Yes, indicate value)
11.	Covered under Small Scale and Ancillary Industrial Undertaking Act 1992	Yes / No (If Yes, indicate, SSI Reg'n No.)

**Seal of the Bidder:**

**Signature:**

**Name:**

## ANNEXURE V

### CHECKLIST OF ALL THE DOCUMENTS TO BE SUBMITTED WITH THE BID

Bidder has to mandatorily fill in the checklist mentioned below:-

S. No.	Documents attached	Yes / No / Not Applicable
1	EMD of required value	
2	Tender Fee as mentioned in this tender	
3	Signed copy of this tender as an unconditional acceptance	
5	Duly filled schedule of commercial specifications (Annexure IV)	
6	Sheet of commercial/technical deviation if any (Annexure III)	
7	Balance sheet for the last completed three financial years; mandatorily enclosing Profit & loss account statement	
8	Acknowledgement for Testing facilities if available (duly mentioned on bidder letter head)	
9	List of Machine/tools with updated calibration certificates if applicable	
10	Details of order copy (duly mentioned on bidder letter head)	
11	Order copies as a proof of quantity executed	
12	Details of Type Tests if applicable (duly mentioned on bidder letter head)	
13	All the relevant Type test certificates as per relevant IS/IEC (CPRI/ERDA/other certified agency) if applicable	
14	Project/supply Completion certificates	
15	Performance certificates	
16	Client Testimonial/Performance Certificates	
17	Credit rating/solvency certificate	
18	Undertaking regarding non blacklisting (On company letter head)	
19	List of trained/untrained Manpower	

**Seal of the Bidder:**

**Signature:**

**Name**

## ANNEXURE VI

### ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT

*(To be signed and stamped by the bidder)*

In a bid to make our entire procurement process more fair and transparent, TPCODL intends to use the reverse auctions as an integral part of the entire tendering process. All the bidders who are found as technically 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. TPCODL shall provide the user id and password to the authorized representative of the bidder. *(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).*
2. TPCODL will make every effort to make the bid process transparent. However, the award decision by TPCODL would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of TPCODL, 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 TPCODL.
6. In case of intranet medium, TPCODL shall provide the infrastructure to bidders. Further, TPCODL 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 TPCODL.
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 TPCODL site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of auction event shall be considered by TPCODL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all-inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

**Signature & Seal of the Bidder**



NIT No.: TPCODL/P&S/10000633/2024-25

**ANNEXURE VII**  
**SCOPE OF WORK**

Attached Separately

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## ANNEXURE VIIa

### PREFERENTIAL NORMS FOR PROCUREMENT FROM MSMEs REGISTERED IN THE STATE OF ODISHA

#### **1. Tender Fees**

To participate in the tender, MSMEs registered in the State of Odisha shall pay Rs.1,000/- including GST towards cost of tender paper.

#### **2. Earnest Money Deposit (EMD)**

EMD shall be exempted for MSME registered in the State of Odisha. However, Bidder shall be barred to participate in the tendering process for a period of 2 years in case it backs out post award of the contract.

#### **3. Qualification Requirement for Open Tenders**

Qualification Requirement of Financial Turnover for MSME registered in the State of Odisha shall be reduced to 20% of the existing criteria.

For past experience, instead of relying on the volumes / value of earlier Supplies / Projects, assessment of the Bidder shall be done on the basis of feedback from Customers. Past performance experience at Tata Power and its Group Companies shall supersede feedback from other Customers.

#### **4. Reservation for MSME**

It shall be mandatory to procure at least 20% of the total volume of the procurement from MSME registered in the State of Odisha (however, it shall not apply where goods/services are not available with the MSME), subject to matching L1 discovered prices and meeting technical specifications including quality requirements.

#### **5. Performance Bank Guarantees**

Performance Bank Guarantee for MSME registered in the State of Odisha shall be 25% of the value normally prescribed.



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**ANNEXURE VIII**  
**GENERAL CONDITIONS OF CONTRACT**

**Attached:** General Conditions of Contract for Supply Orders

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## ANNEXURE IX

### SAFETY POLICY AND SAFETY TERMS AND CONDITIONS

#### 1. Objective

The Tata Power engages contractor workforce to execute, run and maintain various operating sites and facilities across locations for various business verticals including Generation, Transmission, Distribution and Renewable. The activities range from project execution, operation, maintenance to facilities management.

The management of contractor safety represents a significant challenge for management. Tata Power has a responsibility to ensure that contractors are provided with enough information and support to enable them to conduct their roles safely and without endangering health and safety of their own workforce or that of our staff.

To ensure reduction in reportable injuries and achieve goal of zero accidents, first edition of contractor safety code of conduct was launched successfully in the year 2014. Since last four years after the launch of CSCC, Tata Power could achieve the objective of reduction in reportable injuries and fatalities.

Over the period, as the system was being matured, a need was felt to make second revision of the CSCC process. Objective of second revision is improve existing CSCC system and make it user friendly.

2. **Scope:** This procedure applies to all operating and project sites of The Tata Power Company Ltd and Group companies including new businesses like EV charging, Home Automation etc.

#### 3. Definitions

- 3.1. **Order Manager:** Order Manager is the Tata Power representative, who has the ownership of the given job.
- 3.2. **Site Safety Management Plan:** It is the safety plan agreed between Contractor and Tata Power. It will contain the entire job specific safety requirement and will be signed by the contractor.
- 3.3. **Contractor:** An individual or a company that provides services to Tata Power under a signed contract.
- 3.4. **Emergency:** a serious, unexpected or dangerous situation requiring immediate action, which may result in loss of revenue/property, business discontinuity. In case of Emergency\*, services may be procured by selecting the qualified vendor based on the vendor category without the safety bid evaluation. It must be approved by MB level and above.
- 3.5. **Expert Service jobs:** Jobs which needs expert services of contractor which does not involve direct exposure to the potential risk or work which involves only supervisory work such as expert for turbine overhaul, expert for boiler overhaul, expert for pump and motor, expert for compressor overhaul.
- 3.6. **Head of the Division:** Business in charge of the division who is overall custodian of the generating station or transmission division or distribution division.

- 3.7. Category A Vendor:** Vendor eligible to carry out Very High & High risk (as per Tata Power Hazard Identification and Risk Analysis Procedure) and /or Long-Term Contract related to operation and maintenance (O&M) of plant. Vendors must fulfil the requirement specified for Category A in Appendix 12-CSMF-5 of this document.
- 3.8. Category B Vendor:** Vendors eligible to carry out technical jobs, that are classified under Medium /low risk. Vendors must fulfil the requirement specified for Category B in Appendix 12-CSMF-5 of this document.
- 3.9. Category C Vendor:** Vendors eligible for to carry out low or very low risk administrative and office jobs. For this he must fulfil the requirement specified for Category C in Appendix 12-CSMF-5 of this document.
- 3.10. Category D Vendor:** All Consultants, Medical Practitioners or vendors taking job from Tata Power and working from their own premises (e.g. motor rewinding at vendor's shop floor, equipment sent for repair to vendor's works etc.) are classified as Category D Vendor
- 3.11. High Risk Jobs:** A Job or its activities are considered as Very High or High Risk when Order manager apply the "Tata Power Hazard Identification and Risk Analysis" procedure and found safety risk associated with are under Very High or High category. Indicative lists of jobs are given in appendix 15 of this document.
- 3.12. Medium Risk Jobs:** Jobs or its activities are considered as medium risk when Order manager apply "Tata Power Hazard Identification and Risk Analysis" procedure and found the same as Medium Risk.
- 3.13. Low Risk Jobs:** Any job or its activities are considered as Low or Very low risk while Order manager, calculate it by applying "Tata Power Hazard Identification and Risk Analysis" procedure and found it under Low or Very Low category.
- 3.14. Long Duration Jobs:** When the duration of job is 12 months or more, it is considered as Long duration job
- 3.15. High Value Jobs:** When the value of the job contract is Rs. One Crore or more it will be considered as High value job.

## 4. Responsibilities

**4.1 Order Manager:** Order Manager is the Tata Power representative, who is responsible for:

- 4.1.1 Finalizing the Site Safety Management Plan along with Contractor, Safety Concurrences Group, Divisional Safety Head and Expert (External or Internal) if required.

- 4.1.2 Supervise and ensure work is carried out as per the Site Safety Management Plan including agreed Risk Assessment (HIRA/JSA) and Method Statement.
- 4.1.3 Conduct audit and evaluate Safety Performance of contractor.
- 4.1.4 Ensure contractors adhere to all statutory provisions.
- 4.1.5 In case any deviation is needed in agreed safety management plan or in CSCC process for execution of job, Management of Change procedure will be applicable, and approval may be obtained from divisional head /Cluster head.

**4.2 Contractor:** The person, entity or organisation who is executing the job for Tata Power under a contractual agreement and will be responsible for the following

- 4.2.1 To follow all Tata Power Critical Safety Procedure, Rules and guidelines given in Safety Terms and Conditions
- 4.2.2 Undertake job as per Site Safety Management Plan CSM-F10 and method statements agreed with Tata Power.
- 4.2.3 Raise any concerns with regard to their work and its safety with the Tata Power Order Manager.
- 4.2.4 Report all injuries, near misses, unsafe acts/conditions, and occurrences to the Tata Power Order Manager immediately.
- 4.2.5 Ensure that all sub-contractors follow the Tata Power Safety Procedure and agreed Site Safety Management Plan CSM-F10.
- 4.2.6 To follow all statutory requirements as per the laws of the land.
- 4.2.7 All vendors applying for A category jobs or submitting quote for high risk jobs shall obtain certificates of ISO 9001, ISO14001 and ISO45001 before submitting quote for high risk Jobs.

**4.3 Safety Concurrence Group:** It is Cross Functional Team constituted by Corporate Safety Team, which will have representatives from Execution department, Divisional safety and Corporate / Divisional contracts. SCG will be responsible for the following

- 4.3.1 Assessment of Safety Potential of new vendor before registration as per CSM-F1- Safety Category Qualification Form.
- 4.3.2 Safety Evaluation of the bids as per evaluation format CSM-F-9 Safety Bid Evaluation Criteria
- 4.3.3 Finalization of the Site Safety Management Plan CSM-F-10 submitted by the contractor.
- 4.3.4 Corporate Safety Team / Cluster Safety Head will be part of SCG during Safety Bid Evaluation for following types of jobs
  - 4.3.4.1 High-Risk jobs to be carried out in Annual Overhaul / Major Shutdowns and Outages.
  - 4.3.4.2 Capex jobs of High-Risk Category

## **5.1 Vendor Registration**

For Vendor Registration, Corporate Contract will issue following documents for evaluation of contractor's safety capability

- 1) CSM-F1 –Safety Category Qualification Form
- 2) Safety Terms and Conditions

The document Safety Terms and Conditions provides the information about Tata Power safety System to the contractor. Contractor will submit the CSM-F1- Safety Category Qualification Form with all relevant details and documents to Vendor Registration Initiator, which will in turn forward it to Safety Concurrence Group (SCG) for evaluation. The SCG

will evaluate the details submitted by the contractor based on a predetermined criteria [CSM-F-5 Safety Potential Evaluation Criteria](#) for Vendor Registration and will determine the category (Category A/B/C/D) for which the contractor will be registered. As mentioned in the above criteria, a site visit may also be organized by SCG prior to registration under Category A and B. In case, the contractor does not qualify the safety criteria, the contractor will not be registered. However, he may apply afresh for registration after 6 months. Please refer [Appendix 1: Process Flow Chart for Vendor Registration](#).

## **5.2 Bid evaluation**

At the time of placing the Purchase Requisition (PR), Order Manager is required to declare the risk involved in the of the job (i.e. High Risk / Medium Risk / Low Risk jobs, based on the RPN in HIRA. If the Job is “High Risk” or “Long Duration”, then RFQ will be attached with following documents:

- 1) [CSM-F7- Blank Safety Competency Form](#)
- 2) [CSM-F8 PPE requirements](#)
- 3) [Safety Terms and Conditions](#)
- 4) [Job Specific Safety Requirement \(Educational and Professional Qualification, Skill & Experience Manpower, Tools and Tackles \(e.g. man lifter, use of drone, use & availability of rescue kit\), Work Methodology etc.\)](#)

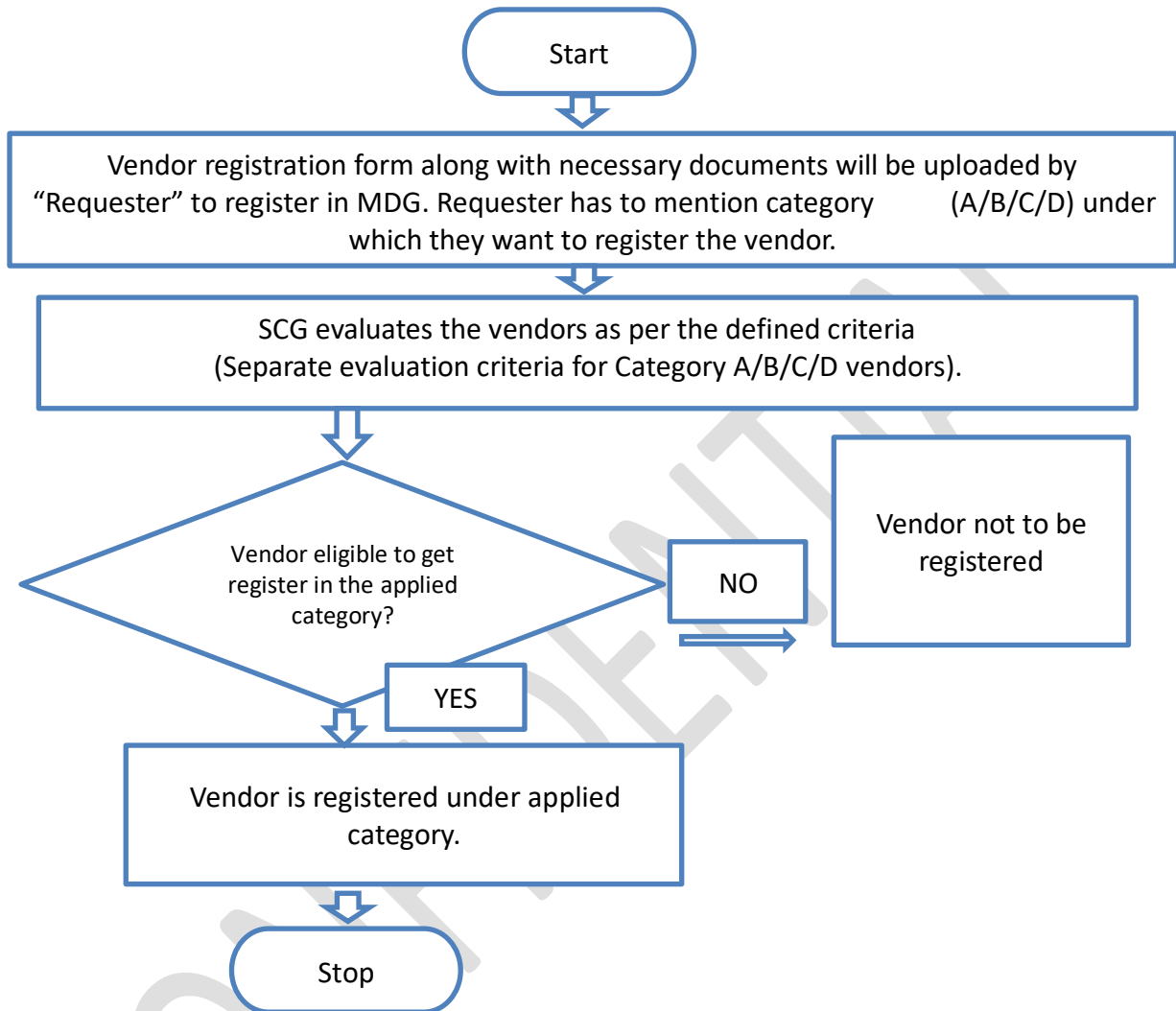
Otherwise the RFQ will be attached only with [Safety Terms and Conditions](#). Long term and low value jobs (see definition) are exempted from the CSCC process.

Corporate Contracts will collect duly filled [CSM-F7 Safety Competency Form](#) along with the bid. All other stakeholders will also put their efforts to get all relevant safety data during meeting / discussions with the vendor. SCG will evaluate the document as per the [CSM-F9 Safety bid evaluation criteria](#). If any specific condition related to Contract is required to convey to contractor, Site safety team will attach the same as Annexure for specific conditions of job and submit it to contract team along with safety bid evaluation form. Commercial bid of contractor will be considered for evaluation by contract team only if contractor is qualified in safety bid. Site Safety Management Plan, defining the complete procedure of executing the job at site will be signed by the contractor and SCG after mutual agreement. CC will attach a copy of site safety Management Plan and any specific condition of contract along with PO to the successful bidder. Please refer [Appendix 6: Process Flow Chart for issuing RFQ and PO significant health and safety risk associated with it](#).

## **5.3 Safety Performance Evaluation**

During the time of job execution, regular site inspection will be carried out by the Tata Power officials and violations will be dealt as per [CSM-F4 Safety Violation Penalty Criteria](#). Apart from this, monthly safety performance of the contractor will be evaluated based on the predetermined criteria as per [CSM-F11 safety Performance Score](#) and monthly score will be maintained by the Order Manager. Certain percentage of each running bill will be retained as Safety Retention amount and will be released on the basis of Safety Performance Score at certain intervals as defined in [CSM- F-3- Safety Performance Evaluation Criteria](#). Please refer [Appendix 10: Process Flow Chart for Safety Performance Evaluation](#). Percentage of retention amount is mentioned in safety terms and conditions.

## Appendix 1: Process Flow Chart for Vendor Registration



## Appendix 2: CSM-F-1 Safety Category Qualification form

1. "Safety Category Qualification Form" is part of vendor registration form. It needs to be filled by the contractor at the time of Registration and should be submitted to Requester / order manager with all relevant documents.
2. The same will be evaluated by Safety Concurrence Group of the Division (SCG) as per the criteria given in CSM-F-5.
3. Information provided by contractor will be verified during site visit.

### Safety Category Qualification Form

**Please consider my application for**

**Category A Vendor: Vendor eligible to carry out Very High- and High-risk O&M jobs**

**Category B Vendor: Vendors eligible to carry out technical jobs, classified as Medium / low risk**

**Category C Vendor: Vendors eligible for to carry out low or very low risk administrative and office jobs**

**Category D vendor: All Consultants, Medical Practitioners or vendors taking job from Tata Power and working from their own premises.**

Name of the Vendor:						
Sr. No	Safety Information	Remarks	Attachment			
1	Certified for i. OHSAS 18001/ ISO 45001, ii. ISO: 14001 iii. ISO: 9001 (ISO certificates to be issued from reputed accreditation agencies specified by Tata Power)	i. Y/ N ii. Y/ N iii. Y/ N	Attach copy of the certification			
2	Safety Statistics for Last Three (3) Years - LTIFR - LTISR	Yes/No		Year 1 (Last FY)	Year 2	Year 3
			LTIFR			
			LTISR			
3	Do you have Safety Policy?	Yes/No	Attach copy of the safety policy.			
4	Do you have Safety training process?	Yes/No	Attach safety training process.			
5	Do you have Safety organization structure e.g. Safety Officers and Safety Committees?	Yes/No	Attach copy of the safety organization structure.			
6	Name and address of sites where work is in progress or worked earlier	Yes/No	Site details to be attached for inspection by Officials.			

Signature :  
 Name and Designation :  
 Stamp of Organization :

## Appendix 3: Safety Terms and Conditions

Please refer the attached document [Safety Terms and Conditions](#).

### Appendix 4: CSM- F-3- Safety Performance Evaluation Criteria

1. A certain percentage of the bill value will be retained against every running bill as safety performance retention. The amount will be released with the last invoice or every six-month based on Safety Performance Score of contractors. The retention amount will be calculated based on contract value as below.

Contract Value	Retention Amount (%)
Up to 10 Lakhs	2.5
10 – 50 lakhs	2
0.5 to 10 Cr	1.5
>10 Cr	1

2. The evaluation criteria include Lead Indicators such as CFSA (Contractor Field safety Audit) score, percentage of workers trained in TPSDI, inspection of critical equipment. Lag indicators such as Fatalities, LWDC and man days lost.
3. The retention amount saved will go to a separate Safety Improvement Fund.
4. For the contract value of more than Rs 1 Cr or contract duration more than 12 months, the retention amount shall be released half yearly based on safety performance. For all remaining contracts, the retention amount will be released with the final bill.
5. Long term jobs with low value (Less than Rs. 1 Cr.) are exempted from the safety retention. Invoice of these type of jobs can be cleared without safety retention.
6. In case of job stoppage due to safety violations / unsafe observations at the site, no time extension shall be given to the contractor, if such delays are attributable to contractor.
7. In case of fatality, limb loss or loss of property, vendor must pay for liability, legal, statutory and additional mutually agreed settlement charges imposed by the appointed committee. This charge is over and above the retention amount.
8. The committee will finalize an amount between 5 -50 lakhs based on factors such as advise by statutory authorities, contract value and impact of accident etc.
9. Safety performance bonus 1% (limiting to 50 lakhs) of the invoice value will be considered at the end of the job if the contractual safety performance score 100%.
10. During the progress of the work, concerned Supervisor/Engineer will visit and inspect the work site regularly and evaluate the safety performance of the contractor based on matrix attached herewith and apply the Consequence management policy as applicable.
11. Order Manager, divisional chief and SBU head have the authority to terminate the contract in case of three consecutive serious violations.

### Safety Performance Evaluation report- CSM-F-3

	<b><u>Lead Indicators</u></b>	<b>Unit Of measurement</b>	<b>Target</b>	<b>weight age</b>
1	% of Employee certified in TPSDI/Authorized agency	%	50%	10
2	CFSA score (Annexure 6.1)	Average Severity of Violations	1.49	20
3	Monthly inspection completed by contractor for Critical Equipment, lifting Tools & Tackles and hand tools used at site as per Tata Power Checklist	%	80	5
4	Revalidation of Condition of tools, tackles and equipment by Order Manger.	%	100	15
	<b><u>Lag Indicators</u></b>			
1	Number of Fatalities	No.	0	30
2	Number of Lost workday case (LWDC)	No.	0	10
3	Man-days Lost	No.	0	10



### Appendix 5: CSM- F-4 Safety Violation Penalty Criteria

Penalty shall be imposed on the contractors under the following circumstances for breaching the contractual agreements:

S No	Description of violation	Severit	Penalty
1.	Working without Permit	5	5000/-
2.	Untrained (TPSDI) worker on high-risk jobs.	5	5000/-
3.	Unhygienic/Bad condition of PPE	2	250/-
4.	Not following Tata Power Procedure & Standard	4	2000/-
5.	Unsafe Act/Condition of Severity 4	4	2000/-
6.	Unsafe Act/Condition of Severity 5	5	5000/-
7.	No Earthing of Electrical equipment	5	5000/-
8.	Damaged welding cable	5	5000/
9.	Violation of Positive Isolation Procedure (LOTO Not followed)	5	5000/
10.	ELCB of more than 30 mA/ELCB not working	5	5000/
11.	On/Off switch of welding m/c not working	5	5000/
12.	Electric cable tied with metal wire	5	5000/
13.	Leakage found DA hose / cylinder	5	5000/
14.	Use of LPG	5	5000/
15.	Use of IC engine based Three-wheeler at the work site.	5	5000/
16.	Starting the job without Toolbox Talk	5	5000/
17.	Spatter falling on DA hose / Gas-line/ pathways / Equipment	5	5000/
18.	No safety latch in crane hook	5	5000/
19.	Load raised or swung over people or occupied areas of buildings	5	5000/
20.	Persons standing in swing area of construction equipment.	5	5000/
21.	Using damaged slings.	5	5000/
22.	Unstable scaffolding/nonstandard Scaffolding in use	5	5000/
23.	Handrails and mid-rails are missing	5	5000/
24.	Safety Harness not anchored with lifeline/fixed structure	5	5000/
25.	Fall arrestor not provided/ Not being used.	5	5000/
26.	Double lifeline not used for working at height	5	5000/
27.	No rubber mat in Electrical Distribution (DB) room	4	2000/-
28.	Water found accumulated in Electrical Distribution room/near welding machine.	4	2000/
29.	Inserting electric cables into socket, without using plug.	4	2000/
30.	Use of damaged electrical cable/two core cables.	4	2000/
31.	Inflammable material found in Distribution Room / welding areas.	4	2000/
32.	Loose material falling into excavated pit	4	2000/
33.	Water logging into excavated pit /trenches	4	2000/
34.	No / inadequate Barricade	4	2000/
35.	Undercut / cave-in found on sides of excavated pits	4	2000/
36.	Grinding wheel/ Coupling/ Piling winch/other rotating parts without guard	4	2000/

37.	The HMV/Mobile Crane operator does not have a valid HMV driving license.	4	2000/
38.	The loading area is not leveled properly.	4	2000/
39.	Ladder not anchored at top	4	2000/
40.	Opening found in working platform of scaffolding/floor	4	2000/
41.	Inadequate illumination at the working area	4	2000/
42.	Loose material lying on Gantry, platform	4	2000/
43.	Cleaning with Compressed Air.	3	500/-
44.	Gas Cylinders using without cap.	3	500/
45.	Gas Cylinders stored without securing	3	500/
46.	Bringing inside any other chemicals, apart from approved by Safety dept.	3	500/
47.	Using drum for sitting or accessing height.	3	500/
48.	Misusing emergency facilities like fire hydrant line/ hose box/ spray system/ eye wash etc.	3	500/
49.	No provision of Safety net where falling materials or tools may occur	3	500/
50.	Taking electrical supply from non-designated outlet (other than socket).	3	500/
51.	Restricted gangways due to unwanted materials.	3	500/
52.	Not reporting incident.	3	500/
53.	Entering into restricted area like switch yard/ hazardous storage	3	500/
54.	Work without supervision	3	500/
55.	Parking of vehicle without applying wheel choke at right front-front and left rear-rear wheels other than passenger cars.	3	500/
56.	Heavy Vehicle without helper or co-driver.	3	500/
57.	Not wearing florescent safety jacket at site.	3	500/
58.	People travelling in load body of vehicle.	3	500/
59.	Parking of vehicles at non designated area.	3	500/
60.	Shifting heavy materials without guide ropes.	3	500/
61.	Using other than 24V lamp inside the confined space/Use of other than 24V lamps.	3	500/
62.	Angular loading/ lifting with Crane or hoist.	3	500/
63.	By passing the limit switch/ Safety Interlock.	3	500/
64.	Housekeeping activities on road without proper barricade.	3	500/
65.	Trying to board or alit from running vehicle.	3	500/
66.	Cylinder Valves of Gas cylinders not closed when not in use.	3	500/
67.	Flash-back arrester not used.	3	500/
68.	Hand Trolley wheel found damaged.	3	500/
69.	Guy ropes of required length on both sides of object are not used during movement with load.	3	5/ 00/
70.	Scotch block/wedge not provided, when the vehicle is parked.	3	500/
71.	Suitable Trolley not provided to hold the cylinders.	3	500/
72.	Locked First Aid box	3	500/

73.	Caution boards, danger signs (luminescent /red) along with emergency contact number are not found displayed.	3	500/
74.	Person found jumping barricading tape	3	500/
75.	Stacking of pipes, pile casing, drums without chock blocks/wedges	3	500/
76.	The terrain on which Heavy Equipment/Machinery moves is not reasonably hard.	3	500/
77.	Without Safety Helmet at working sites	4	250/-
78.	Without Crash Helmet (on bikes)	4	500/-
79.	Without Full body double lanyard Safety Harness (for work at height)	5	5000/-
80.	Without Hand gloves - Material Handling, Welding, Cutting,	4	100/-
81.	Without Safety goggles/ face shield - Welding/Cutting /Grinding	5	5000/-
82.	Handling Chemical without PVC Apron	5	5000/-
83.	Smoking in prohibited area (Closed Go-downs, Storage of flammable material, Storage of Gas cylinders)	5	1000/-
84.	Sleeping at Workplace	3	100/-
85.	Driving beyond speed limit	3	1000/-
86.	Seat Belt While Driving (for front seat passengers and driver)	3	500/-
87.	Driving without license	4	1000/-
88.	Heavy Commercial vehicles without reverse horn	3	500/-
89.	Nonfunctional Head light/ taillight and side indicators	3	100/-
90.	Using Mobile Phone During Driving	5	5000/-
91.	Poor visibility of registration number/ without registration number	3	100/-
92.	Broken/ without Side view mirror	3	100/-
93.	Over speeding above specified limit	3	500/-
94.	Broken/ Without Pressure gauge on Oxygen/ LPG / Acetylene cylinder.	3	500/-
95.	Without Flash back arrestor on Industrial Acetylene & Oxygen cylinders.	5	5000/-
96.	Spillage of hazardous material/chemicals during transportation	4	2000/-
97.	Electrical equipment without Earthing/ ELCB/ Double Insulation Cable.	5	5000/-
98.	Lifting Tools & Tackles used without/ expired Test Certificates.	5	5000/-
99.	Housekeeping repeatedly not maintained		
100.	• First Time	3	Warning
101.	• Second Time	4	1000/-
102.	• Third Time	5	5000/-
103.	Serious Violation of House Keeping (after 1st or 2nd warning to be decided by Project Manager depending on the severity)	5	Rs.10000/- and above

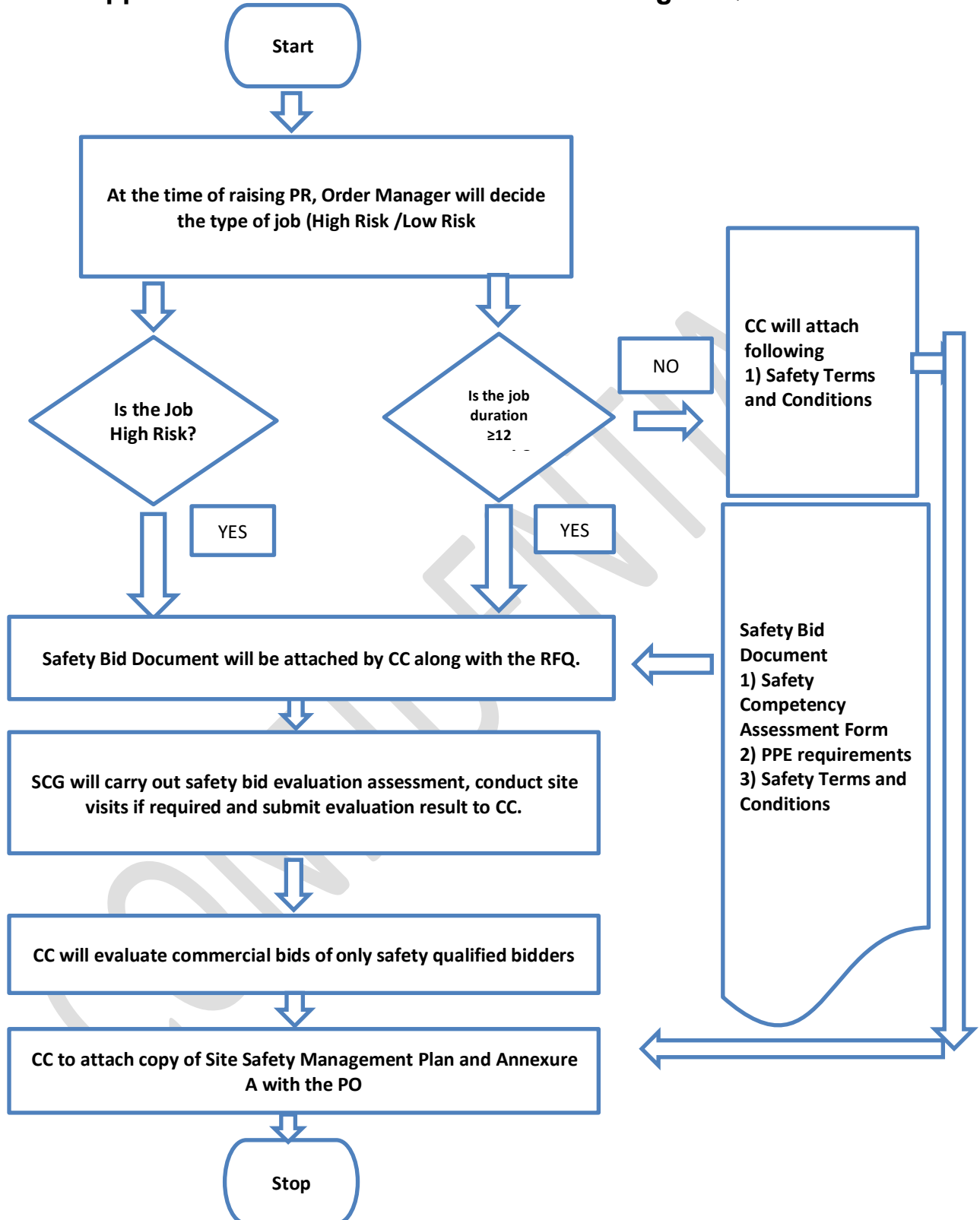


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104.	Repeat Violation of same nature	5	5 X Penalty for Violation
105.	Appointment of subcontractor without his Safety Bid Evaluation and/or without the permission of engineer in charge or Order manager.	5	5% of Contract Value

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## Appendix 6: Process Flow Chart for issuing RFQ and PO



## Appendix 7: CSM-F-7 Safety Competency Form (Template)

Name of the Vendor/Bidder : -

Name of the Sub Vendor (If job is given to Sub Vendor) : -

Description of the Job : -

Request for Quotation (RFQ) No. :-

Vendor/Bidder to mandatorily provide the below safety competency related information.

**1. Proposed Manpower Deployment Schedule : -**

Category of Manpower Deployed	Minimum Qualification & Experience	Proposed Numbers against each category month-wise			
		Month 1	Month 2	...	Month n
Project Manager					
Site-In-Charge (Site Manager)					
Shift-in-Charge					
Safety Officers					
Supervisors					
Technicians					
a.....					
b.....					
Highly Skilled Workmen					
a.....					
b.....					
Skilled Workmen					
Semi-Skilled Workmen					
Unskilled Workmen					
<b>Total Manpower</b>					

**Instructions to Bidder to fill:**

- Bidder to provide the overall site manpower deployment schedule as above.
- Bidder to indicate (through colour code mentioned below ) their direct and sub-contracted employees  
Direct bidder employee  
Partly Direct / Partly sub-contracted  
Sub-Contracted
- Against each of the category, bidder to indicate the minimum qualification and experience of the proposed manpower.
- Rows can be added to also identify other specialised manpower e.g. specific details to be included for high risk activities operators
- Columns can be extended to the actual duration of Site activities.
- Bidder to note that if operations is in shifts, then Shift-in-charge / safety officers are required for each shift of operation.

**2. List of Tools, Tackles, Machines and Equipment: -**

Bidder/ Vendor to provide the list of tools, tackles, equipment **to be used during the job / project execution**. Bidder/Vendor to ensure that all the lifting tools and tackles, pressure vessels are duly certified by the competent person authorised by the Chief Inspector of Factories of the respective state prior to start of the job

Sr. No.	Description of Tools / Tackles	Capacity / Rating	Quantity	Make	Remarks
1					
2					
3					
4					
5					
6					
7					
...					

**3. Safety Records:**

Bidder to provide the details of fatalities and lost workday cases (LWDC), occurred in last three years (data to be provided for the last completed FY and preceding 2 years).

Description	Safety Data for Last 3 Years		
	Year 1 (Last FY)	Year 2	Year 3
	20__ - __	20__ - __	20__ - __
Fatalities (Nos.)			
Lost Workday Cases (Nos.)			

In case of no fatalities, LWDC during any year, the form may be filled stating NIL against the respective year. Bidders are encouraged to also submit the RCA / incident investigation reports and the learning's implemented out of the above reported incidents

**4. Job Safety Plan/ Method Statement:**

Bidder to provide / enclose a detailed Site/Job Safety Plan along with a Method statement detailing the execution philosophy (how the bidder intends to execute the Job/Project), identifying all key activities which are required to be performed by the contractor at Site. Bidder to also list down all high-risk activities and provide the Hazard Identification and Risk Assessment (HIRA) for all such high-risk activities involved in the site work.

(Use Method Statement template attached as annexure A and sample as attachment B)

**5. Management System Certification: -**

Sr.	Certification	Yes / No	If Yes, Year of Certification	If No, Date for Certification

	ISO 9001		
	ISO 14001		
	OSHAS 18001 / ISO 45001		
	Any other (please specify.....)		

Note: Please attach certificates to support above. In case not accredited for above but applied for, application letters may be attached.

## Appendix 8: CSM-F-8 PPE requirements

The Contractor shall ensure that the following PPE of Approved standards shall be available at all time and shall be used by his employees with no exception whatsoever.

1	All contractor's employees at site	Safety Florescent Jacket (orange color), Safety helmet & safety shoes with Composite or steel toe cap
2	Workers mixing asphalt, cement, lime / concrete	Safety goggle & protective Hand gloves and footwear, Nose mask.
3	Welders / Grinders	Welding screen/goggles, safety shoes, leather hand gloves, aprons, leg guard
4	Stone breaker	Protective goggle, hearing protection, anti-vibration hand gloves and Protective clothing.
5	Electricians	Rubber hand gloves & Electrical resistant shoes.
6	Workers engaged in insulation using glass wool etc.	Respiratory mask & leather Hand gloves, goggles.
	Workers engaged in coal handling plant, ash handling plant and working in high dust area.	Dust mask, Hand gloves, protective goggles.
7	Workers working at a height of 1.8 Meter or above.	Double lanyard full body harness, fall arrestor and safety net made of reinforced nylon fiber ropes firmly supported with steel structures

- PPE shall be conforming to BIS/DGMS/DIN specifications, in good condition and shall be comfortable to his employees, when used.

## Appendix 9: CSM- F-10 Site Safety Management Plan / Method Statement

### Site Safety Plan / Method Statement (Template)



This Method Statement describes the specific safe working methods which will be used to carry out the described work. It gives details of work procedure with control measures to counter health and safety issues related to this work. The listed content of this Method Statement can be changed/modified subjected to job scope / specifications, but task specific method statement once finalized & approved, that should not be modified during work execution without permission from the approving authority.

Project/Job Name			
<b>Scope of work: -</b>			
Drawing References: -			
Detail of Sub contractors involved: -			
Method Statement Prepared By: - Designation: - (e.g. Site Manager)	<u>Signature</u>	<u>Date</u>	

**1.0 Introduction** (*Describe purpose of the work, give details of type and scope of work being carried out*);

--

**2.0 Location of Work** (*Give site address and precise location on site where work is to be carried out.*)

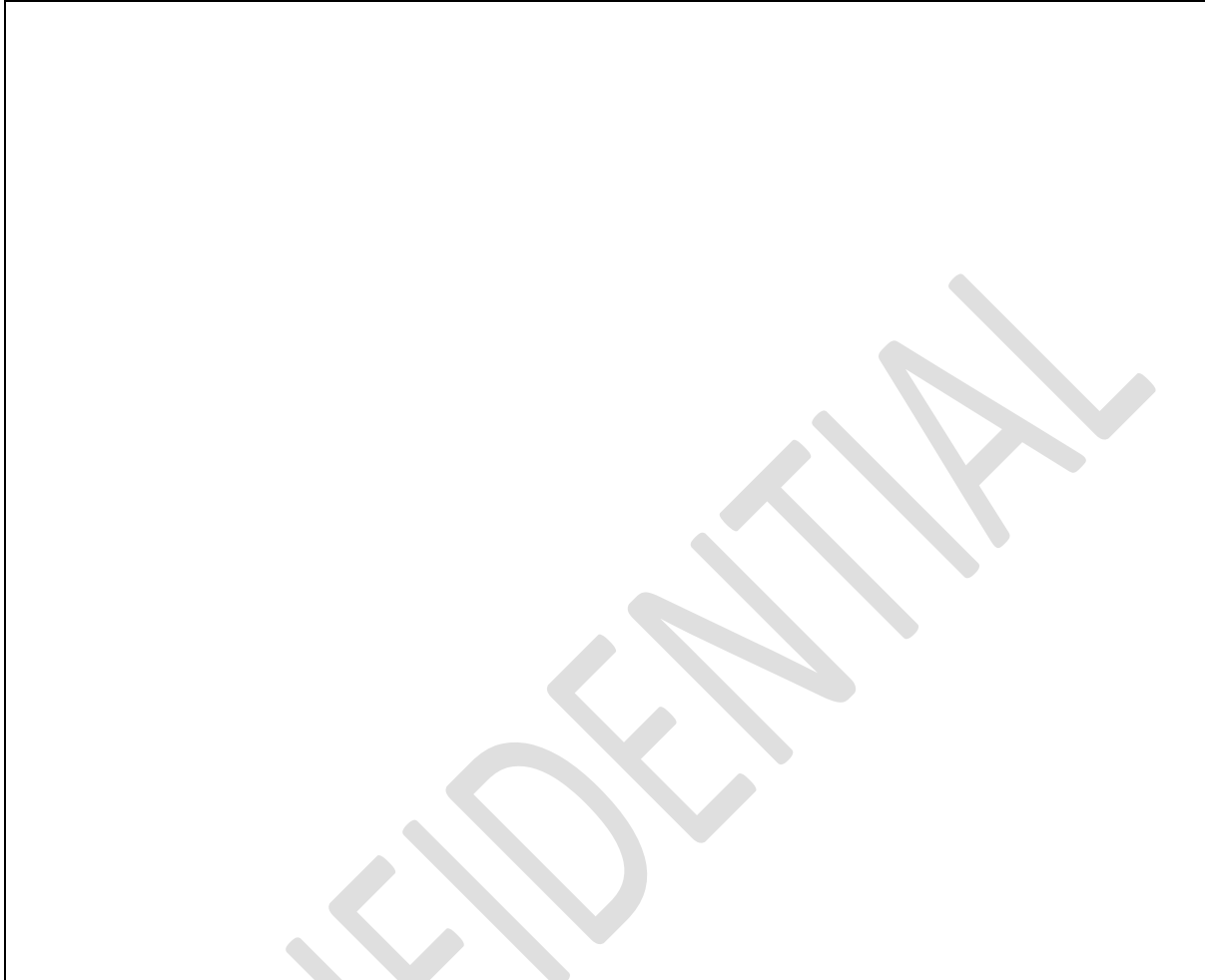
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**3.0 Safety Document /Specific Approval Required** (*Details of any safety documents or specific approval i.e. Client specific approval required to undertake the work*)

--

**5.0 Role & Responsibilities of Personnel/Parties Involved in activities:** -*Clearly define role and responsibilities of all personnel involved in activity i.e. Site management staff*

including subcontractors' parties- Main contractor Project/Site Manager, Sub Contractor Site Manager, Project Engineer, Safety officer, Competent Supervisory Staff)



**6.0 Working/Activity Description:** - *It is important that all operatives should have clear idea of those operational sequences and responsible supervisor must verify their competency prior to their engagement in operation.*

### 6.1 Pre-Working Checks



**6.2 Resources (Equipment, tools including manpower) Details** *i.e. Equipment and Tools, specific operational equipment, test kits, lifting resources, Details of materials to be used in operation, including any reference to COSHH assessments in case of use of any chemicals, Details of the manpower allocated to the task, e.g. titles, qualifications, competences, direct manpower, contractors. Details of plant, tools and equipment to be used for the work, including the*

*availability of relevant statutory documents, checks or inspections etc. Details of fencing, barriers, cones, chains, dangers notices, warning signs etc.*

**Tools required for work:**

Sr.No	Tools /Equipment /Machine	UOM	Required Qty.	Remark
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**6.4 Operational Sequence of work:** - Full description of the work, setting out the methodology in a sequential manner, including any reference to any identified operational restraints. Also refer here sec. 5.0 responsibilities part for every step of work sequence).

Sr.No	Activity	Details of job sequence	Risk Involved	Control Checks
1.				
2.				
3				
4				
5.				








**6.7 Final Checks & restoration of work area after completion of work :-** Those checks to be carried out by responsible supervisor in witness of his line hierarchy by use of specific checklist of certain operational checks and once those completed satisfactory, PTW (if

*applicable) to be closed and isolation arrangements to be restored by removing barricades/cautionary tags.*

**7.0 Task Specific Hazards:** - *Refer to Task Specific Risk Assessment and attach in appendix*

**Attachment:** - Specific Risk Assessment

In addition, please provide below control measures in risk assessment *(as applicable)*.

<b>Fall Protection Measures: (Where Work at height cannot be avoided)</b>							
<b>Control Measures for Electrical Hazards</b>							
<b>Others Hazard if any (please provide details)</b>							
<b>Hazardous Substances to be used in job : (Attach MSDS if required)</b>							
	Yes /No	Yes /No	Yes /No	Yes /No	Yes /No	Yes /No	Yes /No

**7.0 Emergency Provisions:** -*Relevant operational possibility of a programme in the case of emergency situation i.e. electrical supply restoration. In addition emergency response provisions i.e. first aiders, fire fighting, and first aid arrangements, nearest onsite/offsite emergency response also to be considered during emergency planning.*

**8.0 "5S issues" / Waste Disposal/ Housekeeping and Environmental issues: -Details waste disposal processes and or housekeeping activities, Details of environmental impacts and control measures.**

**9.0 Personal Protective Equipment (PPE):- ( Tick on PPE requirements for the task/Job**

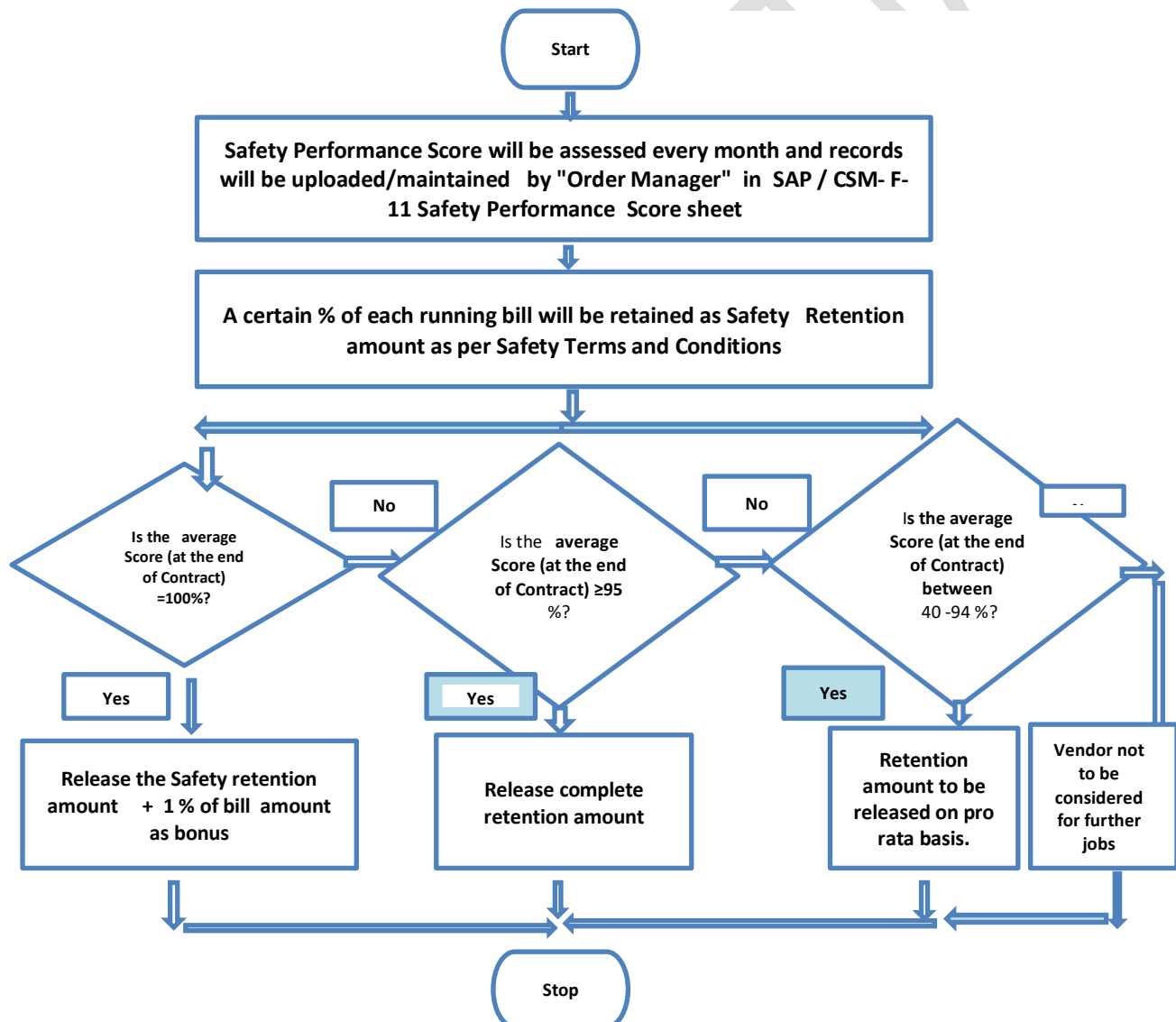
**10.0 First Aid facilities and Nearby Hospitals Details**

	Name of On-Site First Aider:						
	First Aid Box Location:						
<b>Required Personnel Protective Equipment:</b>	 Safety Boots	 Hard Hats	 Safety Gloves	 Hearing Protection	 Eye Protection	 Respiratory Protection	Other: 1. Hi-Viz 2. Coveralls 3.

## 11.0 Occupational Health, Fitness and COVID-19 related Preparedness:

1. Please give a brief writeup / methodology of your organization planned to avoid impact of the COVID-19 pandemic at Tata Power working site.
2. Please give brief details of occupational health and hygiene related interventions planned by your organisation to ensure good health and fitness of workforce at Tata Power site.

### Appendix 10: Process Flow Chart for Safety Performance Evaluation



### Appendix 11: CSM- F-11 Safety Performance Score

S. No	Parameter	Unit of Measurement	Target	Weight age	Actual Performance	Actual Score
<b>Lead Indicator</b>						
1	% of Employee certified in TPSDI/Authorized agency	Number	50%	10		
2	CFSA score (Annexure 6.1)	Average Severity of Violations	1.49	20		
3	Monthly inspection completed for Critical Equipment, lifting Tools & Tackles and hand tools used at site	Number	80%	10		
4	Condition of critical tools, tackles and equipment	Number	100%	10		
<b>Lag Indicator</b>						
1	Number of Fatalities	No	0	30		
2	Number of Lost workday case (LWDC) (reportable)	No	0	10		
3	Man-days Lost	Man-days	0	10		

						<b>Final Score</b>
						<b>Invoice Value</b>
						<b>Amount to be released</b>

## Safety Performance Evaluation Criteria

### Lead Indicators

	<b>Target</b>			
% of Employee certified in TPSDI/Authorized agency	50%	100%	Less than 100%	
Score		10	5	
	<b>Target</b>			
CFSA score	<=1.49	1.5 to 2.5	2.51 to 3.5	>=3.51
Score	20	15	10	0
	<b>Target</b>			
Monthly inspection completed for Critical Equipment, lifting Tools & Tackles and hand tools used at site	>=80%	79 to 50%	<50%	
Score	10	7	0	
	<b>Target</b>			
Condition of critical tools, tackles and equipment	100%	<100%		
Score	10	0		

### Lag Indicators

Number of Fatalities	0	>0	
Score	30		0
Number of LWDC (reportable)	0	>0	
Score	10		0
Number of man days lost	0	1 to 5	>5
Score	10	5	0



## Appendix 12: CSM-F-5 Safety Potential Evaluation Criteria for Vendor Registration

At the time of vendor registration, vendor will be registered under 3 categories

- 1) **Category A-** Vendors eligible to carry out High risk Jobs
- 2) **Category B-** Vendors eligible to carry out technical jobs that are low risk
- 3) **Category C-** Vendors eligible to carry out administrative and office jobs
- 4) **Category D-** Outsourced Jobs / Consultants /Medical Practitioners / Suppliers etc

For vendors to be registered under **Category A**, a safety potential evaluation will be carried out based on following parameters.

Sr. No	Description	Weight age (%)	Actual Score	Remarks
1	Does the contractor have a valid ISO 45001/ OHSAS 18001/ Certification?	30		
2	During site visit check for safety adequacy at site	30		Annexure - 12.1
3	Check the Safety statistics of Contractor	10		Annexure - 12.2
4	Check the Safety orientation & training process of Contractor	15		Annexure 12.3
5	Check the organizational structure for safety professionals & engineers / supervisors.	10		Annexure - 12.4
6	Certified/skilled workers as a percentage of overall workforce	5		
	Total	100		

### Evaluation Criteria for Category B

Sr. No	Description	Weight age (%)	Actual Score	Remarks
1	Does the contractor have a valid ISO 9001 certification?	30		
2	During site visit check for safety adequacy at site	30		Annexure -12.1
3	Check the Safety statistics of Contractor	10		Annexure -12.2
4	Check the Safety orientation & training process of Contractor	15		Annexure -12.3

5	Check the organizational structure for safety professionals & engineers / supervisors.	10		Annexure -12.4
6	Certified/skilled workers as a percentage of overall workforce	5		
<b>Total</b>		100		

### Evaluation Criteria for Category C

Sr. No	Description	Weight age (%)	Actual Score	Remarks
1	Does the contractor have a valid ISO 9001 certification?	40		
2	Check the Safety statistics of Contractor	40		Annexure - 12.2
3	Check the Safety orientation & training process of Contractor	20		Annexure - 12.3
<b>Total</b>		100		

### Annexure 12.1: Evaluation Criteria for Category D:

Category D does not require any evaluation as it is for outsourced job outside the Tata Power company premise.

### Annexure 12.2

Check List – Adequacy of Safety Statistics of Service Provider				Actual Marks obtained	Remarks
1	Check the safety statistics for last 3 years (LTIFR and LTISR)	Statistics available	Marks 5		
		Statistics not available	0		
2	Check the trend LTIFR for last 3 years	LTIFR value	Marks		
		0 to 0.2	5		
		0.21 to 0.3	2.5		
>0.3	0				
3	Check the trend of LTISR last 3 years	LTISR value	Marks		
		0 to 2	5		
		2 to 3	2.5		
>3	0				
4	Has there been any Prosecution/Conviction for any contravention with regard to Safety & Health provisions under the Factories Act /Electricity Act/ BOCW Act and Rules framed there under?		Marks		
		No Prosecution	10		
		Prosecution	0		
		To be provided in written on letter head			
<b>Total</b>		<b>25</b>			

### Annexure 12.3

Check List – Adequacy of Safety orientation & training process of Service provider			Actual Marks obtained	
1	Records of safety trainings provided to safety officer/supervisor/workmen during last 1 year as percentage(%) of total employed by service provider	<b>Safety Officer</b>	Marks	
		≥80% of employees	5	
		50 to 79 % of employee	2.5	
		<50%	0	
		<b>Safety Supervisor</b>	Marks	
		≥80% of employees	10	
		50 to 79 % of employee	6	
		<50%	0	
		<b>Workmen</b>	Marks	
		≥80% of employees	10	
		50 to 79 % of employee	6	
		<50%	0	
<b>Total</b>			<b>25</b>	

### Annexure 12.4

Check List – Adequacy of organizational structure for safety professionals & engineers / supervisors.			Actual Marks obtained	
1	Check availability of number of safety officers from government recognized institute as per workforce strength.		Marks	
		1 in 50 employees	10	
		1 in 100 employee	6	
		Any other	0	
3	Check availability of qualified workforce from government recognized institute/TPSDI.		Marks	
		100% of safety officers qualified	5	
		50 – 99% of safety officers qualified	3	
		<50	0	
<b>Total</b>			<b>15</b>	

### Appendix 13: CSM-F-9 Safety Bid Evaluation Criteria

The User has to select whether the job is high risk/ long duration at time of raising the PR.

- 1) The decision whether job is “**high risk**” or not has to be made by order manager on the basis of Risk involved (Risk Priority Number in HIRA) of the Jobs. An indicative list of high-risk jobs is attached as annexure
- 2) If a technical job is of low risk with estimated duration of the contract is 1 year or more the job should be treated as “**long duration**”.
- 3) All Safety bids will be evaluated by Safety Concurrence Group. Structure of SCG will be declared by Corporate safety. Corporate safety team will audit bid evaluation process of a few selected jobs and Quality of evaluated safety Bids.
- 4) Records of jobs sent by for Safety Bid evaluation shall be maintained by Corporate Contract team in existing tracing sheet along with other jobs.
- 5) For Safety Bid Evaluation will be based on following parameters.

		Minimum Requirement	Weight age (%)	Score Obtained
Manpower	<b>Safety Officer (1 per 500 workers)</b>	<b>Qualification-</b> Officer shall possess Advance Diploma In Industrial Safety by state technical board. <b>Experience-</b> Minimum 1-year experience in relevant field as mentioned in the job in PR.	5	
	<b>Safety Supervisor (1 per work site up to max. 50 workers)</b>	<b>Qualification-</b> Supervisor shall possess ITI/ Diploma in relevant field. <b>Experience-</b> Minimum 2-year experience in relevant field as mentioned in the job in PR. <b>Training</b> – Trained and certified by TPSDI or equivalent institute in relevant safety procedures. <b>Note:</b> On request of the contractor/Users -TPDSI should vet & certify the skilled & experienced Technician if Technical Qualification is not adequate.	5	
	<b>Technician (Skilled workers as electrician, rigger, fitter, welder, cable jointer, line men etc)</b>	<b>Experience-</b> Minimum 2 year experience in relevant field as mentioned in the job in PR. <b>Training</b> – Trained and certified by TPSDI or equivalent institute in relevant safety procedures.	5	
<b>Tools &amp; Tackles</b>	Equipment / Machines/ Tools & Tackles(lifting	The list of Equipment /Machines / Tools and tackles to be used for job to be submitted by the contractor.	30	

	and shifting tools)	Evaluation of the list will be carried out based on 1) Suitability as per the relevant job 2) Make and age of the tools from authorized agencies defined by the user. 3) Certification by the competent authority of respective state.		
<b>Safety Records</b>	Safety Records	Safety Records for last 3 years (as per vendor or as per our knowledge) – Recommendation?	15	
<b>Safety Plan</b>	HIRA/Contract Job Safety Plan	Adequacy of HIRA and Job Safety Plan with respect to relevant job. More weight age will be given to vendor for using mechanized work and advanced tools and equipment	20	
<b>Accredited Bodies certificate</b>	ISO-9001	ISO-9001	2	
	ISO-14001	ISO-14001	3	
	OHSAS 18001 ISO 45000	OHSAS 18001/ISO 45000	15	
		<b>Total Score</b>		

- 6) Vendor entitled to carry out the job only when qualified for the safety evaluation as follows:  
Contractor is qualified in safety bid only if his total score is more than 70% in all category 1 jobs such as high risk/long duration.
- 7) The Corporate Contract has to ensure that the vendor provides the filled “Safety Competency Form” along with the quotation.
- 8) Corporate Contract will forward the Safety Competency Form received from the contractor to the Safety Concurrence Group for evaluation.
- 9) In case SCG wants to visit the site, the Safety Competency will be based on evaluation at the time of site visit Annexure 13.1

**Annexure -13.1:**

<b>Checklist to be used:</b> During site visit to check the adequacy Safety systems.			
		Observation	Score* (1-5)
1	Check the adequacy of safety policy and Safety Management system of the contractor.		
2	Does the contractor have written down safety procedures?		
3	Check the records of Near miss, unsafe act, unsafe conditions and incidents.		
4	Check the organization setup to implement the safety systems at site (safety officer, safety supervisor)		
5	Check whether safety meeting and toolbox talk carried out regularly and records maintained or not.		



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6	Is the process of incident investigation adequate or not?		
7	Verify incident reporting and recording system		
8	Check the usage of equipment/tools and tackles.		
9	Check for housekeeping at site		
10	Check the use of PPEs and general behavior of workforce towards safety		
	<b>Total Score</b>		
	<b>Site Visit Score</b>		

Score\*- rating on the scale of 1-5 to be given based on the observations on site. Score of 1 is the lowest and core of 5 is the highest.

### Appendix 14: CSM-F-11.1 CFSA Format

CONTRACTOR FIELD SAFETY AUDIT												
Project Name :												
Date:												
Description of Severity rating:				Audit Team:								
	1 = Untidy area, minor issues, sets poor example											
	2 = Restricted access, unacceptable trash, disorderly											
	3 = Rule or procedure violation, potential injury											
	4 = Unsafe condition, serious injury potential											
	5 = Immediate serious injury potential, stop activity immediately and correct			Audit Time:					10:00hrs -11:30 hrs			
				Weather:					cloudy			
Description	Responsible		Number Personnel Observed		Violations			Remarks	Leading Indicators			
	Engineer	Contractors	Good Citizens	Violators	Number of Violations	Severity	Violations x Severity		4 & 5	PPE	Unsafe Act	Unsafe Condition
Are												
1												
Sub Totals			0	0	0	0	0		0	0	0	0



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	% of Observed People Working Safely												
	Number of Violations												
	Average Severity of Violations												
	Number of Severity 4 & 5 Violations												
	% of 4 & 5 Violations												
	Approximate Number of Workers Observed												
	Number of People on Site												
	% of Workers Observed												

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## Appendix 15: Indicative List of High-Risk Jobs

To access the exhaustive list of High-risk jobs, please refer the following documents

- 1) [High Risk Jobs- Generation](#)
- 2) [High Risk Jobs- T&D](#)
- 3) [High Risk Jobs- Renewable](#)

Indicative List of High-Risk Jobs -Generation Cluster				
Sl. No.	Jobs			
1	Demolition / Painting of Chimney			
2	Survey Sounding Jobs in Sea			
3	Dredging at Coal Birth Jetty			
4	Maintenance / Testing and Replacement of Extra High Voltage (132 KV etc.) Switchyard equipment			
5	Maintenance of EOT Cranes			
6	Deep excavation (5 feet or more) near existing buildings /Structure s			
7	Working inside confined spaces (entry through manhole)			
8	Operation Maintenance of elevators			
9	Working on Live control Circuits for identification of faults			
10	Cable laying and termination Jobs			

Indicative List of High-Risk Jobs - T&D Cluster				
Sl. No.	Jobs			
1	Transmission Line Tower Erection on columns, near live lines, In congested areas, In creeks, In the Sea			
2	Conductor Stringing on Tower Using Tensioner & Puller in the area such as Line Crossing, Near Live lines, Congested Areas, Road Crossing, Bridge Crossing, Railway line Crossing, In creeks ,In the Sea			
3	Cable Pulling by Using winch Machine in City and Rural Areas			
4	Hot Washing of HT and Extra HT lines, Towers and switchyards equipment			
5	Installation of Lifts			
6	Installation of EOT Cranes			
7	Tower Dismantling			
8	Working on H Frame /Pole mounted Transformers			
9	Excavation in operational Area heaving power cables in receiving station			
10	Identification and spiking of cable / disconnection of cables from poles			



### Indicative List of High-Risk Jobs - Renewable Cluster

Sl. No.	Jobs				
1	Working on Electrical Panels				
2	Hi Potting of Equipment				
3	Battery commissioning and maintenance				
4	Working on the nasal of Wind Turbine				
5	Working on live electrical switchyard, material Handling and Equipment installation				
6	Roof Top Solar Panels Installation and maintenance				
7	Working in live Electrical Switchyard, Material Handling, equipment installation				
8	All maintenance activities that requires climbing on Towers /Structures / Transformer/ GODs				
9	Loading and Unloading of Solar Panels on trucks				
10	Structural Repair /Dismantling work at height.				

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NIT No.: TPCODL/P&S/100000633/2024-25

**ANNEXURE X**  
**TATA CODE OF CONDUCT**

The Owner abides by the Tata Code of Conduct in all its dealing with stake holders and the same shall be binding on the Owner and the Contractor for dealings under this Order/ Contract. A copy of the Tata Code of Conduct is available a tour website:

**<https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf>**

The Contractor is requested to bring any concerns regarding this to the notice of our Chief Procurement & Stores e-mail ID: [Pradip.sil@tpcentralodisha.com](mailto:Pradip.sil@tpcentralodisha.com)

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## ANNEXURE XI ENVIRONMENT & SUSTAINABILITY POLICY

TPCODL

TP CENTRAL ODISHA  
DISTRIBUTION LIMITED

(A Joint Venture of Tata Power and Government of Odisha)



## Integrated Management System Policy

### Quality, Safety, Occupational Health, Environment

We at TP Central Odisha Distribution Limited are committed to deliver world class service and reliable power through an energised workforce leading to ever increasing satisfaction of its customers, environmental protection and safe and healthy working condition.

### This will be achieved by:

- Complying with all the requirements of ISO-9001, ISO-14001 and ISO-45001 management system standards through engaged workforce
- Complying with applicable Legal requirements
- Continually improving Quality, Environment and Occupational Health & Safety Performance
- Ensuring Environmental protection through Prevention of Pollution
- Conservation of Natural Resources
- Creating a work environment which encourages team work, safe work practices, learning and innovation
- Providing safe and healthy conditions that prevents work related injury and illness
- Eliminating hazards and reducing OH&S Risk
- Ensuring participation and consultation of workers

This policy will be made available to interested parties.

Date: 1<sup>st</sup> June, 2023

Arvind Singh  
Chief Executive Officer

## ANNEXURE-I

## SCHEDULE OF ITEMS

## BCDD-1 ,BHUBANESWAR

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
BHUBANESWAR-1	BHUBANESWAR	1	Meter Reader (Skilled)-SBM	Man Month	29	18,643	3,356	21,999	6,37,977	76,55,722
		2	Meter Reader (Skilled)-NON-SBM	Man Month	8	18,643	3,356	21,999	1,75,994	21,11,923
		3	Supervisor (High Skilled)-SBM	Man Month	6	20,338	3,661	23,999	1,43,993	17,27,911
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	0	16,949	3,051	20,000	-	-
		6	Cashier	Man Month	0	16,949	3,051	20,000	-	-
		7	Data Entry Operator	Man Month	2	18,643	3,356	21,999	43,998	5,27,981
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	5	18,643	3,356	21,999	1,09,996	13,19,952
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	50	200	36	236	11,800	1,41,600
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	32	1,200	216	1,416	45,312	5,43,744
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	0	1,500	270	1,770	-	-
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	8	2,000	360	2,360	18,880	2,26,560
		17	Hardship allowance - Supervisor	Month	7	2,500	450	2,950	20,650	2,47,800
		18	Additional Allowance/Incentive	Month	22	2,000	360	2,360	51,920	6,23,040
		19	Extra Connections	EA	58	200	36	236	13,688	1,64,256
		20	Booked DT/DAE/Misuse/Theft	EA	22	300	54	354	7,788	93,456
		21	Reporting of offer of un-ethical activities	EA	2	500	90	590	1,180	14,160
		22	Capturing & reporting of correct Mobile No.	EA	923	1	0	1	1,089	13,070
		23	Capturing & reporting of correct Email-ID	EA	923	1	0	1	1,089	13,070
		24	Incentive on Digital Payment Acceptance	EA	0	1	0	1	-	-
All Inclusive (in Rs.)									13,55,350	1,62,64,205
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									12,58,708	1,51,04,501
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.) for 1st Year									13,55,350	1,62,64,205
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									13,55,350	1,62,64,205
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									13,55,350	1,62,64,205
Grand Total (in Rs.) for All 3 Years										4,87,92,616
Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin										

**BCDD-2 ,BHUBANESWAR**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
<b>Fixed Charges-As per Annexure-1 (SOW)</b>					<b>A</b>	<b>B</b>	<b>C=B*18%</b>	<b>D=C+B</b>	<b>E=A*D</b>	<b>F=E*12</b>
BHUBANESWAR-1	BHUBANESWAR	1	Meter Reader (Skilled)-SBM	Man Month	82	18,643	3,356	21,999	18,03,934	2,16,47,213
		2	Meter Reader (Skilled)-NON-SBM	Man Month	16	18,643	3,356	21,999	3,51,987	42,23,846
		3	Supervisor (High Skilled)-SBM	Man Month	13	20,338	3,661	23,999	3,11,984	37,43,808
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	30	16,949	3,051	20,000	5,99,989	71,99,867
		6	Cashier	Man Month	1	16,949	3,051	20,000	20,000	2,39,996
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) – as & when requirement basis	Man Month	14	18,643	3,356	21,999	3,07,989	36,95,866
		9	Additional Supervisor (High Skilled) – as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	158	200	36	236	37,288	4,47,456
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	91	1,200	216	1,416	1,28,856	15,46,272
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	30	1,500	270	1,770	53,100	6,37,200
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	16	2,000	360	2,360	37,760	4,53,120
		17	Hardship allowance - Supervisor	Month	14	2,500	450	2,950	41,300	4,95,600
		18	Additional Allowance/Incentive	Month	71	2,000	360	2,360	1,67,560	20,10,720
		19	Extra Connections	EA	164	200	36	236	38,704	4,64,448
		20	Booked DT/DAE/Misuse/Theft	EA	71	300	54	354	25,134	3,01,608
		21	Reporting of offer of un-ethical activities	EA	7	500	90	590	4,130	49,560
		22	Capturing & reporting of correct Mobile No.	EA	2962	1	0	1	3,495	41,942
		23	Capturing & reporting of correct Email-ID	EA	2962	1	0	1	3,495	41,942
		24	Incentive on Digital Payment Acceptance	EA	12199	1	0	1	14,395	1,72,738
<b>All Inclusive (in Rs.)</b>									<b>41,09,094</b>	<b>4,93,09,124</b>
<b>Supervision Component Charges (Sr.No. 1 to 10 &amp; 18 to 24)</b>									<b>38,10,790</b>	<b>4,57,29,476</b>
A	<b>Supervision Charges % applicable on Fix Component amount</b>			Month	1				-	-
<b>Grand Total (in Rs.)</b>									<b>41,09,094</b>	<b>4,93,09,124</b>
B	<b>Increment of Supervision Cost for Second Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 2nd Year</b>									<b>41,09,094</b>	<b>4,93,09,124</b>
C	<b>Increment of Supervision Cost for third Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 3rd Year</b>									<b>41,09,094</b>	<b>4,93,09,124</b>
<b>Grand Total (in Rs.) for All 3 Years</b>										<b>14,79,27,372</b>

**Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin**

**BED, BHUBANESWAR**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
BHUBANESWAR-1	BHUBANESWAR	1	Meter Reader (Skilled)-SBM	Man Month	57	18,643	3,356	21,999	12,53,954	1,50,47,453
		2	Meter Reader (Skilled)-NON-SBM	Man Month	22	18,643	3,356	21,999	4,83,982	58,07,789
		3	Supervisor (High Skilled)-SBM	Man Month	12	20,338	3,661	23,999	2,87,985	34,55,823
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	7	16,949	3,051	20,000	1,39,997	16,79,969
		6	Cashier	Man Month	2	16,949	3,051	20,000	39,999	4,79,991
		7	Data Entry Operator	Man Month	3	18,643	3,356	21,999	65,998	7,91,971
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	10	18,643	3,356	21,999	2,19,992	26,39,904
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	112	200	36	236	26,432	3,17,184
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	62	1,200	216	1,416	87,792	10,53,504
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	1	1,400	252	1,652	1,652	19,824
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	7	1,500	270	1,770	12,390	1,48,680
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	22	2,000	360	2,360	51,920	6,23,040
		17	Hardship allowance - Supervisor	Month	13	2,500	450	2,950	38,350	4,60,200
		18	Additional Allowance/Incentive	Month	50	2,000	360	2,360	1,18,000	14,16,000
		19	Extra Connections	EA	114	200	36	236	26,904	3,22,848
		20	Booked DT/DAE/Misuse/Theft	EA	50	300	54	354	17,700	2,12,400
		21	Reporting of offer of un-ethical activities	EA	5	500	90	590	2,950	35,400
		22	Capturing & reporting of correct Mobile No.	EA	2269	1	0	1	2,677	32,129
		23	Capturing & reporting of correct Email-ID	EA	2269	1	0	1	2,677	32,129
		24	Incentive on Digital Payment Acceptance	EA	3396	1	0	1	4,007	48,087
All Inclusive (in Rs.)									29,55,357	3,54,64,286
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									27,36,821	3,28,41,854
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									29,55,357	3,54,64,286
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									29,55,357	3,54,64,286
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									29,55,357	3,54,64,286
Grand Total (in Rs.) for All 3 Years										10,63,92,859

Note: Supervision Charges includes administration charges, BG Interest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin

**NED , NIMAPARA**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
<b>Fixed Charges-As per Annexure-1 (SOW)</b>					<b>A</b>	<b>B</b>	<b>C=B*18%</b>	<b>D=C+B</b>	<b>E=A*D</b>	<b>F=E*12</b>
BHUBANESWAR-1	NED , NIMAPARA	1	Meter Reader (Skilled)-SBM	Man Month	91	18,643	3,356	21,999	20,01,927	2,40,23,127
		2	Meter Reader (Skilled)-NON-SBM	Man Month	23	18,643	3,356	21,999	5,05,982	60,71,779
		3	Supervisor (High Skilled)-SBM	Man Month	12	20,338	3,661	23,999	2,87,985	34,55,823
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	136	16,949	3,051	20,000	27,19,950	3,26,39,398
		6	Cashier	Man Month	3	16,949	3,051	20,000	59,999	7,19,987
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	16	18,643	3,356	21,999	3,51,987	42,23,846
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	283	200	36	236	66,788	8,01,456
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	33	1,200	216	1,416	46,728	5,60,736
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	68	1,400	252	1,652	1,12,336	13,48,032
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	40	1,500	270	1,770	70,800	8,49,600
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	96	2,000	360	2,360	2,26,560	27,18,720
		16	Hardship allowance Readers Cum Collector -NSBM	Month	23	2,000	360	2,360	54,280	6,51,360
		17	Hardship allowance - Supervisor	Month	13	2,500	450	2,950	38,350	4,60,200
		18	Additional Allowance/Incentive	Month	132	2,000	360	2,360	3,11,520	37,38,240
		19	Extra Connections	EA	182	200	36	236	42,952	5,15,424
		20	Booked DT/DAE/Misuse/Theft	EA	132	300	54	354	46,728	5,60,736
		21	Reporting of offer of un-ethical activities	EA	14	500	90	590	8,260	99,120
		22	Capturing & reporting of correct Mobile No.	EA	4230	1	0	1	4,991	59,897
		23	Capturing & reporting of correct Email-ID	EA	4230	1	0	1	4,991	59,897
		24	Incentive on Digital Payment Acceptance	EA	47217	1	0	1	55,716	6,68,593
<b>All Inclusive (in Rs.)</b>									<b>71,76,824</b>	<b>8,61,21,893</b>
<b>Supervision Component Charges (Sr.No. 1 to 10 &amp; 18 to 24)</b>									<b>65,60,982</b>	<b>7,87,31,789</b>
A	<b>Supervision Charges % applicable on Fix Component amount</b>			Month	1				-	-
<b>Grand Total (in Rs.)</b>									<b>71,76,824</b>	<b>8,61,21,893</b>
B	<b>Increment of Supervision Cost for Second Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 2nd Year</b>									<b>71,76,824</b>	<b>8,61,21,893</b>
C	<b>Increment of Supervision Cost for third Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 3rd Year</b>									<b>71,76,824</b>	<b>8,61,21,893</b>
<b>Grand Total (in Rs.) for All 3 Years</b>										<b>25,83,65,678</b>

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin

**KHD , KHURDA**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
<b>Fixed Charges-As per Annexure-1 (SOW)</b>					<b>A</b>	<b>B</b>	<b>C=B*18%</b>	<b>D=C+B</b>	<b>E=A*D</b>	<b>F=E*12</b>
BHUBANESWAR-2	KHD , KHURDA	1	Meter Reader (Skilled)-SBM	Man Month	88	18,643	3,356	21,999	19,35,930	2,32,31,155
		2	Meter Reader (Skilled)-NON-SBM	Man Month	17	18,643	3,356	21,999	3,73,986	44,87,837
		3	Supervisor (High Skilled)-SBM	Man Month	18	20,338	3,661	23,999	4,31,978	51,83,734
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	121	16,949	3,051	20,000	24,19,955	2,90,39,465
		6	Cashier	Man Month	5	16,949	3,051	20,000	99,998	11,99,978
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	15	18,643	3,356	21,999	3,29,988	39,59,856
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	266	200	36	236	62,776	7,53,312
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	97	1,200	216	1,416	1,37,352	16,48,224
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	121	1,500	270	1,770	2,14,170	25,70,040
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	17	2,000	360	2,360	40,120	4,81,440
		17	Hardship allowance - Supervisor	Month	19	2,500	450	2,950	56,050	6,72,600
		18	Additional Allowance/Incentive	Month	123	2,000	360	2,360	2,90,280	34,83,360
		19	Extra Connections	EA	176	200	36	236	41,536	4,98,432
		20	Booked DT/DAE/Misuse/Theft	EA	123	300	54	354	43,542	5,22,504
		21	Reporting of offer of un-ethical activities	EA	13	500	90	590	7,670	92,040
		22	Capturing & reporting of correct Mobile No.	EA	4444	1	0	1	5,244	62,927
		23	Capturing & reporting of correct Email-ID	EA	4444	1	0	1	5,244	62,927
		24	Incentive on Digital Payment Acceptance	EA	48876	1	0	1	57,674	6,92,084
<b>All Inclusive (in Rs.)</b>									<b>67,11,486</b>	<b>8,05,37,838</b>
<b>Supervision Component Charges (Sr.No. 1 to 10 &amp; 18 to 24)</b>									<b>62,01,018</b>	<b>7,44,12,222</b>
A	<b>Supervision Charges % applicable on Fix Component amount</b>			Month	1				-	-
<b>Grand Total (in Rs.)</b>									<b>67,11,486</b>	<b>8,05,37,838</b>
B	<b>Increment of Supervision Cost for Second Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 2nd Year</b>									<b>67,11,486</b>	<b>8,05,37,838</b>
C	<b>Increment of Supervision Cost for third Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 3rd Year</b>									<b>67,11,486</b>	<b>8,05,37,838</b>
<b>Grand Total (in Rs.) for All 3 Years</b>										<b>24,16,13,513</b>
<p><b>Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile &amp; printer, Group Insurance Policy of staff, any other expenses including Profits &amp; Margin</b></p>										



## NAYAGARH Div

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
BHUBANESWAR-2	NAYAGARH Div	1	Meter Reader (Skilled)-SBM	Man Month	24	18,643	3,356	21,999	5,27,981	63,35,770
		2	Meter Reader (Skilled)-NON-SBM	Man Month	15	18,643	3,356	21,999	3,29,988	39,59,856
		3	Supervisor (High Skilled)-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	21	16,949	3,051	20,000	4,19,992	50,39,907
		6	Cashier	Man Month	2	16,949	3,051	20,000	39,999	4,79,991
		7	Data Entry Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	69	200	36	236	16,284	1,95,408
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	23	1,200	216	1,416	32,568	3,90,816
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	3	1,400	252	1,652	4,956	59,472
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	18	1,500	270	1,770	31,860	3,82,320
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	3	2,000	360	2,360	7,080	84,960
		16	Hardship allowance Readers Cum Collector -NSBM	Month	15	2,000	360	2,360	35,400	4,24,800
		17	Hardship allowance - Supervisor	Month	2	2,500	450	2,950	5,900	70,800
		18	Additional Allowance/Incentive	Month	31	2,000	360	2,360	73,160	8,77,920
		19	Extra Connections	EA	48	200	36	236	11,328	1,35,936
		20	Booked DT/DAE/Misuse/Theft	EA	31	300	54	354	10,974	1,31,688
		21	Reporting of offer of un-ethical activities	EA	3	500	90	590	1,770	21,240
		22	Capturing & reporting of correct Mobile No.	EA	4898	1	0	1	5,780	69,356
		23	Capturing & reporting of correct Email-ID	EA	4898	1	0	1	5,780	69,356
		24	Incentive on Digital Payment Acceptance	EA	7062	1	0	1	8,333	99,998
All Inclusive (in Rs.)									17,73,124	2,12,77,491
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									16,39,076	1,96,68,915
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									17,73,124	2,12,77,491
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									17,73,124	2,12,77,491
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									17,73,124	2,12,77,491
Grand Total (in Rs.) for All 3 Years										6,38,32,474

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin

**BAED, BALUGAON**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
<b>Fixed Charges-As per Annexure-1 (SOW)</b>					<b>A</b>	<b>B</b>	<b>C=B*18%</b>	<b>D=C+B</b>	<b>E=A*D</b>	<b>F=E*12</b>
BHUBANESWAR-2	BAED, BALUGAON	1	Meter Reader (Skilled)-SBM	Man Month	35	18,643	3,356	21,999	7,69,972	92,39,664
		2	Meter Reader (Skilled)-NON-SBM	Man Month	8	18,643	3,356	21,999	1,75,994	21,11,923
		3	Supervisor (High Skilled)-SBM	Man Month	10	20,338	3,661	23,999	2,39,988	28,79,852
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	46	16,949	3,051	20,000	9,19,983	1,10,39,796
		6	Cashier	Man Month	3	16,949	3,051	20,000	59,999	7,19,987
		7	Data Entry Operator	Man Month	2	18,643	3,356	21,999	43,998	5,27,981
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	6	18,643	3,356	21,999	1,31,995	15,83,942
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	110	200	36	236	25,960	3,11,520
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	38	1,200	216	1,416	53,808	6,45,696
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	46	1,500	270	1,770	81,420	9,77,040
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	8	2,000	360	2,360	18,880	2,26,560
		17	Hardship allowance - Supervisor	Month	11	2,500	450	2,950	32,450	3,89,400
		18	Additional Allowance/Incentive	Month	50	2,000	360	2,360	1,18,000	14,16,000
		19	Extra Connections	EA	70	200	36	236	16,520	1,98,240
		20	Booked DT/DAE/Misuse/Theft	EA	50	300	54	354	17,700	2,12,400
		21	Reporting of offer of un-ethical activities	EA	5	500	90	590	2,950	35,400
		22	Capturing & reporting of correct Mobile No.	EA	4078	1	0	1	4,812	57,744
		23	Capturing & reporting of correct Email-ID	EA	4078	1	0	1	4,812	57,744
		24	Incentive on Digital Payment Acceptance	EA	17629	1	0	1	20,802	2,49,627
<b>All Inclusive (in Rs.)</b>									<b>28,10,040</b>	<b>3,37,20,478</b>
<b>Supervision Component Charges (Sr.No. 1 to 10 &amp; 18 to 24)</b>									<b>25,97,522</b>	<b>3,11,70,262</b>
A	<b>Supervision Charges % applicable on Fix Component amount</b>			Month	1				-	-
<b>Grand Total (in Rs.)</b>									<b>28,10,040</b>	<b>3,37,20,478</b>
B	<b>Increment of Supervision Cost for Second Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 2nd Year</b>									<b>28,10,040</b>	<b>3,37,20,478</b>
C	<b>Increment of Supervision Cost for third Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 3rd Year</b>									<b>28,10,040</b>	<b>3,37,20,478</b>
<b>Grand Total (in Rs.) for All 3 Years</b>										<b>10,11,61,435</b>
<p><b>Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile &amp; printer, Group Insurance Policy of staff, any other expenses including Profits &amp; Margin</b></p>										

**PED,PURI**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
BHUBANESWAR-2	PED,PURI	1	Meter Reader (Skilled)-SBM	Man Month	80	18,643	3,356	21,999	17,59,936	2,11,19,232
		2	Meter Reader (Skilled)-NON-SBM	Man Month	9	18,643	3,356	21,999	1,97,993	23,75,914
		3	Supervisor (High Skilled)-SBM	Man Month	17	20,338	3,661	23,999	4,07,979	48,95,749
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	104	16,949	3,051	20,000	20,79,962	2,49,59,540
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	14	18,643	3,356	21,999	3,07,989	36,95,866
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	230	200	36	236	54,280	6,51,360
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	88	1,200	216	1,416	1,24,608	14,95,296
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	104	1,500	270	1,770	1,84,080	22,08,960
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	9	2,000	360	2,360	21,240	2,54,880
		17	Hardship allowance - Supervisor	Month	18	2,500	450	2,950	53,100	6,37,200
		18	Additional Allowance/Incentive	Month	106	2,000	360	2,360	2,50,160	30,01,920
		19	Extra Connections	EA	160	200	36	236	37,760	4,53,120
		20	Booked DT/DAE/Misuse/Theft	EA	106	300	54	354	37,524	4,50,288
		21	Reporting of offer of un-ethical activities	EA	11	500	90	590	6,490	77,880
		22	Capturing & reporting of correct Mobile No.	EA	3812	1	0	1	4,498	53,978
		23	Capturing & reporting of correct Email-ID	EA	3812	1	0	1	4,498	53,978
		24	Incentive on Digital Payment Acceptance	EA	43099	1	0	1	50,857	6,10,282
All Inclusive (in Rs.)									58,20,946	6,98,51,347
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									53,83,638	6,46,03,651
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									58,20,946	6,98,51,347
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									58,20,946	6,98,51,347
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									58,20,946	6,98,51,347
Grand Total (in Rs.) for All 3 Years										20,95,54,040

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile &

**CDD-1,CUTTACK**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
CUTTACK	CDD-1,CUTTACK	1	Meter Reader (Skilled)-SBM	Man Month	40	18,643	3,356	21,999	8,79,968	1,05,59,616
		2	Meter Reader (Skilled)-NON-SBM	Man Month	5	18,643	3,356	21,999	1,09,996	13,19,952
		3	Supervisor (High Skilled)-SBM	Man Month	8	20,338	3,661	23,999	1,91,990	23,03,882
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	0	16,949	3,051	20,000	-	-
		6	Cashier	Man Month	0	16,949	3,051	20,000	-	-
		7	Data Entry Operator	Man Month	2	18,643	3,356	21,999	43,998	5,27,981
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	7	18,643	3,356	21,999	1,53,994	18,47,933
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	62	200	36	236	14,632	1,75,584
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	44	1,200	216	1,416	62,304	7,47,648
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	0	1,500	270	1,770	-	-
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	5	2,000	360	2,360	11,800	1,41,600
		17	Hardship allowance - Supervisor	Month	9	2,500	450	2,950	26,550	3,18,600
		18	Additional Allowance/Incentive	Month	27	2,000	360	2,360	63,720	7,64,640
		19	Extra Connections	EA	80	200	36	236	18,880	2,26,560
		20	Booked DT/DAE/Misuse/Theft	EA	27	300	54	354	9,558	1,14,696
		21	Reporting of offer of un-ethical activities	EA	3	500	90	590	1,770	21,240
		22	Capturing & reporting of correct Mobile No.	EA	1276	1	0	1	1,506	18,068
		23	Capturing & reporting of correct Email-ID	EA	1276	1	0	1	1,506	18,068
		24	Incentive on Digital Payment Acceptance	EA	0	1	0	1	-	-
All Inclusive (in Rs.)									16,62,169	1,99,46,029
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									15,46,883	1,85,62,597
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									16,62,169	1,99,46,029
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									16,62,169	1,99,46,029
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									16,62,169	1,99,46,029
Grand Total (in Rs.) for All 3 Years										5,98,38,086

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile &

**CDD-2,CUTTACK**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
CUTTACK	CDD-2,CUTTACK	1	Meter Reader (Skilled)-SBM	Man Month	37	18,643	3,356	21,999	8,13,970	97,67,645
		2	Meter Reader (Skilled)-NON-SBM	Man Month	7	18,643	3,356	21,999	1,53,994	18,47,933
		3	Supervisor (High Skilled)-SBM	Man Month	6	20,338	3,661	23,999	1,43,993	17,27,911
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	36	16,949	3,051	20,000	7,19,987	86,39,841
		6	Cashier	Man Month	3	16,949	3,051	20,000	59,999	7,19,987
		7	Data Entry Operator	Man Month	2	18,643	3,356	21,999	43,998	5,27,981
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	7	18,643	3,356	21,999	1,53,994	18,47,933
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	98	200	36	236	23,128	2,77,536
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	41	1,200	216	1,416	58,056	6,96,672
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	0	1,400	252	1,652	-	-
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	36	1,500	270	1,770	63,720	7,64,640
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	0	2,000	360	2,360	-	-
		16	Hardship allowance Readers Cum Collector -NSBM	Month	7	2,000	360	2,360	16,520	1,98,240
		17	Hardship allowance - Supervisor	Month	7	2,500	450	2,950	20,650	2,47,800
		18	Additional Allowance/Incentive	Month	44	2,000	360	2,360	1,03,840	12,46,080
		19	Extra Connections	EA	74	200	36	236	17,464	2,09,568
		20	Booked DT/DAE/Misuse/Theft	EA	44	300	54	354	15,576	1,86,912
		21	Reporting of offer of un-ethical activities	EA	5	500	90	590	2,950	35,400
		22	Capturing & reporting of correct Mobile No.	EA	1692	1	0	1	1,997	23,959
		23	Capturing & reporting of correct Email-ID	EA	1692	1	0	1	1,997	23,959
		24	Incentive on Digital Payment Acceptance	EA	15296	1	0	1	18,049	2,16,591
All Inclusive (in Rs.)									25,03,879	3,00,46,548
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									23,21,805	2,78,61,660
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									25,03,879	3,00,46,548
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									25,03,879	3,00,46,548
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									25,03,879	3,00,46,548
Grand Total (in Rs.) for All 3 Years										9,01,39,643

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile &

**CED, CUTTACK**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
<b>Fixed Charges-As per Annexure-1 (SOW)</b>					<b>A</b>	<b>B</b>	<b>C=B*18%</b>	<b>D=C+B</b>	<b>E=A*D</b>	<b>F=E*12</b>
CUTTACK	CED, CUTTACK	1	Meter Reader (Skilled)-SBM	Man Month	71	18,643	3,356	21,999	15,61,943	1,87,43,319
		2	Meter Reader (Skilled)-NON-SBM	Man Month	13	18,643	3,356	21,999	2,85,990	34,31,875
		3	Supervisor (High Skilled)-SBM	Man Month	12	20,338	3,661	23,999	2,87,985	34,55,823
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	97	16,949	3,051	20,000	19,39,964	2,32,79,571
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	3	18,643	3,356	21,999	65,998	7,91,971
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	12	18,643	3,356	21,999	2,63,990	31,67,885
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	211	200	36	236	49,796	5,97,552
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	60	1,200	216	1,416	84,960	10,19,520
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	18	1,400	252	1,652	29,736	3,56,832
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	72	1,500	270	1,770	1,27,440	15,29,280
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	25	2,000	360	2,360	59,000	7,08,000
		16	Hardship allowance Readers Cum Collector -NSBM	Month	13	2,000	360	2,360	30,680	3,68,160
		17	Hardship allowance - Supervisor	Month	13	2,500	450	2,950	38,350	4,60,200
		18	Additional Allowance/Incentive	Month	97	2,000	360	2,360	2,28,920	27,47,040
		19	Extra Connections	EA	142	200	36	236	33,512	4,02,144
		20	Booked DT/DAE/Misuse/Theft	EA	97	300	54	354	34,338	4,12,056
		21	Reporting of offer of un-ethical activities	EA	10	500	90	590	5,900	70,800
		22	Capturing & reporting of correct Mobile No.	EA	3014	1	0	1	3,557	42,678
		23	Capturing & reporting of correct Email-ID	EA	3014	1	0	1	3,557	42,678
		24	Incentive on Digital Payment Acceptance	EA	37747	1	0	1	44,541	5,34,498
<b>All Inclusive (in Rs.)</b>									<b>53,30,152</b>	<b>6,39,61,824</b>
<b>Supervision Component Charges (Sr.No. 1 to 10 &amp; 18 to 24)</b>									<b>49,10,190</b>	<b>5,89,22,280</b>
A	<b>Supervision Charges % applicable on Fix Component amount</b>			Month	1				-	-
<b>Grand Total (in Rs.)</b>									<b>53,30,152</b>	<b>6,39,61,824</b>
B	<b>Increment of Supervision Cost for Second Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 2nd Year</b>									<b>53,30,152</b>	<b>6,39,61,824</b>
C	<b>Increment of Supervision Cost for third Year (in %)</b>					0.00%			-	-
<b>Grand Total (in Rs.) for 3rd Year</b>									<b>53,30,152</b>	<b>6,39,61,824</b>
<b>Grand Total (in Rs.) for All 3 Years</b>										<b>19,18,85,473</b>
<p><b>Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile &amp; printer, Group Insurance Policy of staff, any other expenses including Profits &amp; Margin</b></p>										

**AED,ATHAGADA**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
<b>Fixed Charges-As per Annexure-1 (SOW)</b>					<b>A</b>	<b>B</b>	<b>C=B*18%</b>	<b>D=C+B</b>	<b>E=A*D</b>	<b>F=E*12</b>
<b>CUTTACK</b>	<b>AED,ATHAGADA</b>	1	Meter Reader (Skilled)-SBM	Man Month	60	18,643	3,356	21,999	13,19,952	1,58,39,424
		2	Meter Reader (Skilled)-NON-SBM	Man Month	7	18,643	3,356	21,999	1,53,994	18,47,933
		3	Supervisor (High Skilled)-SBM	Man Month	8	20,338	3,661	23,999	1,91,990	23,03,882
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	89	16,949	3,051	20,000	17,79,967	2,13,59,606
		6	Cashier	Man Month	2	16,949	3,051	20,000	39,999	4,79,991
		7	Data Entry Operator	Man Month	3	18,643	3,356	21,999	65,998	7,91,971
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	10	18,643	3,356	21,999	2,19,992	26,39,904
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	178	200	36	236	42,008	5,04,096
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	19	1,200	216	1,416	26,904	3,22,848
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	47	1,400	252	1,652	77,644	9,31,728
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	24	1,500	270	1,770	42,480	5,09,760
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	65	2,000	360	2,360	1,53,400	18,40,800
		16	Hardship allowance Readers Cum Collector -NSBM	Month	7	2,000	360	2,360	16,520	1,98,240
		17	Hardship allowance - Supervisor	Month	9	2,500	450	2,950	26,550	3,18,600
		18	Additional Allowance/Incentive	Month	83	2,000	360	2,360	1,95,880	23,50,560
		19	Extra Connections	EA	120	200	36	236	28,320	3,39,840
		20	Booked DT/DAE/Misuse/Theft	EA	83	300	54	354	29,382	3,52,584
		21	Reporting of offer of un-ethical activities	EA	9	500	90	590	5,310	63,720
		22	Capturing & reporting of correct Mobile No.	EA	3006	1	0	1	3,547	42,565
		23	Capturing & reporting of correct Email-ID	EA	3006	1	0	1	3,547	42,565
		24	Incentive on Digital Payment Acceptance	EA	31011	1	0	1	36,593	4,39,116
<b>All Inclusive (in Rs.)</b>									<b>45,29,974</b>	<b>5,43,59,694</b>
<b>Supervision Component Charges (Sr.No. 1 to 10 &amp; 18 to 24)</b>									<b>41,44,468</b>	<b>4,97,33,622</b>
<b>A</b>	<b>Supervision Charges % applicable on Fix Component amount</b>			<b>Month</b>	<b>1</b>				<b>-</b>	<b>-</b>
<b>Grand Total (in Rs.)</b>									<b>45,29,974</b>	<b>5,43,59,694</b>
<b>B</b>	<b>Increment of Supervision Cost for Second Year (in %)</b>					<b>0.00%</b>			<b>-</b>	<b>-</b>
<b>Grand Total (in Rs.) for 2nd Year</b>									<b>45,29,974</b>	<b>5,43,59,694</b>
<b>C</b>	<b>Increment of Supervision Cost for third Year (in %)</b>					<b>0.00%</b>			<b>-</b>	<b>-</b>
<b>Grand Total (in Rs.) for 3rd Year</b>									<b>45,29,974</b>	<b>5,43,59,694</b>
<b>Grand Total (in Rs.) for All 3 Years</b>										<b>16,30,79,082</b>
<p><b>Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile &amp; printer, Group Insurance Policy of staff, any other expenses including Profits &amp; Margin</b></p>										

**SED , SALIPUR**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
CUTTACK	SED , SALIPUR	1	Meter Reader (Skilled)-SBM	Man Month	57	18,643	3,356	21,999	12,53,954	1,50,47,453
		2	Meter Reader (Skilled)-NON-SBM	Man Month	9	18,643	3,356	21,999	1,97,993	23,75,914
		3	Supervisor (High Skilled)-SBM	Man Month	10	20,338	3,661	23,999	2,39,988	28,79,852
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	80	16,949	3,051	20,000	15,99,970	1,91,99,646
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	3	18,643	3,356	21,999	65,998	7,91,971
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	10	18,643	3,356	21,999	2,19,992	26,39,904
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	172	200	36	236	40,592	4,87,104
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	25	1,200	216	1,416	35,400	4,24,800
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	38	1,400	252	1,652	62,776	7,53,312
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	27	1,500	270	1,770	47,790	5,73,480
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	53	2,000	360	2,360	1,25,080	15,00,960
		16	Hardship allowance Readers Cum Collector -NSBM	Month	9	2,000	360	2,360	21,240	2,54,880
		17	Hardship allowance - Supervisor	Month	11	2,500	450	2,950	32,450	3,89,400
		18	Additional Allowance/Incentive	Month	79	2,000	360	2,360	1,86,440	22,37,280
		19	Extra Connections	EA	114	200	36	236	26,904	3,22,848
		20	Booked DT/DAE/Misuse/Theft	EA	79	300	54	354	27,966	3,35,592
		21	Reporting of offer of un-ethical activities	EA	8	500	90	590	4,720	56,640
		22	Capturing & reporting of correct Mobile No.	EA	3966	1	0	1	4,680	56,159
		23	Capturing & reporting of correct Email-ID	EA	3966	1	0	1	4,680	56,159
		24	Incentive on Digital Payment Acceptance	EA	27295	1	0	1	32,208	3,86,497
All Inclusive (in Rs.)									43,80,816	5,25,69,794
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									40,15,488	4,81,85,858
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									43,80,816	5,25,69,794
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									43,80,816	5,25,69,794
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									43,80,816	5,25,69,794
Grand Total (in Rs.) for All 3 Years										15,77,09,381

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin



**DED,DHENKANAL**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
DHENKANAL	DED,DHENKANAL	1	Meter Reader (Skilled)-SBM	Man Month	94	18,643	3,356	21,999	20,67,925	2,48,15,098
		2	Meter Reader (Skilled)-NON-SBM	Man Month	15	18,643	3,356	21,999	3,29,988	39,59,856
		3	Supervisor (High Skilled)-SBM	Man Month	16	20,338	3,661	23,999	3,83,980	46,07,764
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	136	16,949	3,051	20,000	27,19,950	3,26,39,398
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	16	18,643	3,356	21,999	3,51,987	42,23,846
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	283	200	36	236	66,788	8,01,456
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	88	1,200	216	1,416	1,24,608	14,95,296
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	16	1,400	252	1,652	26,432	3,17,184
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	114	1,500	270	1,770	2,01,780	24,21,360
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	22	2,000	360	2,360	51,920	6,23,040
		16	Hardship allowance Readers Cum Collector -NSBM	Month	15	2,000	360	2,360	35,400	4,24,800
		17	Hardship allowance - Supervisor	Month	17	2,500	450	2,950	50,150	6,01,800
		18	Additional Allowance/Incentive	Month	131	2,000	360	2,360	3,09,160	37,09,920
		19	Extra Connections	EA	188	200	36	236	44,368	5,32,416
		20	Booked DT/DAE/Misuse/Theft	EA	131	300	54	354	46,374	5,56,488
		21	Reporting of offer of un-ethical activities	EA	14	500	90	590	8,260	99,120
		22	Capturing & reporting of correct Mobile No.	EA	5184	1	0	1	6,117	73,405
		23	Capturing & reporting of correct Email-ID	EA	5184	1	0	1	6,117	73,405
		24	Incentive on Digital Payment Acceptance	EA	52816	1	0	1	62,323	7,47,875
All Inclusive (in Rs.)									71,31,619	8,55,79,432
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									65,74,541	7,88,94,496
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									71,31,619	8,55,79,432
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									71,31,619	8,55,79,432
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									71,31,619	8,55,79,432
Grand Total (in Rs.) for All 3 Years										25,67,38,297

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer,

## Angul Division

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
DHENKANAL	Angul Division	1	Meter Reader (Skilled)-SBM	Man Month	81	18,643	3,356	21,999	17,81,935	2,13,83,223
		2	Meter Reader (Skilled)-NON-SBM	Man Month	20	18,643	3,356	21,999	4,39,984	52,79,808
		3	Supervisor (High Skilled)-SBM	Man Month	10	20,338	3,661	23,999	2,39,988	28,79,852
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	58	16,949	3,051	20,000	11,59,979	1,39,19,743
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	14	18,643	3,356	21,999	3,07,989	36,95,866
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	189	200	36	236	44,604	5,35,248
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	51	1,200	216	1,416	72,216	8,66,592
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	39	1,400	252	1,652	64,428	7,73,136
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	49	1,500	270	1,770	86,730	10,40,760
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	9	2,000	360	2,360	21,240	2,54,880
		16	Hardship allowance Readers Cum Collector -NSBM	Month	20	2,000	360	2,360	47,200	5,66,400
		17	Hardship allowance - Supervisor	Month	11	2,500	450	2,950	32,450	3,89,400
		18	Additional Allowance/Incentive	Month	85	2,000	360	2,360	2,00,600	24,07,200
		19	Extra Connections	EA	162	200	36	236	38,232	4,58,784
		20	Booked DT/DAE/Misuse/Theft	EA	85	300	54	354	30,090	3,61,080
		21	Reporting of offer of un-ethical activities	EA	9	500	90	590	5,310	63,720
		22	Capturing & reporting of correct Mobile No.	EA	4184	1	0	1	4,937	59,245
		23	Capturing & reporting of correct Email-ID	EA	4184	1	0	1	4,937	59,245
		24	Incentive on Digital Payment Acceptance	EA	22870	1	0	1	26,987	3,23,839
All Inclusive (in Rs.)									48,47,827	5,81,73,927
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									44,78,959	5,37,47,511
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									48,47,827	5,81,73,927
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									48,47,827	5,81,73,927
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									48,47,827	5,81,73,927
Grand Total (in Rs.) for All 3 Years										17,45,21,780
<p>Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile &amp; printer, Group Insurance Policy of staff, any other expenses including Profits &amp; Margin</p>										

**TED ,TALCHER**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
DHENKANAL	TED ,TALCHER	1	Meter Reader (Skilled)-SBM	Man Month	74	18,643	3,356	21,999	16,27,941	1,95,35,290
		2	Meter Reader (Skilled)-NON-SBM	Man Month	12	18,643	3,356	21,999	2,63,990	31,67,885
		3	Supervisor (High Skilled)-SBM	Man Month	14	20,338	3,661	23,999	3,35,983	40,31,793
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	71	16,949	3,051	20,000	14,19,974	1,70,39,686
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	13	18,643	3,356	21,999	2,85,990	34,31,875
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	190	200	36	236	44,840	5,38,080
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	49	1,200	216	1,416	69,384	8,32,608
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	33	1,400	252	1,652	54,516	6,54,192
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	28	1,500	270	1,770	49,560	5,94,720
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	43	2,000	360	2,360	1,01,480	12,17,760
		16	Hardship allowance Readers Cum Collector -NSBM	Month	12	2,000	360	2,360	28,320	3,39,840
		17	Hardship allowance - Supervisor	Month	15	2,500	450	2,950	44,250	5,31,000
		18	Additional Allowance/Incentive	Month	86	2,000	360	2,360	2,02,960	24,35,520
		19	Extra Connections	EA	148	200	36	236	34,928	4,19,136
		20	Booked DT/DAE/Misuse/Theft	EA	86	300	54	354	30,444	3,65,328
		21	Reporting of offer of un-ethical activities	EA	9	500	90	590	5,310	63,720
		22	Capturing & reporting of correct Mobile No.	EA	4930	1	0	1	5,817	69,809
		23	Capturing & reporting of correct Email-ID	EA	4930	1	0	1	5,817	69,809
		24	Incentive on Digital Payment Acceptance	EA	24485	1	0	1	28,892	3,46,708
All Inclusive (in Rs.)									48,78,389	5,85,40,663
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									44,86,039	5,38,32,463
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									48,78,389	5,85,40,663
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									48,78,389	5,85,40,663
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									48,78,389	5,85,40,663
Grand Total (in Rs.) for All 3 Years										17,56,21,988

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contigency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin

**KED1,KENDRAPARA**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
PARADEEP	KED1,KENDRAPARA	1	Meter Reader (Skilled)-SBM	Man Month	99	18,643	3,356	21,999	21,77,921	2,61,35,050
		2	Meter Reader (Skilled)-NON-SBM	Man Month	9	18,643	3,356	21,999	1,97,993	23,75,914
		3	Supervisor (High Skilled)-SBM	Man Month	18	20,338	3,661	23,999	4,31,978	51,83,734
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	143	16,949	3,051	20,000	28,59,947	3,43,19,367
		6	Cashier	Man Month	4	16,949	3,051	20,000	79,999	9,59,982
		7	Data Entry Operator	Man Month	5	18,643	3,356	21,999	1,09,996	13,19,952
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	17	18,643	3,356	21,999	3,73,986	44,87,837
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	292	200	36	236	68,912	8,26,944
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	93	1,200	216	1,416	1,31,688	15,80,256
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	16	1,400	252	1,652	26,432	3,17,184
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	119	1,500	270	1,770	2,10,630	25,27,560
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	24	2,000	360	2,360	56,640	6,79,680
		16	Hardship allowance Readers Cum Collector -NSBM	Month	9	2,000	360	2,360	21,240	2,54,880
		17	Hardship allowance - Supervisor	Month	19	2,500	450	2,950	56,050	6,72,600
		18	Additional Allowance/Incentive	Month	135	2,000	360	2,360	3,18,600	38,23,200
		19	Extra Connections	EA	198	200	36	236	46,728	5,60,736
		20	Booked DT/DAE/Misuse/Theft	EA	135	300	54	354	47,790	5,73,480
		21	Reporting of offer of un-ethical activities	EA	14	500	90	590	8,260	99,120
		22	Capturing & reporting of correct Mobile No.	EA	4441	1	0	1	5,240	62,885
		23	Capturing & reporting of correct Email-ID	EA	4441	1	0	1	5,240	62,885
		24	Incentive on Digital Payment Acceptance	EA	56873	1	0	1	67,110	8,05,322
All Inclusive (in Rs.)									73,72,377	8,84,68,528
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									68,00,785	8,16,09,424
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									73,72,377	8,84,68,528
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									73,72,377	8,84,68,528
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									73,72,377	8,84,68,528
Grand Total (in Rs.) for All 3 Years										26,54,05,583
<p>Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile &amp; printer, Group Insurance Policy of staff, any other expenses including Profits &amp; Margin</p>										

**KED2,MARSHAGHAI**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
PARADEEP	KED2,MARSHAGHAI	1	Meter Reader (Skilled)-SBM	Man Month	47	18,643	3,356	21,999	10,33,962	1,24,07,549
		2	Meter Reader (Skilled)-NON-SBM	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		3	Supervisor (High Skilled)-SBM	Man Month	7	20,338	3,661	23,999	1,67,991	20,15,897
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	72	16,949	3,051	20,000	14,39,973	1,72,79,681
		6	Cashier	Man Month	2	16,949	3,051	20,000	39,999	4,79,991
		7	Data Entry Operator	Man Month	2	18,643	3,356	21,999	43,998	5,27,981
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	8	18,643	3,356	21,999	1,75,994	21,11,923
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	142	200	36	236	33,512	4,02,144
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	30	1,200	216	1,416	42,480	5,09,760
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	22	1,400	252	1,652	36,344	4,36,128
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	39	1,500	270	1,770	69,030	8,28,360
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	33	2,000	360	2,360	77,880	9,34,560
		16	Hardship allowance Readers Cum Collector -NSBM	Month	4	2,000	360	2,360	9,440	1,13,280
		17	Hardship allowance - Supervisor	Month	8	2,500	450	2,950	23,600	2,83,200
		18	Additional Allowance/Incentive	Month	66	2,000	360	2,360	1,55,760	18,69,120
		19	Extra Connections	EA	94	200	36	236	22,184	2,66,208
		20	Booked DT/DAE/Misuse/Theft	EA	66	300	54	354	23,364	2,80,368
		21	Reporting of offer of un-ethical activities	EA	7	500	90	590	4,130	49,560
		22	Capturing & reporting of correct Mobile No.	EA	1112	1	0	1	1,312	15,746
		23	Capturing & reporting of correct Email-ID	EA	1112	1	0	1	1,312	15,746
		24	Incentive on Digital Payment Acceptance	EA	26286	1	0	1	31,017	3,72,210
All Inclusive (in Rs.)									35,91,278	4,30,95,334
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									32,98,992	3,95,87,902
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									35,91,278	4,30,95,334
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									35,91,278	4,30,95,334
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									35,91,278	4,30,95,334
Grand Total (in Rs.) for All 3 Years										12,92,86,002

Note: Supervision Charges includes administration charges, BG Interest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin

**JED,JAGATSINGPUR**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
PARADEEP	JED,JAGATSINGPUR	1	Meter Reader (Skilled)-SBM	Man Month	63	18,643	3,356	21,999	13,85,950	1,66,31,395
		2	Meter Reader (Skilled)-NON-SBM	Man Month	10	18,643	3,356	21,999	2,19,992	26,39,904
		3	Supervisor (High Skilled)-SBM	Man Month	9	20,338	3,661	23,999	2,15,989	25,91,867
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	99	16,949	3,051	20,000	19,79,963	2,37,59,562
		6	Cashier	Man Month	3	16,949	3,051	20,000	59,999	7,19,987
		7	Data Entry Operator	Man Month	3	18,643	3,356	21,999	65,998	7,91,971
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	11	18,643	3,356	21,999	2,41,991	29,03,894
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	197	200	36	236	46,492	5,57,904
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	60	1,200	216	1,416	84,960	10,19,520
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	10	1,400	252	1,652	16,520	1,98,240
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	75	1,500	270	1,770	1,32,750	15,93,000
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	15	2,000	360	2,360	35,400	4,24,800
		16	Hardship allowance Readers Cum Collector -NSBM	Month	10	2,000	360	2,360	23,600	2,83,200
		17	Hardship allowance - Supervisor	Month	10	2,500	450	2,950	29,500	3,54,000
		18	Additional Allowance/Incentive	Month	91	2,000	360	2,360	2,14,760	25,77,120
		19	Extra Connections	EA	126	200	36	236	29,736	3,56,832
		20	Booked DT/DAE/Misuse/Theft	EA	91	300	54	354	32,214	3,86,568
		21	Reporting of offer of un-ethical activities	EA	9	500	90	590	5,310	63,720
		22	Capturing & reporting of correct Mobile No.	EA	2215	1	0	1	2,614	31,364
		23	Capturing & reporting of correct Email-ID	EA	2215	1	0	1	2,614	31,364
		24	Incentive on Digital Payment Acceptance	EA	36245	1	0	1	42,769	5,13,229
All Inclusive (in Rs.)									49,39,117	5,92,69,404
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									45,69,895	5,48,38,740
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									49,39,117	5,92,69,404
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									49,39,117	5,92,69,404
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									49,39,117	5,92,69,404
Grand Total (in Rs.) for All 3 Years										17,78,08,211

Note: Supervision Charges includes administration charges, BG Intrest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile &

**PDP,PARADEEP**

Circle	Division	Sr.No	Description	UOM	QTY	Basic Unit Price (Rs.)	GST @ 18%	All-Incl. Unit Price (Rs.)	Total Amount (Per Month) (Rs.)	Total Amount (Per Year) (Rs.)
					(Per Month)					
Fixed Charges-As per Annexure-1 (SOW)					A	B	C=B*18%	D=C+B	E=A*D	F=E*12
PARADEEP	PDP,PARADEEP	1	Meter Reader (Skilled)-SBM	Man Month	53	18,643	3,356	21,999	11,65,958	1,39,91,491
		2	Meter Reader (Skilled)-NON-SBM	Man Month	4	18,643	3,356	21,999	87,997	10,55,962
		3	Supervisor (High Skilled)-SBM	Man Month	8	20,338	3,661	23,999	1,91,990	23,03,882
		4	Supervisor (High Skilled)-NON-SBM	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		5	Bill Collector (Semi Skilled)	Man Month	12	16,949	3,051	20,000	2,39,996	28,79,947
		6	Cashier	Man Month	1	16,949	3,051	20,000	20,000	2,39,996
		7	Data Entry Operator	Man Month	3	18,643	3,356	21,999	65,998	7,91,971
		8	Additional Meter reader (skilled) - as & when requirement basis	Man Month	9	18,643	3,356	21,999	1,97,993	23,75,914
		9	Additional Supervisor (High Skilled) - as & when requirement basis	Man Month	1	20,338	3,661	23,999	23,999	2,87,985
		10	Additional Data Operator - as & when requirement basis	Man Month	1	18,643	3,356	21,999	21,999	2,63,990
		11	Mobile Data Charges	Month	89	200	36	236	21,004	2,52,048
		12	Hardship allowance Readers - SBM-City, Urban & Rural	Month	37	1,200	216	1,416	52,392	6,28,704
		13	Hardship allowance Readers -SBM- Remote- Rural	Month	21	1,400	252	1,652	34,692	4,16,304
		14	Hardship allowance Collectors - SBM-City, Urban & Rural	Month	7	1,500	270	1,770	12,390	1,48,680
		15	Hardship allowance Collectors -SBM- Remote- Rural	Month	5	2,000	360	2,360	11,800	1,41,600
		16	Hardship allowance Readers Cum Collector -NSBM	Month	4	2,000	360	2,360	9,440	1,13,280
		17	Hardship allowance - Supervisor	Month	9	2,500	450	2,950	26,550	3,18,600
		18	Additional Allowance/Incentive	Month	39	2,000	360	2,360	92,040	11,04,480
		19	Extra Connections	EA	106	200	36	236	25,016	3,00,192
		20	Booked DT/DAE/Misuse/Theft	EA	39	300	54	354	13,806	1,65,672
		21	Reporting of offer of un-ethical activities	EA	4	500	90	590	2,360	28,320
		22	Capturing & reporting of correct Mobile No.	EA	3076	1	0	1	3,630	43,556
		23	Capturing & reporting of correct Email-ID	EA	3076	1	0	1	3,630	43,556
		24	Incentive on Digital Payment through Consumer mobile	EA	3432	1	0	1	4,050	48,597
All Inclusive (in Rs.)									23,52,726	2,82,32,712
Supervision Component Charges (Sr.No. 1 to 10 & 18 to 24)									21,84,458	2,62,13,496
A	Supervision Charges % applicable on Fix Component amount			Month	1				-	-
Grand Total (in Rs.)									23,52,726	2,82,32,712
B	Increment of Supervision Cost for Second Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 2nd Year									23,52,726	2,82,32,712
C	Increment of Supervision Cost for third Year (in %)					0.00%			-	-
Grand Total (in Rs.) for 3rd Year									23,52,726	2,82,32,712
Grand Total (in Rs.) for All 3 Years										8,46,98,137

Note: Supervision Charges includes administration charges, BG Interest Charges, Office expenses, Salary of Divisional Manager/Project Incharge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin

**Note:**

1. The Bidder should fill up the entire blank column (box), The bidders were advised to quote prices strictly in the above format. Failing to do so, bids are liable for rejection. Bid amount for supervision charges will be on minimum wages only.
2. Meter Reader & Bill Collector should be paid as per latest Minimum Wages decided for Skilled & Semi Skill manpower & Supervisor should be paid as per latest Minimum Wages decided for High Skilled manpower. Failing to which the bid may lead for rejection of the price bid.
3. In case of any changes in Minimum Wages during Project Period, DISCOM shall pay as per new wages.
4. Supervision Charges includes administration charges, BG Interest Charges, Office expenses, Salary of Divisional Manager/Project In charge/HR Executive, Paper roll, contingency mobile & printer, Group Insurance Policy of staff, any other expenses including Profits & Margin as well as Penalty/Incentive as per target prescribed.
5. The above Additional Allowance 1 & 2 and Additional Meter reader (skilled) & Additional Supervisor (high Skilled) – as & when requirement basis are indicative only, same will be decided on sole description of TPSODL Management based on time to time assessment. This is not a part of standard wages nor applicable as of now.
6. Thermal Paper Roll Specification: **70-75 GSM, Hansol/Similar type material, 57 mm x 10 mtrs**
7. The bidder must fill each column of the above format. Mentioning “extra/inclusive” in any of the column may lead for rejection of the price bid.
8. No cutting / overwriting in the prices is permissible.



## ANNEXURE-VII

### Scope of Work & Service Level Agreement

#### Periodic & Special Meter Reading for single phase & three phase consumers, Spot Billing, Spot Bill printing, Three Phase Consumer Bill Distribution, Special Letter & Disconnection Notice Delivery and Door to Door collection from Three Phase consumers by meter readers

The document comprises Scope of Work & Service Level Agreement for the Meter Reading based on Optical Character Recognition (OCR) for 1-phase & 3-phase, Spot Billing, Spot Bill Printing, Bill Distribution of three phase consumers & collection from them. The scope of work consists of OCR Based Meter Reading Cum Spot Billing, Bill printing, Bill Distribution and other associated activities at the premises of single & three phase LT consumers, through the outsourced Business Associate(s) while using Internet based & GPS enabled smart mobile phones (5G/4G) and Bluetooth printers. All such applicable activities have to be carried out on monthly basis or otherwise specified as per the schedule given to the Business Associate(s) by TPCODL.

#### **1. The scope of work includes the following:**

- a) Business Associate is responsible to provide sufficient quantity Preprinted Thermal Paper Roll & SIM card with sufficient monthly internet data pack (min 1.5 GB per day) having suitable GPRS connectivity available in billing area for Spot Meter Reading in 1-phase & 3-phase consumers however Mobile Phone & Portable Printers will be provided by TPCODL at one time to BA for reading purpose. Detail Specification of thermal paper roll is given in separate annexure in bid.
- b) The responsibility of keeping in good condition of allotted assets is with Business Associates. If any damages found of assets issued to BA, then BA has to provide same specification of assets to field staff on his cost. After completion of contract, BA has to return back all assets to TL-MBC with documentary evidence to support it which will be considered to give NOC to BA. If in any situation, BA misplace given assets then TPCODL will charge 2x times of original value as penalty from invoice raised.
- c) Meter Readers are considered in Skill category as per Circular received from Office of the Labour Commissioner: Odisha Bhubaneswar vide Order no: 1047 dated 21.02.2024.(reference attached with annexure)
- d) **Meter Readers & Supervisors appointed by BA must work minimum 8 hours per day excluding half an hour of rest as mentioned by Government of Odisha (GoO), Labor & ESI Department in their notification no: LESI-LL1-III-0081-2017-2278/LESI, Bhubaneswar, dated 13th March,24 (ref. point no:7 in attached order as annexure). BA will prepare attendance based on 8 hours working in a day of their meter readers & supervisors and calculate minimum wages. If any absent, minimum wages for that day will be excluded and prorate if less than 8 hours work. The attendance sheet prepared by BA must be signed by JMC & TL-MBC and attached with invoice copy. BA has to ensured minimum wages payment to their worker and submit compliance to our BA Legal cell.**

- e) **All Meter readers & Supervisor appointed for particular section will report primarily to Section Junior Manager Commerce (JMC) on daily basis at section. JMC & BA Supervisor will assign daily target of meter reading & other associated work to them after discussing with TL-MBC.**
- f) Apart from periodic meter reading, Meter readers has to carry out work assign to them like site verification of provisional/faulty/ low consumption cases, Capturing Nos. of AC running, Mobile phone, WhatsApp number, usage, meter type, type of premises and any other work decided by TPCODL Engineer In-Charge.
- g) The Business Associate(s) have to procure adequate no. of Power Bank with minimum battery backup of 10000mAh and thermal paper roll (Thermal Paper Roll Specification: 70-75 GSM, Hansol/Similar type material, 57 mm x 10 mtrs) for spot bill printing as per requirement of TPCODL. The minimum specification of Paper Roll is annexed under the heading of Android Device, Printer & Paper Roll Minimum Configuration (Annexure).
- h) The Business Associate(s) shall preferably use SIM cards of separate service providers with wider coverage of connectivity. TPCODL shall confirm the name of the service providers in particular divisions/sections for use of the online transfer of reading/billing data to the TPCODL intermediate servers.
- i) All meter readers are bound of do meter reading in online mode. Any offline mode meter reading will be considered as non-compliance except few area where network connectivity is very low/not available.
- j) Smart mobile phone shall have preloaded billing data/previous billing and/or data fetched on real time basis from Spot Billing Apk. The meter reader must scan all current Meter reading parameters (KWH, KVAH, MD – KW, KVA or any other register require for billing as per tariff) through OCR Scanner only to enable Spot Billing Apk to calculate the bill as per the prevailing tariff structure and print the bill containing various heads of charges and other related information as per TPCODL's authorized format for Energy Bill.
- k) Agency will monitor GPS location of meter readers on daily basis to track the location of meter reader on real time basis for monitoring purpose and to prepare attendance.
- l) Spot bill printing should be on Bluetooth printer have good thermal pre-printed paper quality. The printing and the paper quality should be such that the printed bill parameters are clearly legible and the impression should last for at-least 6 months from the date of printing. Pre-printed stationary should have TPCODL logo watermark on front & in the back tariff matters. (Design for Pre-printed stationary would be provided & approved by TPCODL).
- m) The Business Associate(s) shall deploy section wise specified number of Meter Readers & Supervisors as mentioned in Annexure, however, TPCODL reserves the right to increase or reduce this count based on its assessment, whenever required.
- n) Meter Readers & Supervisors deployed by Business Associate shall be paid Minimum wages, in Skilled & High Skilled Category, respectively. Non-Achievement/Over-Achievement of monthly Targets will attract Penalty/Incentive/Disciplinary action for Meter Reader, Supervisor & Business Associate(s) as indicated in Annexure.

- o) TPCODL reserves the right to disqualify any Bidder, if bid price does not meet the minimum/realistic Supervision cost. Supervision charges shall include cost of Paper Roll, Printer Cartridge, Office equipment/establishment, Division Manager, Project In charge, Profit Margin as well as Penalty/Incentive as per target prescribed in Annexure.
- p) Average per meter reader spot billing count is indicative only. Actual count can defer based on different factors. Women Self-help Group (WSHG) may be deployed in any section/area if decided by the TPCODL Management/EIC, similarly Business Associate may be handed over specific new area 'if required so by the TPCODL.
- q) Section has been defined as Urban / Semi-Urban / Rural / Remote Rural based on majority of Consumers falling in a particular category & consumer density per Square Kilometer. However, Chief- Commercial / Head-RCM can decide to define/redefine any Section / Part of the Section (like Binder) from one section category to another based on the recommendations of the EIC along with support data. Similarly, a complete Section can also be redefine from one Category to other Category based on EIC recommendation.
- r) There may be different minimum billing target for different Meter Readers based on Geography / Difficulty level etc. The per day meter reader wise target will be mutually decided by JMC, Supervisor & TL-MBC. This target will be considered along with other activities plan with reading to improve billing efficiency.
- s) TPCODL reserve the right to increase / reduce no. of Meter Reader and supervisor based on the requirement. Supervision Charges on per BA employee shall either increase / reduce accordingly. BA can claim wages plus other allowances and supervision charges on the no. of BA employees worked during the month. In case of employees not worked for full month, then proration to be done.

## **2. Proposed Scope of Work in details:**

The scope of work consists of Meter Reading cum Spot billing of 1-phase, Reading of 3-phase Non Spot billing (NSBM) Consumers, Bill distribution for non-Spot Billing customers at the premises of the consumers along with any other letter including disconnection notice and revenue collection from 3-phase consumers, through the outsourced Business Associate(s). The meter reading, spot-billing, collection from 3-phase consumers are to be carried out on monthly as per the schedule given to the Business Associate(s) and as per OERC Code 2019.

The Broad scope of work includes the following:

Meter Reading through android phone and generation of bills on the spot.

- The Business Associate(s) has to procure SIM cards with suitable network availability in area with minimum 1.5GB/per day data pack, Power bank (10000mAh), Thermal Pre-printed Paper Roll for spot bill printing as per requirement of TPCODL. The minimum specification Paper Roll used for printing of spot bill is mentioned in Separate Annexure.
- Check meter reading and special Site verification need to be done as per given target and submit along with billing cycle & invoice.
- Meter Reading of Non-Spot Billing Customer (more than 5Kw, 3-phase) need to be done by the reading agency where more than two registers (KWh, KW, KVAh, KVA, Time of Day (TOD)

reading, Non TOD) reading parameters to be captured from meter display in reading application through OCR.

- Bill Distribution of Non Spot Billing customer and revenue collection from them.
- Any other letter/disconnection notice Distribution to consumer. (No separate cost will be paid for any distribution with bill)
- Walking sequence number prepare and update on consumer premise with permanent marker or through paint whichever is suited at field and map all CA/Installation/meter of premises on walking sequence number as one-time activity with GPS coordinates and phone number. Also update new consumer incremental data in to database with walking sequence in excel sheet every month at the end of billing cycle.
- Meter Readers & Supervisor must collect all information ask in meter reading application from time to time and consolidated report should submit along with invoice to JMC & TL-MBC.
- Engineer In-Charge is respective TL-MBC at division level & JMC at section level who will look after reading & collection. However overall administrating authority is with HOD – RCM/Head – RCM & Divisional Manager to take management decision in concern with Chief Commerce.

The proposed areas of work together with the deliverables are further elaborated in the following sections. Engineer In-Charge (EIC) may increase or decrease the Consumers based on performance of the Business Associate.

There are 5 Circles, 20 divisions, 65 Sub divisions and 246 sections across TPCODL Licensee area. Bid request is invited for all 5 Circles i.e. BBSR-1, BBSR-2, Cuttack, Dhenkanal, Paradeep covering 20 Divisions. Count of consumers are also attached for reference in Annexure. This shall be a two-part Bidding and is being done Division wise:

**This shall be a three-part Bidding and shall be done on individual Division basis.**

**Part-1. Fixed Component:** Cost of Section Wise Number of Meter Reader, Data Entry Operator & Supervisor's with their Minimum Wages.

**Part-2. Variable Component:** Cost of Supervision charges shall include cost of Paper Roll, Power bank, Office equipment/establishment, Division Coordinator, Project In charge, HR person, cost of Bank Guarantee and other day to day expenses etc.

**Part-3. Incentive/ Penalty:** Incentive & penalty on target Achievement as Indicated in Annexure

**Supervision charges shall be computed considering base component indicated against variable component. The same shall be quoted in Schedule of Quantity & prices as percentage (%) of fixed component for the purpose of bidding.**

- The overall contract shall be for a **period of 3 years**. The contract value shall however initially be placed for a period of one year only. TPCODL reserves the right to extend the contract value on a year to year basis for a period of further 2 years as per the agreed rates based on 1<sup>st</sup> year performance.

- Contractor Safety Management System along with its amendments as issued time to time by TPCODL shall be applicable in this contract. All new amendments shall be effective from the date of their issue or from its date of intimation to the vendor by TPCODL whichever is later.
- TPCODL reserves the right to make changes to the scope of work with a view to optimize on the overall cost to TPCODL. The vendor shall fully cooperate with TPCODL in making such changes with an aim for overall cost optimization. The revised charges for Meter Reading Cum Spot Billing / Bill Distribution shall be jointly agreed upon between TPCODL and the vendor in such case.
- Unless communicated by TPCODL in writing, the contract shall automatically stand terminated after the expiry of its validity period without serving any notice thereof.
- TPCODL appreciates and welcomes the engagement/employment of persons from SC/ST community or any other deprived section of society by their BAs.
- All the terms and conditions of GCC shall be applicable.
- Bidder require to submit Price bid for all 20 divisions in the attached format in all line items as Annexure - Price Bid.
- Bidder may be allotted a maximum 04 division however beyond 4 divisions decision will be taken by management. Existing BA in same area of operation in TPCODL if qualified through bidding process then preference will be given to BA to allocate same division however final decision will be taken by TPCODL management.
- Immediately after awarding of the contract, Business Associate(s) should submit in writing a detailed execution and resource deployment plan to TPCODL within 7 days of awarding LOI/RC.
- In case, a mutual consensus on the rates and other terms and conditions is not reached between TPCODL and the BA, TPCODL reserves the right to terminate the contract by giving 15 Days' notice period and allocating the same to any other BA as deemed fit by TPCODL to maintain uninterrupted operations at site.
- On daily basis, meter readers are required to report to the concerned TL MBC/Section Commercial officer for daily allocation of meter reading related work.
- Supervisor shall report to the TL MBC or any other official as designated by TPCODL from time to time. Division Coordinator shall co-ordinate with the concerned Section Manager/Section Commercial officer/ TL MBC/HoG-Commercial and the Supervisors/Meter readers for ensuring achievement of the daily performance targets/providing necessary administrative and logistic support. Division Coordinator shall also co-ordinate with the Business Associate for ensuring availability of the required number of meter readers at all times.
- BA shall serve a 15 days' notice & terminate the Meter Reader and/or Supervisor on Non-achievement of Billing Coverage, Actual Billing, OCR Billing & Provisional Billing targets. If Meter Reader's/Supervisor's Billing coverage is less than 90% continuously for 2 Months, then he shall be terminated by BA after serving him a 15 days' Notice period. Similarly, Meter Readers and/or Supervisor(s) shall be terminated by BA after 15 days' Notice if their Billing

Coverage is less than 80% in any month without any valid reason. (Elaborated details for Penalty & Incentive including Retention Amount may be referred in Annexure 3). However, Head – RCM & Chief Commercial shall be the final authority to decide in case of any representation or facts are produced by any meter reader / supervisor, justifying his claim or low performance through proper channel.

- Parallel Employment by meter reader or supervisor (other than Meter Reading/Supervision under this contract) shall not be allowed and if anyone found violating, shall be punished, leading to Termination of the service immediately.
- Training of all BA employees is an important activity & is mandatory prior to their deployment. Business Associate(s) will organize training of manpower (All Types) once in a Month as coordination meeting after discussing with TL-MBC.
- All the new manpower inducted shall be given 5 days of mandatory Technical/Functional/Customer Behavioural training by the Business Associate about the field activities pertaining to Meter Reading, Billing and collection including working in field with Supervisor/experienced employee during the training period. The training program and agenda will be prepared in collaboration with TPCODL and implemented in the presence of TPCODL representative. **Failure of this will invoke penalty of 1% of Supervision Charges per month.**
- Business Associate(s) must recruit persons who can work with latest technology/software as deployed in TPCODL. Meter Reader & Supervisor's recruitment by BA shall be done after their interaction and concurrence by EIC. Any person who had earlier involved in unethical practice like table top reading, intentionally doing manual reading (Correction in reading after scanning) instead of OCR/time out, not reporting theft/suppress reading etc. should not be appointed by BA.
- The Business Associate shall submit require documents like Aadhaar card, ESI card, Photograph, phone number etc. of Meter Reader & Supervisors to TPCODL BA-Cell for issuance of Identity Card (I-Card) within 7 Days of LOI/RC through BAMS portal. Further, in case of misuse of I-Card, any loss/damage/expenses borne by TPCODL shall be recovered from the Business Associate(s). No BA employee shall go to site without a valid I-card.
- Business Associate(s) has to submit medical certificate, police verification application submitted status to police station, New ID card application form to BA-Cell and all related expenses will be borne by BA.
- TPCODL reserves the right to make changes to the scope of work with a view to optimize the overall cost of TPCODL. The BA shall fully cooperate with TPCODL in making such changes with an aim for overall cost optimization.
- Any new connection / addition shall be promptly updated in the existing walking sequence data base by BA and actual reading carried out for the same.

#### **Meter reading activity will be carried out across 20 divisions.**

- It is the responsibility of the selected Business Associate(s) to ensure 100% spot billing (SBM) of active & Temporarily disconnected allotted consumers and Non SBM (non spot billing)

consumer meter reading of the allotted consumers through OCR (Optical Character Recognition) every month.

- In case of Timed out / Non OCR cases, clear & legible Photo showing the meter no. and meter reading in the same frame. MDI KW reading along with additional details ask in reading application are to be captured in all cases, without fail. Failure to comply with the above mentioned conditions, shall attract penalty (Refer to Annexure - Penalty & Incentive).
- Spot Billing shall be done for all single-phase domestic, commercial; Public Institution (PI), Kutir Jyoti (KJ) customers as per tariff configured in spot billing application machine and Non Spot Meter reading, bill distribution and collection from them for more than 5KW load in LT & HT supply category consumer as per tariff order. The Business Associate(s) will optimize the overall process and ensure quality and time bound results including submission of information to TPCODL. Bill generation and delivery of bills shall be carried out on the spot for SBM (1-phase) & in Non-Spot Billing consumers, reading capture using Android based phone and bill will be generated at HQ.
- Bill printing of Non SBM consumers is not in scope of business associates. TPCODL will print Non SBM bills and deliver to circle/division. Agency can collect Non SBM bills from circle/division office and section wise distribution through Non SBM reader. 100% distribution is mandatory and capture delivery status (Proof of delivery – POD) in application.
- Non SBM Meter readers after finishing 3-phase meter reading & bill delivery to consumer premise, will be engaged in collection thereafter. So Non-SBM manpower will be common for reading, bill distribution & collection.
- Meter Readers and supervisors must be medically fit and vision of 6/6 (with or without spectacles). It is mandatory to submit fitness certificate before employing the meter reader & supervisor. Yearly fitness certificate for each BA employee to be ensured through a Govt. authorized centre.
- In case of termination of any employee by Business Associate(s), the same shall be informed to TPCODL, specifying the reasons for termination.
- Provision has to be made by the Business Associate(s) that meter reader does not switch off the GPS, data connection and use any other application, internet other than the spot billing application as prescribed by TPCODL. The Business associate(s) also need to ensure that the system date of the mobile phone should not be changed/modified/alterd by the meter reader.
- The Business Associate(s) shall deploy section/subdivision/division wise specified number of Meter Readers, Supervisors, divisional in charge, Data Entry Operator etc. as mentioned in Annexure, however, TPCODL reserves the right to increase or reduce this count based on its assessment, whenever required.
- Business Associate shall be responsible for the following activities in the assigned area for all the allocated consumers:
  - ✓ 100% meter-reading of SBM & Non SBM allotted consumers through online/offline mobile App developed by the TPCODL by capturing key consumption parameters like kWh, KVAh,

maximum demand (KW & KVA), power factor etc. as per requirement of tariff category & specify by TPCODL. All parameters together will be considered as single read for a consumer. No separate payment will be done for any addition parameters introduced to capture for billing purpose in future as per tariff order.

- ✓ Taking a clear photo of **Kwh, KVAh, KW-MD, KVA-MD for Meter reading (Billing Parameters) displaying meter number** by the meter reader with the help of an inbuilt phone camera of Mobile phones and mobile application shall calculate the bill as per the prevailing tariff structure and print the bill containing various heads of charges and other related information as per TPCODL's authorized format for Energy Bill through impact Bluetooth printer either on pre-printed paper roll or on plain paper roll in SBM category (1-phase) and Bill delivery to each allocated consumer. The printing and the paper quality should be such that the printed bill parameters are clearly legible and the impression should last for at-least 6 months from the date of printing.
- ✓ In 3-phase Non-SBM category only reading will be taken as per reading registers given for reading in particular tariff category in mobile application for LT-Non SBM with OCR and capture photo of all reading parameters. Hardcopy of 3-phase bills in two lots (1st lot by 5th day & 2nd lot by 10th day of each month) will be printed by TPCODL - HQ for Non-SBM consumers and deliver to individual 20 divisions by TPCODL – HQ. Agency has to collect it on same day of delivery from division and handover to section supervisor in particular division for further distribution of bills with proof of delivery detail captured in bill distribution application (POD app) by same meter readers who did reading in Non-SBM (3-phase) Bill.
- ✓ Non-SBM meter readers will do collection against bill delivered and deposit in designated bank account communicated by divisional finance manager within 48 hours.
- ✓ Bill delivery count will be considered as per delivery entry made in POD application by agency for its performance.
- ✓ Agency will also ensure that meter display is periodically cleaned for capturing clear image and for that agency has to **provide duster/cotton cloth/sponge & spirit** to each meter reader to clear meter box.
- ✓ Agency also need to **provide permanent marker** to mentioned installation number on meter box for ease in identifying consumer for reading.
- ✓ Agency also need to **provide hard board** to capture clear photo in sunlight.
- ✓ Agency also need to **provide notebook, pen & necessary printout of consumer allocated** to meter readers.

**Exclusions:** Consumers whose meter reading is done through Prepaid/Smart meter are excluded from the scope of work of the Agencies for Spot Billing during the contract period.

- ✓ Any non-communicate meters will be informed to agency for periodic reading along with normal reading schedule in SBM & Non SBM.



- The meter reading, bill generation, bill distribution and collection from non-sbm consumers shall be conducted sequentially in optimized routes as per existing route cycles.
- Meter reading agency is **responsible for preparing Meter Reading Unit (MRU) wise reading schedule in consultation with TL-MBC** to fix reading date in their geographical area as per regulatory guild line. The agency should ensure to **adhere reading schedule within +-3 days** (means bills days should be between 27 to 33 days). SBM (1-phase) spot billing will start from 3<sup>rd</sup> and finish on 23<sup>rd</sup> of each month. In remaining 7 days, meter readers will do follow up reading to break house lock, not read & unbilled cases. Apart from it, TL-MBC & JMC will allocate work to capture mobile phone, GPS location of unmapped consumer in GIS, special site visit in temporary disconnected cases and help in replacement of faulty meter where consumer resistance found by meter replacement team. Non SBM reading will start from 25<sup>th</sup> of each month and finish till 4<sup>th</sup> day of subsequent month. (Means reading start from 25<sup>th</sup> Apr & finish till 4<sup>th</sup> May).
- **Solar meter reading is in scope of business associate.** Agency need to submit solar reading separately to EIC with all export & import reading parameters with photo reading.
- Meter Reading Agency shall analyse all consumer data base allotted for meter reading to finalize allocation to meter reader as per meter reading schedule and per day output and assign target. Further, any discrepancy found during spot billing shall be suggested for updating in proper MRU/Route by the Agency by bringing neighbouring consumer (Left & Right) in hard copy or through the extra connection option in mobile application.
- The Agency has to ensure correct sequencing of the consumer base in each MRU, this has to be done for each and every MRU allocated to the Agency.
- Connections shall be allocated to the meter readers by the Supervisor. Billing of all allotted consumers must be completed as per reading schedule.
- The Meter reader of the Agency will be required to download the allotted MRU/Consumers data into their Mobile device through online or offline through download file handover to agency by our TL-MBC / divisional billing team which ever mode is feasible. The data would consist of all relevant information for billing.
- Based on download data base for meter reading as per schedule, meter reader appointed by business associate will visit consumer premise and verify consumer details like consumer account number and meter number, take photograph of Kwh & Kw reading through OCR technology (Provided by TPCODL & integrated in reading application itself) and capture other relevant details mentioned in mobile application. Meter Reading application validates reading entered by meter reader based on in build logics and give alert if any abnormality found. Meter reader has to enter reading again after cross verification, spot bill generated as per OERC tariff order for TPCODL through Portable Bluetooth printer and handover to consumer.
- In case of Timed out / Non OCR cases, meter reader has to re-attempt for OCR and try to do successful OCR read but if he/she still not succeed then take clear & legible Photo showing the meter no. and meter reading in the same frame. MDI KW reading is to be captured in all cases, without fail through OCR photo. Failure to comply with the above mentioned conditions, shall attract penalty (Refer to Annexure - Penalty & Incentive).

- Against Timed Out / Non OCR (UCR) cases, at-least 20% consumers shall be physically checked by the supervisor on field of the Business Associate(s), who shall verify the authenticity. A suitable MIS, in this connection shall be submitted with list of consumers checked by the supervisor, should be provided to TPCODL in every month.
- Any abnormal/inflated bill shall not be handed over to the consumer and the same shall have to be submitted to the concerned JE-Commerce in Section /TL-MBC at division in soft. The rectified bill has to be served to the consumer by the meter reader within 3 days of rectification. It is responsibility of supervisor to correct inflated bill in same billing cycle.
- The details of irregularities found at the time of meter reading viz., seals tampering, theft, malfunctioning and malpractices adopted by customers should also be recorded and shall be reported to TPCODL from time to time. Suitable reward will be given to identifier by JMC/TL-MBC in presence of EIC.
- In case of any problem in generating a Consumer's bill through Spot Billing with Mobile device due to any technical / administrative reasons or of un-route consumers, the meter reader shall collect the meter reading from the respective premises of the consumer & submit the same to agency supervisor/JMC/TL-MBC in person or in WhatsApp group for further handover to an authorized Discom official for generation of bills & subsequently deliver the bills to the consumers within 3 days of receipt of bill. Proof of receipt of bills by consumer will be mandatory for payment for such cases.
- In case of any short coming noticed in the work i.e. taking wrong reading/meter status/meter reading remark, the Spot Billing Business Associate(s) will be penalized on this account on receipt of the complaint from the customer or TPCODL's staff after due verification by the Engineer whose decision shall be final.
- House lock cases have to be minimized (approaching to zero / as per actual) under assigned area of the meter reader. The following sequence of activities shall be carried out in case of House Lock cases
  - a) In case of House lock cases detected by the Meter reader in the 1st month, he has to paste Reading Request Intimation (RRI) sticker on consumer premise stating meter reader/Supervisor mobile number for contact and take photograph of the same. After the meter reader completes reading of all consumers allotted to him on same route, he shall make a second visit during the same month to the house lock cases detected by him during his first visit.
  - b) During the 2nd visit, if the consumers are available, actual reading shall be taken and bill shall be served accordingly. In case the status remains house locked, provisional bill shall be generated by the meter reader.
  - c) Against balance cases of House Lock at least 30% consumers shall be checked by the supervisor of the Business Associate(s), who shall verify the authenticity. A suitable MIS, in this connection shall be submitted with list of consumers checked by the supervisor, should be provided to TPCODL in every month.
  - d) In the next month the meter reader shall try to take actual reading of all pending house lock cases detected in the previous month. If the house is again found locked, then the meter reader shall serve notice to the consumer in prescribed format (by way pasting the notice on the premises) to remain present for meter reading on the date of his planned 2nd visit (during the month).

- e) During the 2nd visit of the meter reader if the house continues to remain under lock, the meter reader shall generate provisional billing. However, he shall submit the list of such consumers (house found locked even after issue of notice) to concerned team leader meter billing collection (MBC) of the respective Division for issuing disconnection notice to such consumers and subsequent disconnection/termination.
- ***Note: No separate remuneration shall be paid to the Business Associate(s) for the follow up visit and supervisor's visit as proposed above.***
  - Business Associate Divisional Manager has to monitor rigorously more than 2 times provisional cases and ensure that normal/actual bill are generated in line with OERC regulation.
  - Meter reader shall do all reading in online mode for continuous synchronization of meter reading data to TPCODL server. In case of any network issue, meter reader can do meter reading activity on offline mode and upload all readings once comes in network. It is the responsibility of business associate to upload all readings every hourly to TPCODL server without fail. If any loss of data observes, then all meter reader shall bring fresh reading and generate spot bill without affecting slab of consumer.
  - In case, the uploaded data is not transferred from SBM machines remotely, it is the responsibility of the Business Associate(s) to make the data available at each division/sub-division or, upload the data from BA office as the case may be, for data uploading into the respective TPCODL database system on time on a daily basis.
  - Business Associate is responsible to provide sufficient quantity of **SIMs, Buffer stock of Bluetooth printers, paper roll and sufficient monthly internet data pack** with suitable GPRS connectivity available area for Spot Billing works, **Power Bank (10000MAh)** to meter readers.
  - It is the responsibility of the Spot Billing Business Associate(s) to generate all exception reports (as desired by TPCODL) like address not found cases, house locked cases, meter faulty cases, no meter cases and any other reasons of not read after completion of monthly reading as monthly performance sheet and inform the concerned authority for necessary action. Site verification report is required from 100% provisional (exception) billed cases.
  - The Spot Billing Business Associate(s) shall maintain adequate data security so that no data of TPCODL can be changed or transferred to anybody without prior approval of TPCODL.
  - SBM machine Data uploading / downloading to TPCODL system will be on daily basis unless otherwise mutually agreed.
  - **If the House locked cases are found to be more than 2% of the total consumers billed under a particular Division, then 1% penalty on supervision charges will be imposed.**
  - In case of average billing (due to defective meter or in case no meter) the supervisor of the Business Associate(s) shall verify 100% of such consumers in a month and shall submit report to concerned JE-Commerce in Section as well as Team Lead - Meter Billing Collection (MBC) of the respective Division on monthly basis. However, 100% Site verification report (SVR) must be submitted to section through notification process in SAP. JMC will generate meter faulty notification and inform to Meter replacement team for immediate replacement to avoid average billing from next month onwards.

- It is the sole responsibility of the Spot Billing Agency to maintain the Mobile device along with Bluetooth printer. If Mobile device / Printer cannot be repaired, the same has to be replaced immediately with working hardware of same make and model by the Agency at their own cost, for which **buffer stock as 10% of total quantity of mobile phones/Bluetooth printer/paper roll** shall be maintained at Section/Sub-division level.
- Any expenses incurred including manpower and other incidental expenses, if any, shall be borne by the Spot Billing Agency.
- Business Associate to ensure that sufficient mobility modes are available for their supervisors & meter readers for ensuring 100% spot billing of all consumers.
- Spot billing Business Associate(s) should maintain all the requisite resources in terms of manpower, hardware and consumable etc. at different level. (Sub Division, Section Level)
- Billing for each month to be aligned with respect of Scheduled Power Outages of the respective Division in consultation with the Section Manager/SDO/TL MBC.
- Any other communication letter printed along with the Spot Bill at site and any additional letter delivered with Non-SBM/SBM consumer bills shall not be paid separately to Meter Reader or BA as same is part of scope of work.
- Business Associate shall **deploy experienced common supervisor for reading & collection** (minimum qualification is Diploma holder) having more than 5 years of experience in monitoring of MBC activities (meter reading, billing, NonSBM reading, bill distribution & collection activities). He shall be overall responsible for SBM Reading & collection activities mentioned above and closely co-ordinate with TPCODL section JE for achieving target set for section in reduction of provisional billing.
- All **Meter Readers deployed** by the Business Associate(s) should be suitably qualified and trained for the job intended to be performed by them. The persons to be deputed for meter reading/billing should not be less than 18 years of age.
- The personnel should understand local language (Oriya) and in addition should have working knowledge of English & Hindi and so as to interact with customers.
- The deputed personnel should be polite with customers and should be able to address customer grievances about bills issued.
- Business Associate to also provide a list of untraceable consumers to JE-Commerce or TL-MBC of concerned Discom personal within 60 days from the date of start of work. List provided by agency to be traced by JE-Commerce/Section staff within 30 days. In this regards, meter readers & supervisor of agency will closely work with JE-Commerce/Section Officer /TL-MBC for conclusion.
- Business Associate shall assist the Discom Officials to ensure that issues pertaining to **Reading Quality Check (RQC – Implausible cases i.e. high & low consumption & wrong reading remark) & Bill Quality Check (BQC – Out sort i.e. high amount bill, high slab bill,**

*negative amount bill etc.)* are resolved before the next billing cycle & such consumers are brought into the downloadable consumer base in the subsequent month.

- Downloadable consumer count shall be the total allotted consumer base for the agency (excl. permanently disconnected consumers) & same shall be considered while evaluating the performance of the Agency.
- Identity Card, Cap, Tester, Torch, Bag (one in nos.) with logo is to be issued to all Meter - Readers of the Agency to induce the feeling of belongingness & to build trust amongst consumers. ID cards provided to meter readers/supervisors must be duly signed by the TL-MBC/ or equivalent authority of concerned division/BA Legal Cell at HQ and the Authorised signatory of the agency so that they may not face any difficulty in carrying out the works as per the requirement of this tender. No Meter reader/supervisor/Divisional Project Manager is to work without an Identity Card. Cost of all items will be borne by agency. ID card will be issued from TPCODL after submitting necessary document with suitable charges applicable by TPCODL BA cell.
- Business Associate shall ensure deputation of all manpower (Project Divisional Manager/ HR executive/ Supervisor/ KPO (key punching operator - data entry operator)/ Meter Readers) well before start of work and submit a work plan indicating, Spot billing schedule.
- Business Associate shall prepare spot billing schedule for LT consumers in consulting with TL-MBC/HQ – RCM covered under their scope and get it approved by the concerned EIC before start of Spot Billing works. The schedule approved by the respective EIC of the division shall be strictly followed for spot billing purpose during each month.
- Any Individuals including blacklisted meter reader/bill collector terminated from any Govt./Pvt. organisation due to any reason but not limited to Non-Performance, shall not be deputed for any activity under the scope of this tender.
- Discom has the right to direct the Agency to change any individual deputed by it to carry out works under the scope of this tender, in case there are sufficient reasons to believe that action(s) of the individual has hampered the works under the scope of this tender, and not just limited to Spot Billing and revenue collection. The Agency shall comply with the instructions within 15 working days from the date of receipt of such instructions from the Concerned Electrical Executive Engineer/EIC.
- The Agency is **responsible for solving administrative dispute & Industrial Relations (IR) at field level** for smooth functioning of day to day activities and such issues report to the respective EXECUTIVE ENGINEER/TL-MBC/JM-Commerce. EXECUTIVE ENGINEER of division/HO-RCM & HR will help in this regards for any Administrative Problem during execution of the job. BA is to pay penalty for loss of work due to the aforesaid issue.
- Business Associates is responsible for specific meter reading training for all meter readers to fulfil TPCODL requirement in capturing details from field for improving billing. Attendance of training shall be provided to TPCODL at the time of invoice submission.
- A signed copy of MIS report in a prescribed Performa (or as modified from time to time) shall be submitted by the Spot Billing Agency as and when required. TPCODL will carry out independent checks, as required.

- Besides meter reading work, TPCODL may ask the Business Associate(s) to provide some additional services related to the consumer service. All such services will be separately paid on mutually agreed rates.
- The Business Associate(s) have to support TPCODL for organization of necessary camps to improving the billing percentage.
- In case of wrong / non-reporting of meter reading, with any type of connivance between deployed manpower and consumer, TPCODL shall ask to the agency for legal action against such employee & terminate the service of such employee as well as recovery of loss from the Business Associate(s) bills.

## **Establishment, Data Compilations and Reports:**

- Spot Billing Business Associate(s) shall set up 1 no. (one) of office establishments in division and 1 no. of small office in sub-division/section preferably near TPCODL office with Computers, Printers, Scanner and other office requirements with internet connectivity to do the meter reading/collection operation for each allocated Divisions. Sub-division/section wise office only for meeting purpose. The rent in village area for small setup is around Rs. 1500 to 2000 per month.
- Spot Billing Business Associates would have to establish 1 no. (one) of official set ups as main office in Bhubaneswar for the duration of the project with requisite communication facilities with adequate number of staffs for smooth execution of the overall project.
- Spot Billing Business Associate(s) would engage an experienced Common **1 no. (one) Divisional Project Engineer/Manager (minimum qualification – mentioned separately)** in each division who is in-charge & responsible of all reading & collection activities (SBM & NSBM) & its performance of division from business associates and to report to nodal officer of TPCODL division.
- Business Associate would engage an experienced Common **1 no. (one) Project In-Charge (minimum qualification - minimum qualification – mentioned separately)** per agency to look after overall project (MBC Activities) and nodal officer from BA to interact with higher management of TPCODL.
- Business Associate would engage an experienced **1 no. (one) HR Executive per agency (minimum qualification - minimum qualification – mentioned separately)** to look after BA legal compliance – ESI, PF, Minimum Wages, Salary Slip preparation, ID cards etc. of employee's recruit by agency in meter reading, Collection.
- Business Associate is responsible for arranging SIM cards with sufficient data pack (1.5 GB / day) as per TPCODL needs, Bluetooth portable thermal printer & pre-printed paper roll and other stationary require for office establishment. All cost should be considered in financial costing in supervision charges.
- Downloading & merging of data files from Spot Billing Machines on to the base computer system.

- Performing validation checks to ensure through
  - Completion of data
  - Correctness of data format
- Uploading the meter-reading & billing data to the central billing database server online / offline at Division/Sub Division/Section Level.
- All reports as defined in TPCODL format, that are to be prepared as per the defined roles & responsibilities of the Supervisors & Project managers, must be submitted to the TL-MBC/Discom along with the monthly invoice without fail in soft as well as hard.
- **Availability:** The Meter Reading, Spot Billing and Bill Distribution service is to be available at least 99% of the defined service delivery time. In case of failure, all damages fees will be as per the penalty defined in Section (Refer Annexure - Penalty & Incentive). Service unavailability resulting from loss of network availability shall not be included in service availability calculations unless the network availability loss is caused by any factors beyond the Business Associate(s) control, such as natural disasters, IP transit provider, however loss of availability due to end user's portion of the network failure shall not be exempted.
- **Monitoring Mechanism:**
  - Day to day monitoring of 100% attendance of the MBC staff to ensure per day target & work assign which will be considered for minimum wages/salary processing by the BA supervisor/In charge.
  - Weekly performance report must be sent to each meter reader and bill collector by BA project manager vs. target.
  - Monthly performance report to be given to each meter reader and bill collector by BA project manager vs. target with a copy to HO/HR and RCM team.
  - Issuance of letter to poor performers for improving their performance and further action thereon.
  - Continue non performer meter readers/bill collectors will be terminated by BA after issuance of letter to them.
- Business Associate shall report the following exceptions separately to the JE-Commerce/TL-MBC with copy to CSM/HOG Commercial in Circle & EXECUTIVE ENGINEER of the concerned Electric Supply Division, designated person in RCM Department on monthly basis or as and when required by the Sub-division/Division Revenue officer. (In hard as well as soft copy)
  - Consumers billed on Premises locked status
  - Consumers billed on defective meters/burnt meter/stopped meter.
  - Bills of meter with seals broken, Glass broken, Meter Burnt.
  - Consumer bills with meter number not matching the meter number installed at site.
  - Untraceable consumer cases (example; connections in data base but, never billed and paid for by consumer).
  - Consumers whose meter is not easily accessible in respect of height and location with meter installed inside the premise.
  - In few other case/reports as and when required during the contract period.

## Security of Data

The Spot Billing Business Associate(s) shall describe approach and methodology in:

- By assuring and explaining the method needed to prohibit customers from accessing data in possession of the service provider Application security including Authorization,
- Data integrity, determining how to maintain data integrity and users' confidentiality and privacy; handle legal issues with regard to misuse or fraud and options for resolution
- In transit by providing the ability to execute secure, authenticated, two-way transactions as well as ensuring that all other data is encrypted beyond the reasonable threat of a successful force attack
- In storage by ensuring that confidential data in databases from which public data is being extracted will not be compromised,
- Securing the relevant infrastructure and integrating with existing TPCODL infrastructure security including network perimeter defences, server security, and data infrastructure security.
- Refresh or back key on the keyboard should be disabled for all web-based / browser applications.

## **Responsibility Matrix:**

TPCODL will provide the following information:

- Identify a Core Team of Officers for the purpose of monitoring the agencies in the conduct of the assignment. The team would be an ideal mix of senior and junior. Not to be reproduced without prior written permission of TPCODL officers for effective decision making and capacity building (ensuring possibility of skill transfers).
- The Core Team will coordinate interactions with Billing/IT departments as well as the Technical departments in the matters of providing necessary data; acquire relevant authorizations and other administrative assistance. The primary information requirements shall be the following.
  - Commercial and Revenue Information:
  - Billing and collection databases of consumers for past.
- Identify appropriate officers to be responsible for verification and validation of the information/ reports to be submitted by the Business Associate(s).
- Nominate two staff members for training and knowledge transfer to ensure sustainability of the exercise beyond the contract period.
- Provide necessary road permits /waybill to the successful bidder as and when required by them.

## **Business Associates Responsibilities:**

- The Business Associate(s) shall open a co -ordination office. Submit a Weekly report to the Nodal Officer. Discom can call project co-ordinator for immediate discussions / provide clarifications and decision-making support when needed.
- The Business Associate shall open office at each division or sub-division level as mentioned in establishment section.



- The Business Associate(s) will have to furnish the meter reading programme along with the name of meter-reader prior to starting the reading in a particular designated area by 1<sup>st</sup> of each month.
- The Business Associate(s) shall not undertake distribution of any other advertisements, pamphlets, etc. along with the electricity bills unless it is authorised by Engineer of Contract.
- The Business Associate(s) shall be responsible for errors and necessary penalties will be levied for the.
  - Number of slippage in schedule – with respect to both meter-readings and bill-distribution.
  - Number of errors in recording readings
  - Number of complaints registered against the outsourced Business Associate personnel by consumers.
  - The Business Associate(s) shall also specify the particulars of personnel deployed by him.
  - While TPCODL would welcome the usage of newer technologies for recording meter-readings. Bidder shall not charge for the extra time and cost involved. **100% reading through OCR application to be ensured by BA.**
  - The personnel engaged by the Business Associate(s) shall be deemed always as their employees and the TPCODL is not concerned with their engagement conditions and the remuneration. However, business associate is mandatorily fulfilling statutory compliance of minimum wages, PF, leave, ESI etc. The Business Associate(s) should attain from every personnel an undertaking that they will not claim any benefits from TPCODL at any time and furnish the same to TPCODL before commencing the Contract.
  - It is the responsibility of business associate to give monthly salary slip to all his personals recruited. **Salary of all staff must disburse on or before 7<sup>th</sup> of every month.**
- The meter readings along with the meter status, nature of premises, status of the service and condition of the seals should be furnished to the concerned for scrutiny. The Business Associate(s) is responsible for reporting the correct category of the consumer.
- In case of consumer continuously read historically, there shall not be any exceptions like, “Door lock” until & unless genuine reason verify by EIC. In such a case, the Business Associate(s) is expected to report on a daily basis.
- Business Associate shall improve the provisional reading cases on month on month basis from the effective date of contract. Target for reducing provisional billing will be given after awarding contract. Failure in reduction of the provisional reading cases shall attract a penalty (Refer Annexure - Penalty & Incentive).
- The Business Associate(s) shall provide list and provide Site Visit Report (in prescribed format of TPCODL) with sufficient information/ proof of the permanent premise locked / ghost consumer cases (Meters not physically present but details available in database, duplicate meter/connection details, double billing cases, new connections meter installed not updated in the database like Soubhagya Consumers & electro-mechanical meters installed at site/meter no. mismatch cases/disconnected – TD in system but live at site) along with final data submission of every cycle, if reading could not be taken after all the necessary efforts.
- In case Premises locked, Box Locked or non-accessibility of meter due to obstruction etc. Business Associate(s) should paste Reading Request Form/Sticker/Notice (as per process defined by TPCODL) on some conspicuous/prominent part of the premises at their own cost and revisit these premises at appropriate time (as defined in the process by TPCODL) to obtain

the readings. In cases where non accessibility to meter continues, Business Associate(s) shall paste Disconnection Notice on some conspicuous/prominent part of premises like main gate/door as per OERC guidelines and revisit the premise for obtaining/recording reading. Formats and paper quality of notices/sticker against remark cases shall be decided by EIC.

- Meter readings of a consumer shall be taken on the **fixed date as specified in OERC regulation (may change from time to time)** and any deviation of meter reading date will attract penalties.
- The Meter Reader should try to clear all doubts of the consumer on the spot, such as - details about readings, units consumed, slab, any provisional adjustment etc. All such doubts will be shared by agency to TL-MBC/HQ monthly.
- The business Associate(s) shall extend all reasonable support to TPCODL in a drive for recording any other statutory information required which TPCODL deems necessary to be collected from the consumer premises as instructed from time to time to enrich database such as reporting of **Earth leakage indicator "ON"** or any other parameter required for meter reading and billing performance improvement like **meter type- Mechanical / Electronic, supply status, category use, meter location (such as meter at height, inside the house, non-accessible, obstacle), dirty meter box/meter screen, Air-Conditioners installed at consumer premises etc.**
- Business Associate(s) should not only record correct reading from the meters installed in the consumer premises but also record, **report meter & Seal status** and conditions in existence at site in order to facilitate necessary corrective actions, if any, which can be initiated by TPCODL to not only correct, update the data base but book, **consumer's indulging in theft/ unauthorized use of electricity/ attempt to steal electricity** also. Business Associate(s) must ensure to mark/paste sticker of CA/Installation on meter / meter box and pasting/painting of walking sequence no. at consumer's premise as per requirement at their own cost.
- In case bills could not be delivered to the consumer premises, the bill-distributor should notify within the same day, along with a satisfactory reason. Otherwise, a penalty would be imposed on the Business Associate(s) on a per-day basis.
- In order to ensure that there are no defaults in the bill-distribution process, TPCODL would want customer acknowledgements in 100% bill as Proof of Delivery (POD) with sign & mobile number.
- The Business Associate(s) shall employ such persons with minimum qualification with working knowledge of electrical meters. They should be, in sufficient number to complete the work within the stipulated time-frame.
- Business Associate(s) will bring clear & visible photographs for all reading & exceptional cases like meter faulty, abnormal reading, disconnected or any other remark as defined by EIC.
- Business Associate(s) shall arrange meter reading through portable ladder where meter is installed at height. At least a ladder should be available on each location.
- Business Associate(s) shall provide Tester, Torch, Gum Boots, Umbrella and Rain Coat to BA Staff.

- Business Associate(s) shall arrange Meter Cleaning once in Quarter for Effective OCR.
- Business Associate(s) shall arrange Additional Back up Manpower for Persons to be present in cases absent of staff in Division Office.
- Business Associate(s) shall arrange and help in Redefining of walking sequence. Marking of walking sequence every connection on site within 3 billing cycle on consumer premise wall through permanent marker and update in database.
- Business Associate(s) shall arrange to be ensured Quarterly Health Check-up for related to Medical Fitness + Eye sight from Govt. authorised centre.
- Business Associate(s) shall support in Continuous Updating of Database from feedback received from Site.
- The Business Associate(s) shall ensure that the persons working for the Business Associate(s) shall be very courteous to the consumer and also ensure that they shall not enter into any argument with consumer.
- It is recommended that In-Charge of Business Associate(s) should perform the 1st level of filtration, so as to remove all the trivial cases. Given the volume of data to be inspected, TPCODL would recommend a team of one supervisor in each section to monitor meter-reader's performance and day to day activities. However, depending on the number of consumers and meter-readers, the Business Associate(s) might have to appoint more than one supervisor per section.
- TPCODL would not consider cases of "Address Not Traceable" as a valid excuse for missing meter-readings. Unless, the Business Associate(s) is able to establish its case before the concerned JE-Commerce/TL-MBC, TPCODL'S staff, penalties would be imposed accordingly.
- During the course of the engagement, TPCODL not is liable for any injuries occurring to the Business Associate(s)'s staff during meter-reading, bill distribution and collection.
- Moreover, TPCODL would not be paying any compensation in such a case, however minor or grave the injury might turn out to be.
- If the work entrusted is not proper and to the satisfaction of TPCODL and if there are any complaints from the consumers, penalties would be imposed at the sole discretion of the Executive Engineer of the concerned Division/HOD-RCM. If the work of the private Business Associate(s) continues to be unsatisfactory, the agreement shall be terminated by giving one month's notice.
- In case, the Business Associate(s) desires to discontinue the work from its end, three month's advance notice shall be served.
- Any additional information related to the spot billing required by the TPCODL should be furnished as instructed from to time to time.

- It is advised to do Monthly R&R by Business Associates with necessary arrangements to motivate the Field staff and eligibility criteria would decide after awarding contract to surpass base performance/outstanding performance in improving billing.
- All wrong reading, none delivery of bill, reading not taken, provisional billing complaints received from consumer through SAP to be solved by BA and give compliance.
- Consumer updated contact number, Email and consumer availability details need to be submitted before the next billing cycle. The BA must collect correct mobile numbers from the consumers where mobile & WhatsApp numbers are not available in database, for which incentive @ Rs 1/- per mobile number per consumer shall be given, after checking their validity. The supervisor of the Business Associate(s) shall verify minimum 10% of authenticity of such mobile numbers in a month and shall submit report to concerned EIC of the respective Division on monthly basis. In case punching of any wrong mobile number shall attract a penalty @ Rs 2/- per mobile number per consumer.
- Business Associate(s) shall provide all necessary support in implementing new/ innovative technology/process and conducting pilot project. Any new technology which shall be implemented in future for improvement of billing performance, any additional associated monthly operational cost of the device/associated services shall be mutually discussed, decided and agreed upon.
- Business Associate(s) have to take precautions while submitting meter reading data for the cycle and duplicate records / invalid Customer Accounts, other than multi meter cases, should not be there in a single cycle data. Penalty of Rs.100 per case on Supervision charges shall be imposed on such cases if found. Business Associate(s) will read/report all meters in a premises and report cases which were not given in the downloaded data and report these as extra connections not in TPCODL billing system presently or Disconnected/Removed in TPCODL billing system (with reading, correct DT/Binder/MRU, adjoining CA No. and Walking Sequence.) plus assist TPCODL to correct database to start billing of such consumers which are not being billed presently. On start of the billing of these extra connections, Business Associate(s) shall be given an incentive per such case as per clause (Refer Annexure - Penalty & Incentive). At the end of each financial year, BA shall have to undertake that there is no extra meter (not in billing net) in its area of operation, certificate/undertaking to be provided Division/Sub-Division wise. Any such extra meter/connection found after the undertaking shall attract a penalty of Rs. 500 per such case found by TPCODL.
- Special meter reading cases can be of any division in TPCODL area and will not be limited to the division allocated to the Business Associate(s). Provisional remarks like Meter Faulty, No Meter, and Disconnected & Door Locked supported by valid proof like photograph & associated field information etc. in the prescribed SVR format as decided by TPCODL. These cases will be in addition to 1PH Billing Target given for each meter reader and no separate payment/incentive will be provided.
- The BA shall print and serve the separate Disconnection Notice to the consumers along with the spot bill of 1-phase consumers during normal meter reading and billing scheduled. It may also be required to deliver the disconnection notice separately and / or any informative pamphlets related to TPCODL, for which BA shall collect the printed copies of the disconnection notice along with the defaulters list and / or any informative pamphlets related to TPCODL, from the concerned EIC and give the acknowledgement to the EIC.

- The BA shall submit the acknowledgement having following information to the concerned EIC after serving of disconnection notice.
  - ❖ Date of service of notice.
  - ❖ Name and Detail address of the consumer with father /spouse name
  - ❖ Nearest land mark of the premises
  - ❖ Adjacent consumer number
  - ❖ Mobile number of consumer/Person receiving the notice
- The BA shall rotate their meter readers & bill collectors after six months in same area to avoid any connivance with consumers.

### **Cross Area Checking**

Business Associate(s) shall form a Cross Area checking team as per instruction of the EIC only. The capacity of team to be decided by EIC. This team can visit / cross check the cases of any Division in TPCODL area and will not be limited to the Division allocated to the Business Associate(s). The detail that to be captured from site, shall also be decided by EIC. The cross checking activities shall be considered as Meter Reading Activity and following logic to be used to consider the Normal Meter Reading / Special Meter reading for payment purpose. Cases which shall not be given to the Business Associate(s) in bulk quantity would be referred as Special Meter Reading. Below table indicates the limit of no. of cases, based on which division is made. Changes can be made in the limits of the no. of cases & selecting.

### **Statutory Requirements:**

1. If any financial irregularity like non-payment of Salary, Incentive, short payment etc. by the Business Associate(s) is noticed, TPCODL reserves the right to take legal action against the Business Associate(s)/ terminate the contract without assigning any reason thereto.
2. The personnel engaged by the Business Associate(s) shall be deemed always as their employees however TPCODL is concerned with their engagement conditions and the remuneration which should be minimum wages in skilled category for Meter readers and High Skilled for Supervisors. The Business Associate(s) should attain from every personnel an undertaking that they will not claim any benefits from TPCODL at any time and furnish the same to TPCODL before commencing the Contract. All statutory compliances shall be ensured by the Business Associate(s).
3. Business Associate shall undertake to indemnify the Company against all kinds of liabilities or damages, of whatsoever nature, including compensation arising from any accident to the person or property of those in BAs employment or to any other person or properties including those of TPCODL, arising due to reasons attributable to any, act, omission of the BA, for the entire period of contract.
4. TPCODL shall not be responsible, if the Business Associate(s) infringes the laws or statute of Odisha state/India and also reserves the right to terminate the contract either in part or in full due to the reasons other than those specified in order, without assigning any reason thereof.

### **Assumptions & Consideration:**

- Tentative Consumer Count given in below sheet is excluding SHG Consumers and considering consumer growth on total consumer base.
- As TPCODL area is mix of Urban & Rural belt and > 80% geographical area is rural so based on Area Sq. and density of consumers per Sq. Kms, we have divided the area into 4 categories as City(C), Urban (U), Rural and Remote Rural– (interior rural). Based on segregation, consumer base per meter reader will be fix for reading work after issuing of contract & discuss with EIC. However, in few areas reading is carried out by WSHG in that case consumer base for reading meter reading is different from total consumer base and excluded from BA scope. **Moreover, reading coverage must be 100%. (current performance of Mar'24 is 99% in active consumer base)**
- Spot billing of below mentioned 1-phase consumers will start from 3<sup>rd</sup> day of each month & finish on 25<sup>th</sup> of each month. Meter readers have to complete reading of allotted consumer on schedule given by maintaining slab (27 to 33 days) and capture all other details ask in reading application. Meter readers are also required to complete follow up reading, site verifications & non-communicated smart meter reading in given time without delay.

Circle	Division code	Division	Sub Division	Section	SBM Reading count
Cuttack	AED	Athagarh	2	8	118138
Dhenkanal	ANED	Angul	3	10	166227
BBSR-2	BAED	Balugaon	2	10	69233
BBSR-1	BCDD-1	BBSR-City	3	12	58624
BBSR-1	BCDD-2	BBSR-Urban	3	13	186354
BBSR-1	BED	BBSR-Semi Urban	2	12	131124
Cuttack	CDD-1	Cuttack-City	4	14	82262
Cuttack	CDD-2	Cuttack-City	3	10	82586
Cuttack	CED	Cuttack-Rural	4	12	148877
Dhenkanal	DED	Dhenkanal	4	16	197510
Paradeep	JED	Jagatsinghpur	3	9	135369
Paradeep	KED1	Kendrapara	4	18	207816
Paradeep	KED2	Marshaghai	2	7	95907
BBSR-2	KHD	Khorda	5	18	186441
BBSR-2	NYD	Nayagarh	4	16	35071
BBSR-1	NED	Nimapara	3	12	179740
Paradeep	PDP	Paradeep	3	8	111015
BBSR-2	PED	Puri	4	17	171987
Cuttack	SED	Salipur	3	10	112051
Dhenkanal	TED	Chainpal	4	14	150483
Total			65	246	2626815

**Above table shows tentative active consumer base excluding woman self-help group (WSHG of 2.35 Lac) consider for Spot Meter Reading. WSHG working in different division in reading activities detail shown in below table. The 26,26,815 monthly SBM Reading count is excluding 2,35,192 WSHG count so you may consider 26.26 Lac for reading count in your costing.**

Division Name	Division Code	Existing SHG consumer base for reading in division
Balugaon	BAED	43868
Bhubaneswar	BED	10438
Nayagarh	NYD	168285
Puri	PED	12601
	<b>Grand Total</b>	<b>235192 (2.35 Lac)</b>

**WSHG future implementation plan is to be taken from HQ/Division after allotment of division and any reduction in business associate consumer base will be effective after one month of communication and accordingly manpower can be changed. The WSHG deployment plan for various section along with consumer base has been enclose as annexure for ref. In case WSHG is not being deployed due to any reason the same work of such area will be carried out by the BA.**

**Manpower requirement is given in separate section in bid. Overall one project in-charge & HR executive to be appointed by business associate look after complete project & BA legal issue.**

**Non – SBM database:**

- Assumptions of No. of 3-phase Meter read per Meter reader based on Areas / New activities in Non – Spot Reading (Non SBM) category considering all allotted **consumers to be read within 10 days & complete bill distribution within 3 days from the date of handover to meter readers and then engage in collection & smart meter non communicate reading as & when require.**

Circle	Division code	Division	Sub Division	Section	NSBM consumer base
Cuttack	AED	Athagarh	2	8	1209
Dhenkanal	ANED	Angul	3	10	3833
BBSR-2	BAED	Balugaon	2	10	1490
BBSR-1	BCDD-1	BBSR-City	3	12	1471
BBSR-1	BCDD-2	BBSR-Urban	3	13	2925
BBSR-1	BED	BBSR-Semi Urban	2	12	4242
Cuttack	CDD-1	Cuttack-City	4	14	909
Cuttack	CDD-2	Cuttack-City	3	10	1218
Cuttack	CED	Cuttack-Rural	4	12	2280
Dhenkanal	DED	Dhenkanal	4	16	2792
Paradeep	JED	Jagatsinghpur	3	9	1825
Paradeep	KED1	Kendrapara	4	18	1618
Paradeep	KED2	Marshaghai	2	7	563
BBSR-2	KHD	Khorda	5	18	3073
BBSR-2	NYD	Nayagarh	4	16	2901
BBSR-1	NED	Nimapara	3	12	4392
Paradeep	PDP	Paradeep	3	8	628
BBSR-2	PED	Puri	4	17	1568
Cuttack	SED	Salipur	3	10	1446
Dhenkanal	TED	Chainpal	4	14	2090
<b>Total</b>			<b>65</b>	<b>246</b>	<b>42473</b>

Meter Reader appointed for Non SBM (3-phase, TOD/NON TOD) consumer reading should have knowledge of different meter reading parameters and having experience of taking 3-phase reading. 100% NON SBM consumer reading coverage is considered through OCR. Meter readers & Supervisors are separate for NON SBM. It should not be clubbed with SBM. However, after completion of NON SBM reading, bill distribution and collection, manpower can utilize in any activities as per direction of project engineer.

- Every month, division wise provisional reading (not read & house lock cases) reduction target will be provided from RCM department, HQ to each agency before start of reading.

The provisional billing target calculation:

Provisional billing Target in % = No. of provisional reading (excl. faulty/No meter)

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Total no. of live consumer base given for reading

If agency fails in achieving monthly target of reduction of provisional reading (Not Read & House Lock), then penalty will be applicable as given in penalty section.

- All penalties would be deducted from the monthly-bill payment made to the Agency. In case of payment has been made against the monthly bill and subsequently detected wrong billing then the penalty shall be deducted in the current monthly bill.
- The Engineer In charge of the concerned Divisional Office / HOD – RCM is the competent authority to decide on the imposition of penalties as per the prevailing conditions after receiving inputs from billing team. If the Agency feels aggrieved, then it can approach the Head Office TPCODL for adjudication.
- After completing the assigned work in a particular Section the concerned TL-MBC would have the right to utilize the manpower optimally across the various section in same Division. **At regular interval, meter reader shall be swapped across the section within a Sub-Division/adjacent Sub-Division within same Division and the Supervisor shall be swapped across the Sub-Division within the Division.**
- All monthly bill will be submitted to TL-MBC after signing attendance sheet from section JMC in division office and it is the responsibility of TL-MBC & EIC to clear bill within 2 days from division office. If performance checked from HQ, then invoice can be raised directly to HQ in RCM department.
- While TPCODL would welcome the usage of newer technologies, like OCR (Optical Character Recognition), Bluetooth meters for meter reading, bidder shall not charge for the extra time and cost involved.

## 7.2 Payment Terms

100% payment of Part-1 (Fix component) & 70% payment of Part-2 (Variable component – Supervision charges) shall be made to BA within 7 days on receipt of certified Bills as per work quantities, manpower deployed & performance recorded in system and remaining 30% payment of part-2 (variable component – Supervision charges) after receiving compliance like **submission of**



**proof of transfer of wages to every manpower along with deposit of statutory dues of PF/ESI, to be certified by BA Legal Cell.**

**New Process to follow:**

- RCM team extract user id wise reading performance from SAP & forward to TL-MBC/JMC to give confirmation on actual deployment of manpower at field. After confirmation on mail, BA need to raise invoice in HQ and Division by 5<sup>th</sup> of each month separately. One copy of invoice submit at HQ to Head/HOD – RCM to verify & certify 100% qty and approve to do the SES at HQ and forward invoice to BIRD for payment.
- Finance will release 100% payment from part-1 (fix component) and hold payment for part-2 (supervision charges) on 3rd day from SES release date.
- 70% payment from part-2 (supervision charges) shall be released subject to verification & certification of invoice submitted at division supported with performance documents & compliance by TL-MBC/EIC in division after deducting amount for non – compliance of performance measurement criteria mentioned in agreement. All bills shall be submitted to concern Engineer-In-Charge of division and HQ each month. This would be verified by TL-MBC/HQ maximum in 2 days and reach to TPCODL – HQ in RCM department for payment after deducting amount for non-compliance as listed in Scope of Work / Service Level Agreement.
- Rest 30% payment from part-2 (supervision charges) shall be released on submission of proof of transfer of wages to every manpower along with deposit of statutory dues of PF/ESI, to be certified by BA Legal Cell.
- Existing BA in the existing area will not get any benefit of waive off penalty. First month will be considered as stabilization period for New BA in new area. No penalty will be imposed in first month. However, any BA achieve their monthly target then eligible for incentive during this period.

**Minimum Qualification of Manpower engaged in Reading**

Qualification Matrix for BA Employees			
Manpower Type	Education	Experience	Location
Project In Charge(one for agency)	B.E./B.Tech Electrical / Any Graduate + MBA Preferably	Minimum 10 year in similar profile in power distribution sector	HQ/Division
Project Divisional Manager(one in each division) at division	B.E./B.Tech/Any Graduate	Minimum 10 years in similar profile in power distribution sector having good analytical skill.	Division
HR – Executive(one for agency)	Any Graduate	Minimum 2-5 years of experience in preparing salary and handling ESI, PF, Group Insurance issue	Division/HQ/Back office at vendor office
SBM Supervisor (one in each section)	Diploma and able to Speak, Read & Write English, Hindi & Odiya Language	Minimum 5 year of experience in similar activities of Meter Reading, Billing & Collection with exposure on working on	Field Staff

Qualification Matrix for BA Employees			
Manpower Type	Education	Experience	Location
		Computer	
Non SBM Supervisor (one in each division)	Diploma /Graduate and able to Speak, Read & Write English, Hindi & Odiya Language	Minimum 5 year of experience in similar activities of Meter Reading, Billing & Collection, with exposure on working on Computer	Division/Field staff
Meter Reader for SBM	Minimum 12th Standard Pass and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Minimum 1 year of experience. Age - >18 years	Field Staff
Meter Reader cum collector for NSBM	Minimum 12th Standard Pass and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Minimum 1 year of experience. Age - >18 years	Field Staff
Key Punching Operator – Data Entry Operator (KPO)	Diploma/Any Graduate	Exp. As KPO. Good knowledge of computer & excellent in Excel sheet & word. SAP exp. Prefer.	One in Division office with TL-MBC & remaining at preferable location
SAP MIS Expert (1 no. per agency)	Any Graduate	Minimum 3 years of experience of SAP-BO Hana	At TPCODL head office IDCO tower

Note: Experience & Education Qualification certificate will be verified by TL-MBC/CSM/Divisional Manager & Team. SAP MIS expert qualification & experience will be verified by Head – RCM at HQ level.

**Overall one BA Divisional Manager in each division, one Project in-charge per agency & one HR executive per agency to be appointed by business associate to look after complete project & BA legal issue.**

**SIM card is to be provided by business associates to his field staff & supervisor. Minimum requirement is 1.5 GB per day data pack and select service provider as per their own choice best suited in the operational area.**

Annexure-I

❖ **Manpower Requirement:**

Divisions	Division Name	Division	Sub-Division	Section	Total No. of Consumers (Monthly)	Meter Readers (includes 10% buffer manpower)
BAED	Balugaon	1	2	10	69,233	38
NYD	Nayagarh	1	4	16	35,071	26
TED	Chainpal	1	4	14	1,50,483	82
AnED	Angul	1	3	10	1,66,227	90
AED	Athagarh	1	2	8	1,18,138	66
DED	Dhenkanal	1	4	16	1,97,510	104
CED	Cuttack	1	4	12	1,48,877	78
CDD-1	Cuttack	1	4	14	82,262	44
CDD-2	Cuttack	1	3	10	82,586	41
SED	Salipur	1	3	10	1,12,051	63
BCDD-1	BBSR	1	3	12	58,624	32
NED	Nimapara	1	3	12	1,79,740	101
BCDD-2	BBSR	1	3	13	1,86,354	91
BED	BBSR	1	2	12	1,31,124	63
PED	Puri	1	4	17	1,71,987	88
KHD	Khorda	1	5	18	1,86,441	97
KED1	Kendrapara	1	4	18	2,07,816	109
KED2	Marshaghai	1	2	7	95,907	52
PDP	Paradeep	1	3	8	1,11,015	58
JED	Jagatsinghpur	1	3	9	1,35,369	70
<b>Total</b>		<b>20</b>	<b>65</b>	<b>246</b>	<b>26,26,815</b>	<b>1,393</b>

- ❖ Meter Readers count mentioned above is inclusive of 10% buffer manpower. However, utilization of additional manpower from buffer will be decided by EIC & Head – RCM jointly and accordingly monthly attendance will be prepared by BA.
- ❖ Detail of Manpower to be deployed by selected bidder in their respective division/section is given in separate Annexure.
- ❖ **Note: 85% of manpower mandatorily require to deploy else penalty is applicable as mentioned in SLA. If EIC/Head – RCM approves beyond the 85% of manpower then it can be claimed under additional manpower in invoice.**
  - In case of combine BA in reading and collection, nos. of supervisor will be considered as one common for both reading & collection. However, TPCODL EIC/HO-RCM superior will confirm it before finalization/deployment at field after discussing internally.
  - TPCODL has its own discretion to reject any bid without citing any reason.
  - All manpower engagement is purely depends upon business associates however existing manpower hiring is preferred after taking feedback from Divisional Manager/TL-MBC/EIC/BA cell.
  - Minimum wages have to be ensured and would be linked with 8 hrs working with daily target achievement in field excluding lunch hours. However specific Job Description with key deliverables must be agreed and shared with all Meter Readers. JMC & TL-MBC is having

authority to assign work daily/weekly/monthly as per their choice. The performance report on the same will be shared by BA to all his staff once in a week.

- Incentive amount, if any, should be paid separately to the workmen by selected bidder and not be clubbed with Monthly wages payment.
- Hardship allowance (consider as Fuel expense) should be given to the meter readers, supervisor who so ever is deputed in field as per performance criteria fix apart from their Monthly wages. Allocation of consumers to individual meter readers for reading is responsibility of business associates. Allocation should not be less than 100% of total consumer base given to business associated after excluding SHG/Smart Meter/Online. Monthly division wise Reading / Provisional billing reduction target will be given by EIC/HQ and based on that business associate is required to drill down target to individual meter reader by 2nd day of every month. Any additional fuel charges if BA wants to pay to their employee is as per their discretion. The detail of consumer allocation shall be circulated to EIC each month.
- Meter Readers & Supervisors shall get area wise fixed monthly hardship as fuel expenses & data pack allowance:

- ✓ Additional Hardship allowance can be decided by TPCODL Management for in-accessible Location(s).

Meter Reader Fuel expenses to paid on target achieved				
Target (Meter Reading with OCR application only)	Remote Rural	Rural	Urban	City
	1400		1200	

- ✓ Supervisor will get Rs.2500 as hardship allowance (consider as Fuel Expense).
- ✓ Monthly data Allowance of Rs. 200/- per Meter Reader & Supervisor shall be provided for Mobile Data.

However, the above allowances shall not be considered as base amount for bidding purpose.

- Since meter reading is continuous activities, BA needs to ensure that all the workmen are engaged throughout the month & minimum 8 hrs working. BA must ensure that leaves are given as per statutory guidelines.
- Selected bidder has to ensure Deployment / Replacement of Meter Readers in case of any Absentees.
- Selected bidder must issue appointment letter after being vetted from TPCODL BA cell. Sample appointment letter will be shared by BA cell to selected bidder.
- Selected bidder must issue work instruction/Job Description for their employees including supervisor, project divisional manager, meter reader etc.
- Selected bidder must give target to their meter readers, and supervisor against active allotted consumer to them and give performance report at the end of each month with copy of EIC/HQ.
- TPCODL has a right to instruct you to change your workers in case the workmanship or speed of work is not satisfactory. No work shall be sub- contracted.
- Bidder shall deploy adequate labour considered necessary by TPCODL for carrying out of the contract and to work on Sundays and Holidays whenever required to do so. However, prior

permission shall be taken from the Engineer in charge beyond normal working hours or on Sundays and Holidays.

- If there is a common Business associates for reading & collection activities in same division then manpower deployment will be again reassess by EIC & HO – RCM team and inform to Business associate for further engagement and raising invoice accordingly.
- **Existing BA in the existing area will not get any benefit of waive off penalty. First two month will be considered as stabilization period for New BA /old BA in new area. No penalty will be imposed in first two months.**

**Consumer Details. BBSR-1, BBSR-2, Cuttack, Paradeep & Dhenkanal Circle, Division & Section wise consumer count & required Manpower details in annexure**

- *Additional Hardship allowance can be decided by TPCODL Management for in-accessible Location(s).*
- *Monthly Allowance of Rs.200/- per Meter Reader & Supervisor shall be provided for Mobile Data.*
- *However, the above allowances shall not be considered as base amount for bidding purpose.*
- *Section has been defined as Urban / Semi-Urban / Rural / Remote Rural based on majority of Consumers falling in a particular category. However, Chief- Commercial / Head-Meter Reading & Billing can decide to define/redefine any Section / Part of the Section (like Binder) from one section category to another based on the recommendations of the EIC along with support data. Similarly, a complete Section can also be redefine from one Category to other Category based on EIC recommendation.*
- *Section wise Consumer count and per Meter Reader, wise monthly billing target number is illustrative and actual count may differ depending upon the Area / Binder. There may be different minimum billing target for different Meter Readers based on Geography / Difficulty level / MRU structure etc.*
- *TPCODL reserve the right to increase / reduce no. of Meter Reader and supervisor based on the requirement. Supervision Charges on per BA employee shall either increase / reduce accordingly. BA can claim wages plus other allowances and supervision charges on the no. of BA employees worked during the month. In case of employees not worked for full month, then proration to be done.*

## Annexure II- Penalty & Incentive: (Service Level Agreement)

Following are the penalties & Incentives for deficiencies in Meter Reading, Spot Billing, and Bill Distribution.

### 1. Penalty on Supervision Charges (SC) of BA:

Billing Coverage of Valid Consumers (%)	Deductions from Supervisory charges ("SC") of BA
99%-100%	Nil
90%-99%	10% of SC
80%- 90%	15% of SC
0- 80%	20% of SC

**Note:** Penalty shall be levied on Supervision Charges on Business Associate, if Billing Coverage of Valid Consumers in the network (excluding duplicate connections, Ghost consumers, connections not traceable at site etc.) is less than 99% in any month. The BA should ensure that all Duplicate connections, Ghost connections, Connections not found at site etc. shall be reported after every billing cycle. These would be excluded from billing coverage only after necessary verification and confirmation by the Section JE / Commercial Officer /superior officer.

### 2. Incentive / Penalty recommended for BA Employees:

*Incentive, Penalty, Warning letter & notice for termination to be issued by Business Associates to their appointed staff (Meter Readers & Supervisors) based on their performance as per given target in line with Division/Section target. Non-Performer of meter readers/supervisors should be replaced with new recruit within 48 hours. Recruitment of suitable manpower is to be carried out as per qualification criteria mentioned and capability to be assessed by TL-MBC/CSM through interview before appointment. BA can also explore the possibility of deploying local WSHG/Local village person/Local communities as per suitability and term & condition as define in GoO guideline define for WSHG. This is subject to prior approval of competent authority. Following guidance may be referred by business associates for incentive & penalty:*

Billing Coverage of valid Consumers (%)	Penalty/ Incentive for BA Employees
95%-100%	Incentive of Rs.200 for increase coverage of 1% from last achieved
90%-95%	1 <sup>st</sup> Warning letter without penalty on 1 <sup>st</sup> month 2 <sup>nd</sup> Warning letter and penalty of Rs.250 on 2 <sup>nd</sup> month 3 <sup>rd</sup> Warning letter and penalty of Rs.300 on 3 <sup>rd</sup> month Penalty will further increase by Rs.50 per month from Rs.300 on subsequent month
80%- 90%	Warning letter and penalty of Rs.300 on 1 <sup>st</sup> month Notice on 2 <sup>nd</sup> month for 30 days and penalty of Rs.350 At the end of 3 <sup>rd</sup> month - Termination Letter

Billing Coverage of valid Consumers (%)	Penalty/ Incentive for BA Employees
<80%	Notice of 30 days and penalty of Rs.350 on 1 <sup>st</sup> month At the end of 2 <sup>nd</sup> month - Termination Letter

**Note:** All Penalties clubbed together cannot be more than 20% of Net / take home Salary of Meter Reader, Supervisor and similarly Maximum Penalty on Supervision charges shall be 30%. Duplicate, Ghost, Connection not found etc. cases shall be excluded from Billing Coverage subject to if data with is provided for such consumer by meter reader/Supervisor.

### 3. Provisional Billing:

If the Provisional cases are found above certain percentages, then the following penalties will be deducted from Meter Reader, Supervisor by Business Associate(s):

S. No.	% of Provisional Billing Target	Penalty
1	On achieving Target	Nil
2	Less achieving of target up to 2%	2% of Gross Salary of Meter Readers & Supervisors as well as Supervision charges
3	Less achieving of target up to >2% to 5%	5% of Gross Salary of Meter Readers & Supervisors as well as Supervision charges
4	>5%	10% of Gross Salary of Meter Readers & Supervisors as well as Supervision charges

### 3. Other Incentive/Rewards:

SI No	Condition	Incentive/Rewards
1	Extra Connections: Reporting Extra Live connections not in TPCODL billing system presently (with reading, correct DT/Binder, adjoining CA and Walking Sequence.)	Rs.200 / Case to concerned meter reader
2	On Achieving Provisional Billing % Target	3% on Supervision Charges to Business Associates
2	Booked DT/DAE/Misuse/ consumers taking Un-authorized supply	Rs. 300 / case to reader on theft booking the case
3	Reporting of offer of un-ethical activity by meter reader/bill distributor and exhibiting good ethical conduct	Rs. 500/Case through instant Award to specific meter reader and publishing of ethical story in the TPCODL Ethics Patrika.
4	Capturing & reporting of correct Mobile No./WhatsApp No. consent form	Rs. 1/- per case once per consumer
5	Capturing & reporting of correct E-Mail ID.	Rs. 1/- per case once per consumer

**Incentive / Penalty for Meter Readers:** Incentive of Rs.100 for Meter Readers to be given on every 1% improvement in OCR billing coverage exceeding 90% in his assigned Section (for maintaining >95% successful OCR will get incentive of Rs.100 per meter reader) and penalty of Rs.100 for every 2% drop in OCR billing Coverage below 70% in his assigned Section.

**Incentive / Penalty for Supervisors:** Incentive of Rs. 100 for Supervisors to be given on every 1% improvement in OCR billing coverage exceeding 90% in his assigned Sub-division/Area and Retention of Rs. 100 for every 2% drop in OCR billing Coverage below 70% in his assigned Sub-division/Area.

**All above individual incentive will be applicable only when Provisional Billing % & collection coverage % target set for individual is achieved. Similarly for BA it is link with division target.**

**4. Quarterly & Annual R & R shall be conducted based on following parameters by BA**

- a) Promotion & awareness of self/online payment
- b) Best Meter Reader in each circle/divisions (Parameters being OCR billing and Actual Billing only)
- c) Best Supervisor in a circle/division
- d) Best Division Coordinator in a Circle

**5. Other Penalties**

SI No	Condition	Penalty
1	Wrong Reading/Wrong Remark/Fake Remark/Remark Conversion	Rs. 100/- per case on meter reader including Warning letter to BA Employees through Business Associate(s).
2	Delay in submission of No meter(NM), Disconnected(DC) and Meter faulty(MF) cases in TPCODL prescribed format with clear and visible photograph beyond 3 days of submission of such data:	Rs. 50/- per case on meter reader
3	Late Submission of follow-up data- Penalty on late submission of meter reading.	Up to max. of Rs 5000/- for every instance on BA
4	In case of Meter Reading, Spot Billing, Bill Distribution details: LD in case of data submission delay per day.	1% of the Monthly invoices of Business associate value or Rs. 3000/day whichever is higher but not more than 10 days.
5	In case of Unethical activity Unethical Activity defined as below; Supress Reading, Offsite Reading (reading entry at the location other than the consumer premises), connivance with consumer, misbehaving with consumer.	Penalty of Rs 3000/- per instance will be deducted from BA supervision charges. Further the BA shall immediately remove the concerned person from TPCODL meter reading/supervision work. BA employee shall be black listed from TPCODL and his detail will be shared with other Odisha Discoms Furthermore, any further loss incurred shall be recovered by TPCODL from the Business Associate(s).



SI No	Condition	Penalty
6	Non-Submission or unclear Photo	Rs.10/- per case
7	Late Submission of data	5% of the invoices value of the Binder/MRU late submitted per day or Rs. 100/day/binder/MRU whichever is higher (Subject to cap of 30% of total invoice amount per month).
8	Data Security breach	Rs.10000/- for each such incident. TPCODL also keep right to take action as per prevailing laws including contract termination with security amount infringement.
9	Genuine Consumer Complaint on account of Wrong Meter Reading/Remark, Non- delivery of the Payment Receipt, Non-Delivery/Late delivery of the Bill, Fake Signature in Bill POD, including Warning letter to BA Employees with maximum errors through Business Associate(s)	Rs. 100/- per case
10	Wrong/incorrect reporting of the each Mobile No.	Rs. 2/- per case
11	Late submission/ non submission of special reading/ site verification beyond scheduled time	Rs. 50/- per Case
12	Amount embezzled and bribe taken by any of the employee of BA.	Immediate termination & Blacklisting of the employee for all TPCODL works and Penalty of four times of the amount embezzled /bribe to the agency.
13	Where embezzlement and bribe taken is more than Rs 10000/-	In addition to termination & Blacklisting of the employee, Police action against the employee has to be taken by the BA under intimation to TPCODL.
14	In case embezzlement and bribe instances exceeds more than 5 times in one financial year	Business Associates may be black listed immediately.
15	Deviation in Meter Reading Slab/ Slab Adherence (+- 3 days – bill days between 27 to 33)	₹ 5/- in SBM per day per case & ₹ 20/- in Non-SBM per day per case
16	Delay in Bill Distribution/Non Delivery of Bills	₹ 100/- per day in case of delay in bill distribution and ₹ 250/- per day in case of non-delivery of bill. Limited to ₹ 1000/-.

SI No	Condition	Penalty
17	Manpower deployed below 85% of require nos. of manpower mentioned in bid	₹20000/- per person for 1st month ₹30000/- per person for 2nd month ₹40000/- per person for >3rd month

- I. Maximum penalty to BA under all clauses above shall be limited to 30% of monthly Supervision charges. All penalties would be deducted from the monthly-bill payment made to the Agency. In case of payment has been made against the monthly bill and subsequently detected wrong billing then the penalty shall be deducted in the current monthly bill.
- II. The Executive Engineer of the concerned Divisional Office / HoG - Meter Reading & Billing / HOG-Commercial is the competent authority to decide on the imposition of penalties as per the prevailing conditions after receiving inputs from billing team. If the Agency feels aggrieved, then it can approach the Head – Meter Reading & Billing / Chief-Commercial at Head office for adjudication.
- III. Other penalties shall be deducted from supervision charges, if not mentioned otherwise in specific penalty clause.

Annexure

Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)

Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require
CTC	AED, ATHAGADA	ATHAGADA	ATHAGADA 1	Urban	10.8	8	3	1	2	4226	5271	3	85	3	
CTC			ATHAGADA 2	Remote Rural	206.9					16870	19727	15	252	11	
CTC			KHUNTUNI	Remote Rural	280.7					13495	16447	12	275	9	
CTC			NUAPATNA	Rural	45.0					9908	10853	8	96	6	
CTC		TIGIRIA	Remote Rural	89.2	9382					10494	9	124	6		
CTC		Narsingpur S/D	Baramba	Remote Rural	279.2					18760	20676	17	111	12	
CTC			Kanpur	Remote Rural	216.8					13220	14810	12	95	9	
CTC			Narsingpur	Rural	584.0					17507	19860	13	171	10	
CTC	AED,ATHAGADA Total				1712.6	8	3	1	2	103368	118138	89	1209	66	7
Dhenkanal	Angul Division	ANGUL	Angul No I	Urban	20.7	10	4	1	4	9390	12167	6	281	6	
Dhenkanal			Angul No II	Urban	13.5					7383	10196	5	205	5	
Dhenkanal			Angul No III	Rural	266.8					21336	24031	16	321	12	
Dhenkanal			Bantla	Rural	430.0					23164	25489	17	639	13	
Dhenkanal		BOINDA	Athamallik	Rural	570.8					6400	14995	5	240	8	
Dhenkanal			Bamur	Remote Rural	591.6					2357	14914	3	217	9	
Dhenkanal		Boinda Sec Off	Remote Rural	820.7	6201					20474	6	606	12		
Dhenkanal		CHENDIPADA	Chhendipada	Remote Rural	323.7					0	16642	0	558	10	
Dhenkanal			Jarapada	Remote Rural	585.6					0	13993	0	419	8	
Dhenkanal			Kosala	Rural	310.1					0	13326	0	347	7	
Dhenkanal	Angul Division Total				3933.3	10	4	1	4	76231	166227	58	3833	90	20
BBSR-2	BAED,BALUGAO	BALUGAON	BALUGAON 1	Urban	20.5	10	2	1	3	4923	6190	3	89	3	
BBSR-2			BALUGAON 2	Rural	68.5					2672	3593	2	141	2	

Annexure																				
Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)																				
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require					
BBSR-2	N	TANGI	BANAPUR 1	Rural	61.3					4460	5256	4	79	3						
BBSR-2			BANAPUR 2	Rural	290.4					6392	7139	5	57	4						
BBSR-2			NACHUNI	Rural	174.4					6807	8285	5	199	5						
BBSR-2			BHUSANDPUR	Rural	127.3					4586	5426	4	74	3						
BBSR-2			KUHUDI	Rural	53.9					4952	5623	4	75	3						
BBSR-2			RANAPUR	Rural	348.9					11640	13303	9	502	7						
BBSR-2			TANGI 1	Rural	139.7					4722	5653	4	115	3						
BBSR-2			TANGI 2	Rural	132.3					7608	8765	6	159	5						
BBSR-2			BAED,BALUGAON Total							1417.2	10	2	1	3	58762	69233	46	1490	38	8
BBSR-1	BCDD-1 ,BHUBANESWAR	SDO 1	BRIT COLONY	City	1.4	6	2	1	0	0	4542	0	34	2						
BBSR-1			DELTA	City	3.6					0	7208	0	131	4						
BBSR-1			Power House 2	City	2.4					0	8032	0	163	4						
BBSR-1			UNIT 6	City	2.2					0	3931	0	91	2						
BBSR-1		SDO 2	KARVEL NAGAR	City	1.4					0	3741	0	155	2						
BBSR-1			UNIT 1	City	5.3					0	7366	0	196	4						
BBSR-1			UNIT 2	City	0.9					0	2532	0	136	2						
BBSR-1			UNIT 4	City	1.4					0	4107	0	117	2						
BBSR-1		SDO 3	BOARD COLONY	City	1.0					0	1737	0	53	1						
BBSR-1			SAHID NAGAR	City	1.6					0	5425	0	247	3						
BBSR-1			UNIT 9 FLAT	City	1.8					0	5177	0	39	3						
BBSR-1			UNIT 9 ROAD	City	1.8					0	4826	0	109	3						
BBSR-1		BCDD-1 ,BHUBANESWAR Total								24.7	6	2	1	0	0	58624	0	1471	32	8
BBSR-1		BCDD-2 ,BHUBANESWAR	KHANDAGIRI	BHARATPUR	Rural					60.1	13	4	1	1	11800	23454	9	252	12	
BBSR-1				DUMUDUMA	Urban					4.5					0	13844	0	164	7	
BBSR-1	KALINGANAGAR			Urban	40.4	0	19613	0	333	9										
BBSR-1	Khandagiri S/O			Urban	7.3	0	12176	0	253	6										
BBSR-1	NAYAPALLI		BARAMUNDA	City	1.9	0	6363	0	143	3										
BBSR-1			IRC NAYAPALLI	City	12.5	0	10094	0	330	5										
BBSR-1			VSS NAGAR	City	7.5	0	10836	0	87	5										
BBSR-1																				

Annexure Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)																
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require	
BBSR-1		PERIPHERI	XAVIER	Urban	5.5					10004	14608	6	170	7		
BBSR-1			BARANG	Rural	125.0					11592	18647	9	282	10		
BBSR-1			CS PUR 1	Urban	3.6					0	11629	0	150	6		
BBSR-1			CS PUR 2	Urban	12.6					0	18133	0	355	8		
BBSR-1			GODISAH	Rural	57.9					7265	9315	6	146	5		
BBSR-1			KANANVIHAR	Urban	7.0					0	17642	0	260	8		
BBSR-1	BCDD-2 ,BHUBANESWAR	Total			345.7	13	4	1	1	40661	186354	30	2925	91	16	
BBSR-1	BED, BHUBANESWAR	RASULGAR H	KALPANA 1	Urban	2.5					0	6665	0	197	3		
BBSR-1			KALPANA 2	Urban	2.0					0	7198	0	190	4		
BBSR-1			LAXMISAGAR	Urban	9.9					0	13344	0	429	6		
BBSR-1			MANCHESWAR	City	7.2					0	6462	0	336	3		
BBSR-1			PHULNAKHAR A	Urban	74.2					11317	22240	7	726	10		
BBSR-1			Rasulagarh S/O	Urban	8.5		12	3	1	2	0	14547	0	401	7	
BBSR-1		TEMPLE	BARAGADA	Urban	10.0					0	13656	0	457	6		
BBSR-1			DHAULI	Rural	33.3					0	21288	0	500	11		
BBSR-1			OLD TOWN 1	Urban	9.2					0	13393	0	331	6		
BBSR-1			OLD TOWN 2	Urban	1.4					0	5059	0	320	3		
BBSR-1			OLD TOWN 3	Urban	2.8					0	6486	0	97	3		
BBSR-1			UTTARA	Remote Rural	63.2					0	786	0	258	1		
BBSR-1		BED, BHUBANESWAR	Total			224.4	12	3	1	2	11317	131124	7	4242	63	22
CTC		CDD-1 ,CUTTACK	SUB DIVISION 01	BUXI BAZAR	Urban	2.2					0	5143	0	58	3	
CTC	COLLEGE SQUARE			Urban	2.6					0	5670	0	70	3		
CTC	RANIHAT 1			Urban	0.8					0	5100	0	71	3		
CTC	RANIHAT 2			Urban	2.9					0	2795	0	52	2		
CTC	SUB DIVISION 03		CITY	Urban	0.5	8	2	1	0	0	3263	0	33	2		
CTC			GANESH GHAT	Urban	2.8					0	2965	0	59	2		
CTC			KAZI BAZAR	Urban	0.6					0	4196	0	25	2		
CTC	TOWN HALL		Urban	1.0					0	4752	0	53	3			
CTC	SUB DIVISION 04		CANTONMENT	Urban	6.8					0	8757	0	89	4		
CTC			CHANDINI	Urban	0.8					0	5595	0	36	3		

Annexure

Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)

Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require						
CTC		SUB DIVISION 06	CHOWK	Urban	0.8					0	4822	0	177	3							
			TINIKONIA BAGICHA																		
			BIDANASI													18.3	0	10912	0	56	5
			CDA													7.6	0	12578	0	98	6
			TULSIPUR													3.5	0	5714	0	32	3
CTC	CDD-1,CUTTACK Total				51.4	8	2	1	0	0	82262	0	909	44	5						
CTC	CDD-2, CUTTACK	BADAMBAD I	BADAMBARI	Urban	2.6	6	2	1	3	2635	6699	2	78	3							
CTC			DOLAMUNDAI	Urban	1.7					5547	8818	4	98	4							
CTC			IND.ESTATE(O GP)	Urban	11.4					9344	13812	6	177	7							
CTC		JOBRA	JAGATPUR	Urban	8.6					1355	2356	1	120	2							
CTC			JOBRA	Urban	10.3					5011	6816	3	139	3							
CTC			KANDARPUR	Rural	61.4					7929	8929	6	111	5							
CTC			KISHORNAGAR	Rural	54.0					7226	7903	6	121	4							
CTC			MAUZA	Rural	46.3					0	9433	0	207	5							
CTC		MAHANADI VIHAR	CHAULIAGANJ	Urban	3.9					6555	9173	4	86	4							
CTC			MAHANADI VIHAR	Urban	11.8					5383	8647	4	81	4							
CTC	CDD-2,CUTTACK Total				212.1	6	2	1	3	50985	82586	36	1218	41	7						
CTC	CED, CUTTACK	BADACHAN A	BADACHANA	Rural	111.1	12	3	1	4	11007	13106	8	193	7							
CTC			BALICHANDRAPUR	Rural	87.4					13621	15531	10	151	8							
CTC			CHHATIA	Rural	189.9					13494	15662	10	291	8							
CTC		CHOUDWAR Sub Div	CHARIBATIA	Rural	86.6					6675	8480	5	109	5							
CTC			CHOUDWAR 1	Urban	51.6					9449	11344	6	147	5							
CTC			CHOUDWAR 2	Rural	176.0					14302	16913	11	283	9							
CTC			ADASPUR	Rural	71.1					8718	10421	7	299	6							
CTC		GOPALPUR	BALIKUDA	Urban	47.1					10853	13799	7	179	6							
CTC			GOBINDAPUR	Remote Rural	64.2					8983	10302	8	172	6							
CTC		NIALI	NIALI-I	Rural	81.6					10765	12411	8	118	6							
CTC			NIALI-II	Remote	86.6					8885	10143	8	123	6							

Annexure Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)																				
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require					
CTC			SITHALO	Rural Remote Rural	76.1					9069	10765	9	215	6						
CTC	CED,CUTTACK Total				1129.3	12	3	1	4	125821	148877	97	2280	78	13					
Dhenkanal	DED, DHENKANAL	DHENKANAL Sub Div	BHAPUR	Rural	256.4	16	4	1	4	11860	13105	9	232	7						
Dhenkanal			DKL SEC-I	Urban	10.5					8917	11694	6	116	6						
Dhenkanal			DKL SEC-II	Rural	179.3					14555	17454	11	333	9						
Dhenkanal			DKL SEC-III	Rural	118.1					9982	11105	8	155	6						
Dhenkanal		GONDIA	Gondia Sec Off	Rural	336.6					9605	10738	7	230	6						
Dhenkanal			JORANDA	Rural	228.6					13084	14475	10	333	7						
Dhenkanal			NIHAL PRASAD	Remote Rural	174.2					8750	9375	8	117	6						
Dhenkanal		HINDOL ROAD	HINDOL	Rural	266.0					12228	13320	9	176	7						
Dhenkanal			Hindol Road S/O	Rural	123.5					9253	10239	7	100	5						
Dhenkanal			KHAJURIAKATA	Rural	504.9					18950	20433	14	249	10						
Dhenkanal		KAMAKHYA NAGAR	BHUBAN	Rural	161.8					12601	14105	9	146	7						
Dhenkanal			K NAGAR	Rural	189.1					10229	11778	8	134	6						
Dhenkanal			KALIAPANI	Remote Rural	217.9					4327	4799	4	33	3						
Dhenkanal			KANKADA HADA	Remote Rural	532.4					10546	11600	10	165	7						
Dhenkanal			M K GOLA	Rural	226.1					12305	13651	9	169	7						
Dhenkanal			R N PUR	Rural	178.7					8860	9639	7	104	5						
Dhenkanal		DED,DHENKANAL Total								3704.2	16	4	1	4	176052	197510	136	2792	104	15
Paradeep		JED, JAGATSI NG PUR	BALIKUDA	BALIKUDA 1	Rural					99.6	9	3	1	3	15247	17114	12	149	9	
Paradeep	BALIKUDA 2			Remote Rural	220.9	16870	18193	17	98	10										
Paradeep	NAUGAON			Rural	127.9	17003	18739	14	204	10										
Paradeep	JAGATSING		DHIASAHI	Rural	56.4	9208	10287	8	173	5										

Annexure Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)																				
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require					
Paradeep		PUR	J S PUR 1	Urban	60.9					16333	19285	11	359	9						
Paradeep			J S PUR 2	Rural	92.1					12535	13969	10	228	7						
Paradeep			MANDASAHAI	Rural	49.3					8443	9366	6	114	5						
Paradeep		RAGHUNAT HPUR	BIRIDI	Rural	97.9					12259	13839	10	184	7						
Paradeep			Raghunathpur S/O	Rural	87.6					12916	14577	11	316	8						
Paradeep			JED,JAGATSINGPUR Total							892.7	9	3	1	3	120814	135369	99	1825	70	10
Paradeep		KED1, KENDRA PARA	AUL	Aul Sec Off	Urban					78.2	18	5	1	4	10626	11694	7	122	6	
Paradeep				BHUINPUR	Remote Rural					82.2					8570	9193	8	75	5	
Paradeep				OLAVER	Rural					112.7					11724	12733	9	57	7	
Paradeep				RAJKANIKA	Rural					150.0					15790	16831	12	87	9	
Paradeep	CHHATA			Rural	56.6	9190	9988	7	145	5										
Paradeep	KENDRAPARA S/D		DANPUR	Rural	70.2	13912	15378	10	148	8										
Paradeep			INDUPUR	Rural	77.4	10196	11182	8	91	6										
Paradeep			KENDRAPARA 1	Urban	21.1	10618	12745	7	149	6										
Paradeep			KENDRAPARA 2	Urban	119.6	12810	13984	8	104	7										
Paradeep			KENDRAPARA 3	Rural	42.3	9334	10332	7	86	5										
Paradeep			PATTAMUNDAI	DANDISAHAI	Rural	50.7	6466	7064	5	66					4					
Paradeep				PATRAPUR	Remote Rural	49.5	7132	7796	7	40					5					
Paradeep				PATTAMUNDAI 1	Urban	91.7	14933	16656	9	136					8					
Paradeep	PATTAMUNDAI 2			Rural	94.5	10913	11901	8	68	6										
Paradeep	PATTAMUNDAI 3			Rural	59.9	6780	7425	5	52	4										
Paradeep	RAJNAGAR		RAJNAGAR 1	Rural	96.6	8597	9357	7	58	5										
Paradeep			RAJNAGAR 2	Rural	280.3	12753	13671	10	95	7										
Paradeep			TALACHUA	Remote	167.7	9232	9886	9	39	6										



**Annexure**

**Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)**

Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require
				Rural											
Paradeep	KED1,KENDRAPARA Total				1701.4	18	5	1	4	189576	207816	143	1618	109	9
Paradeep	KED2, MARSHAGHAI	Mahakalapa da S/D	BABAR	Remote Rural	110.8	7	2	1	2	10847	11617	10	42	7	
Paradeep			LUNA	Rural	83.9					10542	11487	8	72	6	
Paradeep			MAHAKALAPADA	Remote Rural	255.4					15236	16444	14	63	9	
Paradeep		Marshaghai S/D	GARADAPUR	Remote Rural	64.2					9246	10096	9	83	6	
Paradeep			KORUA	Rural	80.3					12013	13179	9	109	7	
Paradeep			MARSHAGHAI S/D	Rural	90.4					13507	15327	10	107	8	
Paradeep			NUAPADA	Rural	112.9					16227	17757	12	87	9	
Paradeep		KED2,MARSHAGHAI Total								797.8	7	2	1	2	87618
BBSR-2	KHD , KHURDA	BANKI	BANKI 1	Rural	56.4	18	4	1	5	8861	9934	7	99	5	
BBSR-2			BANKI 2	Rural	122.1					10836	11714	8	125	6	
BBSR-2			BANKI 3	Rural	257.1					7106	8437	6	87	5	
BBSR-2		BEGUNIA	BAGHAMARI	Rural	112.5					9074	9938	7	172	5	
BBSR-2			Begunia S/O	Rural	109.5					9211	10357	7	205	6	
BBSR-2			KALAPATHAR	Rural	115.0					11016	12060	8	193	6	
BBSR-2			RAJSUNAKHALA	Rural	168.4					13797	15701	10	361	8	
BBSR-2		JANKIA	Jankia Sec Off	Rural	119.4					10852	11858	8	195	6	
BBSR-2			MALIPADA	Rural	98.4					7933	8925	6	121	5	
BBSR-2			NIRAKARPUR	Rural	124.4					10580	11451	8	82	6	
BBSR-2		JATNI	HARIRAJPUR	Rural	42.4					5223	5985	4	99	3	
BBSR-2			JANLA	Rural	84.0					8604	10848	7	379	6	
BBSR-2			JATANI 1	Urban	17.5					7901	9796	5	113	5	
BBSR-2			JATANI 2	Urban	29.1					4543	6003	3	178	3	
BBSR-2		KHURDA	KHURDA 1	Urban	15.7					9387	11811	6	163	6	
BBSR-2			KHURDA 2	Rural	138.6					10363	11411	8	135	6	
BBSR-2			KHURDA 3	Rural	140.9					11048	12116	8	198	6	

Annexure Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)															
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require
BBSR-2			KHURDA 4	Rural	58.7					6585	8096	5	168	4	
BBSR-2	KHD , KHURDA Total				1810.1	18	4	1	5	162920	186441	121	3073	97	17
BBSR-2	NAYAGARH Div	DASPALLA	DASPALLA	Rural	666.9	1	1	1	2	6975	8373	5	267	5	
BBSR-2			GANIA	Rural	342.8					927	1778	1	173	1	
BBSR-2			NUAGAON	Remote Rural	754.5					2813	3479	3	253	2	
BBSR-2		ITAMATI	BOLAGARH	Rural	83.4					0	250	0	150	1	
BBSR-2			ITAMATI 1	Rural	73.2					0	205	0	128	1	
BBSR-2			ITAMATI 2	Rural	56.4					1229	1773	1	175	1	
BBSR-2		KHANDAPADA	BHAPUR 1	Rural	107.5					0	142	0	120	1	
BBSR-2			BHAPUR 2	Rural	81.1					0	164	0	72	1	
BBSR-2			KANTILO	Rural	162.8					0	703	0	130	1	
BBSR-2			KHANDAPADA	Rural	112.9					2846	3595	3	148	2	
BBSR-2		NAYAGARH Sub Div	NAYAGARH	Urban	71.5					7125	10573	5	230	5	
BBSR-2			ODAGAON 1	Rural	226.8					765	1559	1	220	1	
BBSR-2			ODAGAON 2	Rural	119.2					508	1208	1	215	1	
BBSR-2			Periphery S/O	Remote Rural	305.2					0	158	0	269	1	
BBSR-2			SARANAKUL 1	Rural	71.0					0	93	0	190	1	
BBSR-2			SARANAKUL 2	Rural	167.0					351	1018	1	161	1	
BBSR-2	NAYAGARH Div Total				3401.9	1	1	1	2	23539	35071	21	2901	26	15
BBSR-1	NED , NIMAPARA	KAKATPUR	ASTARANG	Remote Rural	116.1	12	4	1	3	14162	15689	13	151	9	
BBSR-1			KAKATPUR 1	Rural	49.1					11771	13115	9	195	7	
BBSR-1			KAKATPUR 2	Remote Rural	117.9					18175	20179	17	614	11	
BBSR-1		NIMAPARA	GOP	Remote Rural	196.9					17722	19966	16	470	11	
BBSR-1			KONARK	Remote Rural	181.8					13045	14771	12	274	9	
BBSR-1			NIMAPARA 1	Rural	132.4					18531	21138	14	514	11	

Annexure Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)															
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require
BBSR-1			NIMAPARA 2	Remote Rural	136.0					14557	16157	13	468	9	
BBSR-1			BALAKATI	Rural	65.6					7910	10746	6	260	6	
BBSR-1			BALIPATNA	Rural	98.3					15261	17710	11	449	9	
BBSR-1			BHARATIPUR	Remote Rural	53.2					5141	5921	5	274	4	
BBSR-1		PIPILI	PIPILI 1	Remote Rural	74.1					11373	13228	11	337	8	
BBSR-1			PIPILI 2	Remote Rural	56.2					9742	11120	9	386	7	
BBSR-1	NED , NIMAPARA Total				1277.5	12	4	1	3	157390	179740	136	4392	101	23
Paradeep		KUJANGA	CHATUA	Remote Rural	37.0					2660	12776	3	43	7	
Paradeep			Kujang	Rural	123.2					256	7458	1	32	4	
Paradeep			RAHAMA	Rural	116.5					0	16304	0	71	8	
Paradeep		PARADEEP	BHUTAMUNDAI	Rural	38.9					502	9849	1	37	5	
Paradeep	PDP,PARADEEP		Paradeep Sec Off	Urban	97.4	8	3	1	1	5493	12570	4	76	6	
Paradeep		TIRTOL	ERSAMA	Remote Rural	289.8					1933	24198	2	138	14	
Paradeep			KOLAR	Rural	79.1					593	12181	1	74	6	
Paradeep			TIRTOL	Rural	95.0					0	15679	0	157	8	
Paradeep	PDP,PARADEEP Total				877.0	8	3	1	1	11437	111015	12	628	58	4
BBSR-2			BALIAPANDA	Urban	10.6					8328	10139	5	133	5	
BBSR-2			KACHERI	Urban	1.8					5137	7016	4	88	4	
BBSR-2		PURI-I	PASCHIMADWAR	Urban	2.9					7665	9070	5	74	4	
BBSR-2			SWARGADWAR	Urban	0.6					2887	3412	2	54	2	
BBSR-2	PED,PURI		BRAHMAGIRI	Rural	229.9	17	4	1	4	15642	17695	12	86	9	
BBSR-2		PURI-II	DELANGA	Rural	152.7					14495	16979	11	229	9	
BBSR-2			KANAS	Rural	138.2					12142	14403	9	-9	7	

Annexure Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)																				
Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require					
BBSR-2			SADAR	Rural	154.5					5249	6465	4	77	4						
BBSR-2			SUNAMUHI	Rural	241.4					9721	11145	7	60	6						
BBSR-2		PURI-III	CHARINALA	Urban	8.8					4329	5474	3	42	3						
BBSR-2			GHODABAZAR	Urban	4.0					6384	8427	4	100	4						
BBSR-2			POWERHOUSE	Urban	2.3					8906	11120	6	99	5						
BBSR-2			TALABANIA	Urban	2.7					4677	6241	3	16	3						
BBSR-2			SAKHIGOPAL	CHANDANPUR	Rural	111.9					5291	6690	4	124	4					
BBSR-2				SAKHIGOPAL-1	Rural	76.6					11464	13202	9	120	7					
BBSR-2		SAKHIGOPAL-2		Rural	105.5					10552	12162	8	90	6						
BBSR-2		SATASANKHA		Rural	72.8					10793	12347	8	185	6						
BBSR-2	PED,PURI Total				1317.1	17	4	1	4	143662	171987	104	1568	88	9					
CTC	SED , SALIPUR	MAHANGA	ERKANA	Remote Rural	55.8	10	3	1	4	9236	10026	9	160	6						
CTC			KOTHAPADA	Remote Rural	48.4					6650	7411	6	81	5						
CTC			Mahanga Sec Off	Remote Rural	59.6					9615	10754	9	123	6						
CTC		N.Koili Sec Div	ASURESWAR	Remote Rural	59.3					8743	10764	8	159	6						
CTC			N KOILI	Rural	54.0					1468	11810	2	144	6						
CTC			ORIKANTA	Remote Rural	126.2					15088	16582	14	271	10						
CTC		SALIPUR Sub Div	BAHUGRAM	Rural	87.7					13333	14864	10	195	8						
CTC			RAISUNGUDA	Rural	40.6					8780	9671	7	92	5						
CTC			SALIPUR 1	Rural	48.5					10879	12210	8	162	6						
CTC			SALIPUR 2	Remote Rural	42.6					7189	7959	7	59	5						
CTC		SED , SALIPUR Total								622.7	10	3	1	4	90981	112051	80	1446	63	9
Dhenkanal		TED ,TALCHER	CHAINPAL	BANARPAL	Rural					148.0	14	4	1	4	4827	15630	4	219	8	
Dhenkanal				Chainpal Sec Off	Rural					48.0					3103	7106	3	96	4	
Dhenkanal				MERAMANDALI	Rural					123.8					9058	10489	7	91	6	

Annexure

Section Wise Manpower Deployment Detail (10% Buffer manpower included in requirement)

Circle	Division	Sub Division	Section	Area type	Sq KM Area	SBM Reading & Collection Supervisor	KP O	NSBM Supervisor for MBC	Cashier	Collection coverage require	Final SBM Reading count	Bill Collector require	NSBM consumer Count	SBM Meter Reader Require	3-phase Meter Reader Require
Dhenkanal		PALLAHAR A	KHAMARA	Remote Rural	467.2					11480	12473	11	314	7	
Dhenkanal			Pallahara SecOff	Remote Rural	735.9					11860	13171	11	230	8	
Dhenkanal			PARBIL	Remote Rural	260.0					8289	9055	8	101	5	
Dhenkanal			RENGALI	Remote Rural	213.0					5766	6333	6	58	4	
Dhenkanal		PARJANG	PARJANG-I	Rural	354.9					0	14206	0	249	7	
Dhenkanal			PARJANG-II	Remote Rural	482.6					7491	15910	7	268	9	
Dhenkanal		TALCHER	HATATOTA	Rural	136.7					6503	9547	5	102	5	
Dhenkanal			KANIHA	Rural	171.6					4165	8756	3	92	5	
Dhenkanal			SAMALA	Rural	46.2					1159	4495	1	36	3	
Dhenkanal			SOUTH BALANDA	Rural	166.0					0	11992	0	88	6	
Dhenkanal			Talcher Sec Off	Urban	22.1					7915	11320	5	146	5	
Dhenkanal		TED ,TALCHER Total			3376.1	14	4	1	4	81616	150483	71	2090	82	12
Total		Grand Total			28829	215	62	20	55	1712750	2626815	1358	42473	1393	233

**Note: 85% of manpower mandatorily require to deploy else penalty is applicable as mentioned in SLA. If EIC/Head – RCM approves beyond the 85% of manpower then it can be claimed under additional manpower in invoice.**

## ANNEXURE-VII (Contd.)

### Scope of Work & Service Level Agreement

#### Door to Door Revenue Collection and Deposit collected amount in designated bank timely

The scope of work & Service level agreement consists of Revenue Collection using dedicated bill collectors, or alternate avenues, and other associated activities at the premises of primarily single phase LT consumers, through the outsourced Business Associate(s), using 4G and GPS enabled smart mobile phones and impact/thermal printers. All such applicable activities have to be carried out on monthly basis or otherwise specified as per the schedule given to the Business Associate(s) by TPCODL.

**1. The scope of work includes the following:**

- Bidder has to fill quotations for all 20 nos. of divisions mentioned in tender enquiry contract. The scope of work consists of Door to door Collection for customers at the premises of the consumers, through the outsourced Business Associate(s). The Collection is to be carried out on monthly basis as per the schedule given to the Business Associate(s) by TPCODL.
- Business Associate will be responsible for 100% Current Demand Collection through 100% coverage of cases through multiple knocking, arranging camp at Gram Panchayat (GP) & Announcements etc.
- Business Associate is responsible to provide sufficient quantity Power bank (10000mAh), Preprinted Thermal Paper Roll & SIM card with sufficient monthly internet data pack (min 1.5 GB per day) having suitable GPRS connectivity available in area for door to door collection in 1-phase & 3-phase consumers however Mobile Phone & Portable Printers/ (mPOS) will be provided by TPCODL at one time to BA for collection purpose. Detail Specification of thermal paper roll is given in separate annexure in bid.
- The responsibility of keeping in good condition of allotted assets is with Business Associates. If any damages found of assets issued to BA, then BA has to provide same specification of assets to field staff on his cost. After completion of contract, BA has to return back all assets to TL-MBC with documentary evidence to support it which will be considered to give NOC to BA. If in any situation, BA misplace given assets then TPCODL will charge 2x times of original value as penalty from invoice raised.
- Bill Collectors are considered in Semi Skill category as per Government of Odisha, Labour & ESI department notification.
- Bill Collectors & Supervisors appointed by BA must work minimum 8 hours per day excluding half an hour of rest as mentioned by Government of Odisha (GoO),

Labour & ESI Department in their notification no: LESI-LL1-III-0081-2017-2278/LESI, Bhubaneswar, dated 13<sup>th</sup> March,24 (ref. point no:7 in attached order as annexure). BA will prepare attendance based on 8 hours working in a day of their meter readers & supervisors and calculate minimum wages. If any absent, minimum wages for that day will be excluded and prorate if less than 8 hours work. The attendance sheet prepared by BA must be signed by JMC & TL-MBC and attached with invoice copy. BA has to ensured minimum wages payment to their worker and submit compliance to our BA Legal cell.

- All Bill Collectors & Supervisors appointed for particular section will report primarily to Section Junior Manager Commerce (JMC) on daily basis at section. JMC & BA Supervisor will assign daily target of Money Receipt (collection) & other associated work to them after discussing with Customer Service Manager(CSM)/TL-MBC.
- The software will be provided by TPCODL for Door to door Collection for these activities need to be procured by business associates.
- The Business Associate(s) shall preferably use SIM cards of service providers with wider coverage of connectivity.
- Smart mobile phone/mPOS machine shall have preloaded collection App provided by TPCODL and/or data fetched on real time basis, the bill collector shall enter payment particulars in cash/cheque/digital and the instrument shall issue payment receipt to consumer on successful authorization of transaction.
- All bill collectors are bound of do collection in online mode. If any network issue in particular area then it is to be informed to EIC for its solution.
- Agency will monitor GPS location of bill collectors on daily basis to track their location on real time basis for monitoring purpose and to prepare attendance.
- Payment receipt should be on thermal Bluetooth printer on good quality paper. The printing and the paper quality should be such that the printed payment receipt parameters are clearly legible and the impression should last for at least 6 months from the date of printing. For digital mode of payment collection, TPCODL will provide QR code option in collection application itself or mPOS machine along with the network connection. If any issue in network with mPOS, BA should issue SIM card to resolve issue. SIM card cost will be borne by BA.
- TPCODL reserves the right to disqualify any Bidder, if bid price does not meet the minimum/realistic Supervision cost. Supervision charges shall include cost of Paper Roll, Printer Cartridge, Office equipment/establishment, Division Manager, Project In charge, Profit Margin as well as Penalty/Incentive as per target prescribed in Annexure.
- The Business Associate(s) shall deploy section wise specified number of Bill Collectors & Supervisors as mentioned in Annexure, however, TPCODL reserves the right to increase or reduce this count based on its assessment, whenever required by giving at least one month prior notice to BA.
- Bill Collectors deployed by Business Associate shall be paid Minimum wages, in Semi Skilled Category. Non-Achievement/Over-Achievement of monthly Targets will

attract Penalty/Incentive/Disciplinary action for Bill Collector, Supervisor & Business Associate(s) as indicated in Annexure .

- Section has been defined as Urban / Semi-Urban / Rural / Remote Rural based on majority of Consumers falling in a particular category & consumer density per Square Kilometre. However, Chief- Commercial / Head-RCM can decide to define/redefine any Section / Part of the Section (like Binder) from one section category to another based on the recommendations of the EIC along with support data. Similarly, a complete Section can also be redefine from one Category to other Category based on EIC recommendation.
- There may be different minimum Collection target for different Bill Collectors based on Geography / Difficulty level etc. The per day bill collector wise target will be mutually decided by Junior Manager Commerce, Supervisor & TL-MBC/Customer Service Manager. This target will be considered along with other activities plan with collection to improve collection efficiency.
- TPCODL reserve the right to increase / reduce no. of bill collectors and supervisor based on the requirement. Supervision Charges on per BA employee shall either increase / reduce accordingly. BA can claim wages plus other allowances and supervision charges on the no. of BA employees worked during the month. In case of employees not worked for full month, then proration to be done.

## 2. Proposed Scope of Work in details:

The proposed areas of work together with the deliverable are further elaborated in the following sections. Executive Engineer of the Division shall be the Engineer In-Charge of the Contract (EIC) for administrative issue & Head – RCM from Head Office, under this contract. However for operation related issue, BA need to contact CSM/TL-MBC at division level & Section Commerce Manager at section level. EIC may increase or decrease the Consumer base, as the case may be, based on the performance of Business Associate. Final decision regarding collector, will remain with EIC & same shall be final & binding to both parties. The authority for daily work allocation, monitoring and performance assessment of bill collectors for penalty/ incentive will be the respective Section Managers/ Section Commercial Officers in discussion with TL-MBC.

This shall be a division wise three-part as explained below:

**Part-1. Base Component:** Manpower Cost of Section Wise Bill Collectors, Data Entry Operator, Cashier & Supervisor's with their Minimum Wages (Annexure) +Hardship allowance (fuel cost)

**Part-2. Variable Component:** Cost of Supervision charges which shall include cost of Paper Roll, Power bank, Office Establishment, cash insurance/Security amount, cash transportation, cost of Bank Guarantee, profit margin, Cost of Project Manager, Divisional Manager, HR person and other day to day expenses etc. **Banking charges related deposit of cash in TPCODL designated account (at division level) will be borne by TPCODL.**



### **Part-3. Incentive/ Penalty: Incentive & penalty on target Achievement as Indicated in Annexure**

**Supervision charges shall be computed considering base component indicated against variable component. The same shall be quoted in Schedule of Quantity & prices as percentage (%) of fixed component for the purpose of bidding.**

- The overall contract shall be for a **period of 3 years**. The contract value shall however initially be placed for a period of one year only. TPCODL reserves the right to extend the contract value on a year to year basis for a period of further 2 years as per the agreed rates based on 1st year performance.
- Contractor Safety Management System along with its amendments as issued time to time by TPCODL shall be applicable in this contract. All new amendments shall be effective from the date of their issue or from its date of intimation to the vendor by TPCODL whichever is later.
- TPCODL reserves the right to make changes to the scope of work with a view to optimize on the overall cost to TPCODL. The vendor shall fully cooperate with TPCODL in making such changes with an aim for overall cost optimization. The revised changes for Bill Collectors shall be jointly agreed upon between TPCODL and the vendor in such case.
- Unless communicated by TPCODL in writing, the contract shall automatically stand terminated after the expiry of its validity period without serving any notice thereof.
- TPCODL appreciates and welcomes the engagement/employment of persons from SC/ST community or any other deprived section of society by their BAs.
- All the terms and conditions of GCC shall be applicable.
- Bidder require to submit Price bid for all 20 divisions in the attached format in all line items as Annexure - Price Bid.
- Bidder may be allotted a maximum 04 division however beyond 4 divisions decision will be taken by management. Existing BA in same area of operation in TPCODL if qualified through bidding process then preference will be given to BA to allocate same division however final decision will be taken by TPCODL management.
- Bidder has to financial capable and able to pay salary of their staff in time before 7th of every month.
- Immediately after awarding of the contract, Business Associate(s) should submit in writing a detailed execution and resource deployment plan to TPCODL within 7 days of awarding LOI/RC.

- In case, a mutual consensus on the rates and other terms and conditions is not reached between TPCODL and the BA, TPCODL reserves the right to terminate the contract by giving 15 Days' notice period and allocating the same to any other BA as deemed fit by TPCODL to maintain uninterrupted operations at site.
- Training of all BA employees is an important activity & is mandatory prior to deployment. Business Associate(s) will organize training of manpower (All Types) once in a Month. All the new manpower inducted shall be given 5 days of mandatory Technical/Functional/Customer Behavioral training by the Business Associate about the field activities pertaining to Bill Collection, Collection through organizing Collection camp by BA in GP where collection efficiency is low. The training program and agenda will be prepared in collaboration with TPCODL and implemented in the presence of TPCODL representative.
- Business Associate(s) must recruit persons who can work with latest technology/software as deployed in TPCODL. Bill Collector, cashier & Supervisor's recruitment by BA shall be done after their interaction and concurrence by TPCODL officer nominated by EIC/Head-RCM. The deputed persons shall be dedicatedly involved in the collection activities under this Contract and shall not have multiple employments. If at any point any person is found to be employed/involved in any other profession/ job, he/she will be liable to be terminated forthwith and BA shall be liable for penalty.
- On daily basis, Bill Collectors are required to report to the concerned Section Commercial officer for daily allocation of consumer for collection related work.
- Division Coordinator shall report to the TL MBC/Customer Service Manager (CSM) or any other official as designated by TPCODL from time to time. Division Coordinator shall co-ordinate with the concerned Section Manager/Section Commercial officer/BA Supervisors/bill collectors for ensuring achievement of the daily performance targets/providing necessary administrative and logistic support. Division Coordinator shall also co-ordinate with the Business Associate for ensuring 100% availability of the minimum required number of bill collectors at all times.
- The Business Associate shall submit documents of Bill Collector, cashier & Supervisors or any other employees' recruited under this contract to TPCODL BA-Cell for issuance of I-Card within 7 Days of LOI/RC. Further in case of misuse of I-Card, any loss/damage/expenses borne by TPCODL shall be recovered from the Business Associate(s). No BA employee shall go to site without a valid I-card.

- TPCODL reserves the right to make changes to the scope of work with a view to optimize on the overall cost to TPCODL. The BA shall fully cooperate with TPCODL in making such changes with an aim for overall cost optimization.
- Door to Door Collection through android phone/mPOS machine (one time provided by TPCODL to BA) as per schedule and through Manual Money receipt in case any emergency if application is not at all work. Prior approval from Head – RCM is to be taken for using of Money Receipt.
- **TPCODL reserves the right to change the number of Customers in any division, (if required) considered in the contract /during the contract period. In case e.g. wherever new SHG deployed in course of period of contract, TPCODL will give information before 30 days.**
- **Business associate has to ensure 100% current demand from each consumer each month (overall monthly collection efficiency should not be less than 100%) and for that if require necessary disconnection requirement information to be given to TPCODL section JE electrical/Commerce in one day advance in prescribe format decided by EIC/Divisional team. TPCODL concern person will arrange disconnection (DC) squad in section.**
- **Business associate should not collect any advance amount from consumer where there is no arrear. All advance amount collected will not be considered in performance for calculating collection efficiency.**
- The coordination with TPCODL DC squad must be carried out by BA supervisor & BA project manager for effective collection from consumer having arrear along with current demand.
- Door to door Collection shall be conducted sequentially in optimized routes as per existing route cycles by adopting virtual – wallet system (TPCODL own system) in cash collection.
- In case of any short coming noticed in the work, the Door to Door Collection Business Associate(s) will be penalized on this account on receipt of the complaint from the customer or TPCODL's staff after due verification by the Engineer whose decision shall be final.
- It is the responsibility of the Business Associate(s) to provide necessary defaulter consumer print every month or as and when require. All kind of analysis is to be done through data entry operator (computer operator) by BA. It is also require to capture all details ask in collection application by bill collectors like no. of AC, Cheque/DD

number, non-paying reason. Also ensure to convert 50% of cash collection into UPI mode/digital mode. All transactions will be considered in the performance of individual bill collectors & BA for calculating incentive & penalty.

- It is the responsibility of the Business Associate(s) to generate all exception reports (as desired by TPCODL) and inform the concerned authority for necessary action in written and on mail.
- It is the responsibility of the Business Associate(s) to **deposit the Cash into designated Bank account of TPCODL within 48 hrs of cash collected and any loss incurred in transit has to borne with the Business Associates in case of virtual - wallet system is failed.** Penalty is applicable for delay in cash deposit beyond 48 hours. Penalty detail is mentioned in SLA separately.
- It is the responsibility of the Business Associate(s) to deposit the Cheque & Demand draft into designated Bank account of the TPCODL/at Division office as per instruction given by EIC and **any loss incurred in transit has to 100% borne by the Business associates.** Report to be provided daily to Revenue Section/Finance & Copy to TL-MBC/EIC.
- It is the responsibility of the Business Associate(s) in case cheques collected bounces back and same shall be returned to party and take Demand Draft from consumer.
- The Door to Door Collection Business Associate(s) shall maintain adequate data security so that no data of TPCODL can be changed or transferred to anybody without prior approval of TPCODL.
- It is the responsibility of the Business Associate(s) to report hourly & daily at the end of day cash collection status in standard format indicating overall cash collection in Division, Sub-Division, Section, Route & Bill collector wise.
- Business Associate(s) has to ensure daily paid consumer target of each bill collectors through tracking and monitoring of them to see their minimum 8 hours working excluding half hour of lunch time. Daily report must share to all bill collectors in WhatsApp group or any other suitable means of communication.
- In case any wrong money receipt generated by bill collector then it is to be corrected through division office supported by written application from individual bill collector after taking concern from consumer. Necessary document like consumer ID proof & signed application is required for correction in wrong money receipt. The cancellation detail share to consumer.

- Unique transaction will be considered as paid money receipt for performance evaluation. All source of payment will be considered from allotted consumer for collections performance. Continuous Online paid consumers will be excluded from allocation.
- Door to Door Collection Business Associate(s) should maintain all the requisite resources in terms of manpower, hardware and consumable etc. at different level.
- Bill Collector deployed by the Business Associate(s) should be suitably qualified / trained for the job intended to be performed by them. The persons to be deputed for Collection should not be less than 20 years of age. 10th Mark sheet & qualification certificate will be verified by TL-MBC/TPCODL competent authority. Minimum manpower requirement is mentioned separately.
- Business Associate shall deploy common supervisor for reading & collection **at each section level** to monitor MBC activities (minimum qualification is Diploma holder) having more than 5 years of experience in monitoring of Reading & collection. Minimum requirement is mentioned separately. Interview of each selected supervisor will be taken by TL-MBC/SDO Commerce/CSM for cross checking working ability and after concern, suitable recruitment to be done. He shall be overall responsible for collection activities and closely co-ordinate with TPCODL section JE/SDO/TL-MBC for achieving target set for section in revenue collection.
- Business Associate is required to **engage Data entry operator / key punching operator (KPO)**, well versed with Excel sheet, for day to day working on compute for preparing MIS, Disconnection Notice reconciliation & storing of photograph daily in sharing folder (TPCODL). Minimum requirement is mentioned separately. KPO will do calling of non-paying/paying consumer and data sharing with field staff/TPCODL JM-Commerce/TL-MBC/SDO.
- Business Associate(s) would engage an experienced one no. of Project divisional Manager per division (minimum qualification – mentioned separately) who will look after all MBC (Reading & collection) activities of all consumers of one division and report to nodal officer/TL-MBC/EIC. If same BA selected for reading & collection then he will look after all MBC (meter reading, billing & Collection) activities under division.
- Business Associate would engage an experienced One no. of Project In-Charge (minimum qualification - minimum qualification – mentioned separately) for entire project to look after overall project and nodal officer from BA to interact with higher management of TPCODL for ensuring 100% Reading & collection with arrear collection so as target is achieved.

- Business Associate would engage an experienced One HR Executive per agency (minimum qualification - minimum qualification – mentioned separately) for entire project to look after BA legal compliance – ESI, PF, Minimum Wages, Salary Slip preparation, ID cards etc. of employee's recruit by agency in meter reading, Collection.
- Business Associate would engage One Cashier per sub-division (minimum qualification – mentioned separately) who will collect cash from each sections of their sub-division not exceeding more than 2 days and deposit to designated bank /power Jyoti account (detail given by TPCODL division/HQ) and share detail to BA divisional manager & AFM/DFM of division. Also ensure the reconciliation of cash collected in close co-ordination with AFM/DFM in division. Penalty for not depositing / reconciliation of amount within 48 hrs. All efforts to be made by BA to ensure 100% reconciliation of collected amount.
- **If any bill collector retain cash collected amount for more than 2 days then BA must ensure to remove authorization for collection further in field in coordination with Section commerce manager/TL-MBC and issue warning letter to him. If repeated offence happened then terminate letter to be issued and replace with suitable manpower.**
- Identity Card, Cap (Two Set), Bag (one in nos.) with logo, mPOS machine cover of appropriate quality shall be issued to all Meter – Readers/Bill collector of the Agency to induce the feeling of belongingness & to build trust amongst consumers. ID cards provided to meter readers/bill collectors/supervisors must be duly signed by the TL-MBC/ or equivalent authority of concerned division/BA Legal Cell at HQ and the Authorized signatory of the agency so that they may not face any difficulty in carrying out the works as per the requirement of this tender. No Bill Collectors/Meter reader/supervisor/Divisional Project Manager is to work without an Identity Card. Cost of all items will be borne by agency.
- It is the sole responsibility of the Agency to maintain the Mobile device along with Bluetooth printer/mPOS machine. If Mobile device / Printer /mPOS machine cannot be repaired, the same has to be replaced immediately with same specification of make and model by the Agency at their own cost, for which buffer stock as 10% of total quantity of mobile phones/Bluetooth printer/ paper roll shall be maintained at Sub-division level.
- Business Associate shall ensure deputation of all manpower (Project Manager/ HR executive/ Supervisor/ KPO/ Cashier/Bill Collector) well before start of work and submit a work plan indicating, schedule of door to door collection and arrear collection.

- Any Individuals including blacklisted meter reader/bill collector terminated from any Govt./Pvt. organisation due to any reason but not limited to Non-Performance, shall not be deputed for any activity under the scope of this tender.
- TPCODL has the right to direct the Agency to change any individual deputed by it to carry out works under the scope of this tender, in case there are sufficient reasons to believe that action(s) of the individual has hampered the works under the scope of this tender, and not just limited to Spot Billing and revenue collection. The Agency shall comply with the instructions within 15 working days from the date of receipt of such instructions from the Concerned Electrical Executive Engineer/EIC.
- The Agency is responsible for solving administrative dispute at field level for smooth functioning of day to day activities and such issues report to the respective EXECUTIVE ENGINEER/CSM/TL-MBC/JM-Commerce. EXECUTIVE ENGINEER of division will help in this regards for any Administrative Problem during execution of the job.
- It is the responsibility of agency to resolve the local Industrial Relations (IR) issues/other dispute if any so that normal day to day work is not affected.
- Business Associates is responsible for training of all Collectors to fulfil TPCODL requirement in capturing details from field for improving collection efficiency. Attendance of training shall be provided to TPCODL at the time of invoice submission.
- A signed copy of MIS report in a prescribed Performa (or as modified from time to time) shall be submitted by the Agency as and when required.
- The personnel should understand local language (Oriya) and in addition should have working knowledge of English & Hindi and so as to interact with customers.
- The deputed personnel should be polite with customers and should be able to address customer grievances about bills issued.
- It will be mandatory for employees of Business Associate(s) to display the Identity Card issued by the Competent Authority of TPCODL.
- **The persons deputed for Collection shall be rotated every six months in consultation with TPCODL, or in between, if advised by TPCODL.**
- TPCODL will carry out independent checks, as required.

- Besides Cash collection, TPCODL may ask the Business Associate(s) to provide some additional services related to the consumer service and no additional payment will be given for that.
- **It is the responsibility of business associate to give hardcopy of monthly salary slip to all his personals recruited. Salary of all staff must disburse before 7th of every month.**
- **Business Associate has to give security amount of average collection of 3 days in particular allotted division in form of Bank Guarantee (BG) or in form of Cash deposit to secure hard cash collection handled during door to door collection activities in addition to Performance Bank Guarantee of contract value.**
- TPCODL shall review the Bank Guarantee/Security Cash deposit in line with Cash collection from time to time and if it is found to be less than the three consecutive day's Cash collection, additional Bank Guarantee shall be asked for in order to fully cover the risk.
- Business Associate(s) will be informed to furnish a Bank Guarantee/Cash deposit of differential amount and BA shall be liable to deposit the additional BG/Cash within 15 days from the date of information by EIC/HQ. This shall be valid for a period equivalent to contract validity plus one month. The said bank guarantee shall be encashed in case of any deviation in cash deposit notice while cash reconciliation at the end of contract or in between contract if deemed fit by our finance/commercial department in order to fully cover the risk.
- **Insurance for physical Cash/Cheque/DDs/Pay orders shall be the responsibility of Business Associate(s) until deposit in the TPCODL designated Bank. Any loss, including consequential loss, to TPCODL due to theft/fire/burglary or any other untoward incidence etc. shall be informed to TPCODL immediately after occurrence of incidence, failing which an interest @ 18% per annum shall be charged by TPCODL without prejudice to its other rights as may be available to it under law.**
- Consumers whose collection is carried by Self Help Group (SHG) will not be considered as part of this Rate contract.
- Payment through other modes and upcoming modes introduced in future and as and when integrated by the utility like NPCI, UPI etc. need to be encouraged. Also ensure to convert 50% of cash collection into UPI mode/digital mode. All transactions will be considered in the performance of individual bill collectors & BA for calculating incentive & penalty.



- Agency to devise a scheduling plan so as to keep consumers informed about the bill amount collection date at the time of bill delivery.
- **Agency shall also use cash collection vans for collection with mike facility for announcements, revenue collection and cash deposit. Information for mike shall be provided by TPCODL & Agency shall ensure that mobile vans shall traverse across their allocated area each month with the necessary announcements.**
- **At least one Mobile vans per division shall be deployed with GPS tracking and traversed route map shall be submitted as proof to the concerned Discom official copy to Divisional Manager/ CSM/SDO/ Section Commercial Manager/HOD-RCM/EIC. At least one bill collector with sufficient virtual - wallet balance/mobile & Bluetooth printer shall travel in the mobile van for ensuring on-spot revenue collection from consumers.**
- **Agency shall also setup at least one revenue collection camp in each month of their allocated areas on a rotational basis where collection is less than 70% to ensure maximum revenue recovery.**
- Supervisor of the Agency shall monitor revenue collection works & appraise to Project Division Manager of agency / JM-Commerce/TL-MBC/SDO Commerce daily through mail / WhatsApp communication.
- Project Manager/Engineer of the Agency shall monitor revenue collection works & appraise HOD-RCM HQ/Executive Engineer/HOD Commercial/EIC on a periodic basis.
- The Business Associate(s) shall deploy section wise specified number of bill collectors, cashier, KPO & Supervisors as given in Annexure. However, TPCODL reserves the right to increase or reduce this count based on its assessment whenever required.
- **Bill collectors & Cashier in semi-skilled, KPO in Skill & Supervisor in High Skill category to be considered by Business Associate for Minimum wages calculation. On Non-Achievement/over-Achievement of monthly Target will attract Penalty/Incentive for Bill Collector, Supervisor & Business Associate(s) as indicated in Annexure.**
- In case, a mutual consensus on the rates and other terms and conditions is not reached at between TPCODL and the BA, TPCODL reserves the right to terminate the contract by giving 15 Days' notice period and allocating the same to any other BA as deemed fit by TPCODL to maintain uninterrupted operations at site.

- If the work entrusted is not proper and to the satisfaction of TPCODL and if there are any complaints from the consumers, penalties would be imposed at the sole discretion of the EIC (Executive Engineer) of the concerned Division. If the work of the private Business Associate(s) continues to be unsatisfactory, the agreement shall be terminated by giving one-month notice.
- **On daily basis bill collector is required to report to the concerned Section Manager/Section Commercial officer for daily allocation of Bill Collection & related allocated work. The minimum wages/ incentive/ penalty amount of the collectors & other staff shall be determined by BA based on attendance (minimum 8 hours working excluding half hour of lunch time to be ensured daily as mentioned by Government of Odisha (GoO), Labor & ESI Department in their notification no: LESI-LL1-III-0081-2017-2278/LESI, Bhubaneswar, dated 13th March,24 - Refer point no:7 in attached order as annexure). If any absent, minimum wages for that day will be excluded and prorate if less than 8 hours work. The attendance sheet prepared by BA must be signed by JMC & TL-MBC and attached with invoice copy. BA has to ensured minimum wages payment to their worker and submit compliance to our BA Legal cell.**
- Supervisor shall report to the TL-MBC & SDO commerce in urban division/any other official as designated by TPCODL from time to time at Sub-Division level. He shall co-ordinate with the concerned Section Manager/Section Commercial officer and the bill collectors for ensuring achievement of the daily performance targets/providing necessary administrative and logistics support. He should also co-ordinate with the Business Associate for ensuring availability of the required number of Bill Collectors at all times.
- If Bill Collector/Supervisor's collection coverage is less than the monthly assigned target, then he shall be served with warning letter to improve within 15 days else shall be terminated by BA after serving him a 30 days' Notice period. (Refer Annexure) for Penalty /Incentive detail). However, Head - RCM or Chief Commercial or Circle Head shall be final authority to decide in case of any representation or facts are produced by any bill collector / supervisor justifying his claim or low performance, basis recommendation of EIC.
- **Minimum Collection amount by Bill Collector's should be equal to total bill value, but in no case it should be less than Current demand. In case of arrear, bill collector must collect at least 130% of current demand and remaining amount in subsequent month. The arrear accumulated during contract period will be not considered as arrear collection. It is a part of current demand and will not considered for incentive. Unique Consumer number covered/collected in a month will be considered for Collection coverage purpose.**

- The Business Associate(s) collection target is 100% Collection efficiency in every month per division (Collection efficiency in % = Total payment received in division / Total Current bill value). Extra Incentive will be given to BA on more than 100% Collection Efficiency (Refer Annexure III for Penalty & Incentive detail).
- **Manpower engaged in this contract shall be dedicated for collection and shall not be assigned activities other than collection. BA has to ensure that bill collectors and meter readers must work separately. No BA employee shall be engaged in concurrent/parallel employment, if anyone found violating shall be punished leading to Termination of the service immediately.**
- In case, the Business Associate(s) desires to discontinue the work from its end, three months' advance notice shall be served.
- Unless communicated by TPCODL in writing, the contract shall automatically stand terminated after the expiry of its validity period without serving any notice thereof.
- TPCODL appreciates and welcomes the engagement/employment of persons from SC/ST community or any other deprived section of society by their BAs.
- Bill collection activity shall be done for all single-phase & three phase customers assigned to them. Business associate(s)/Bill Collector may also be asked to do collection, recovery in live and disconnected connections. The Business Associate(s) will optimize the overall process and ensure quality and time bound results including submission of information to TPCODL.
- Payment Not received cases shall be followed by the business associate supervisor through Special Site visit in 10% cases.
- Manpower details shall include verifiable details such as Name, Address, Aadhar No. and Telephone No. Business Associate(s) will not employ any Bill Collector, cashier, supervisor associated with old agencies having disciplinary action/ethical issues in the past without written permission of TPCODL. Verification of the employee will be as per the directions & norms of the TPCODL.
- Business Associate(s) shall ensure Bill Collection, of consumers within stipulated time schedule as specified by EIC TPCODL.
- Bill Collection activity is to be undertaken on Monthly basis or, as decided by TPCODL depending upon the urban & rural geography of the area.

- Bill Collectors, cashiers, Supervisor must be medically fit and it is mandatory to submit fitness certificate before employing the Bill Collector & supervisor.
- Police verification is also mandatory to process ID card through TPCODL BA-cell and application submitted for the same to be inform / update to TPCODL BA-cell.
- In case of termination of any employee by Business Associate(s), same shall be informed to TPCODL specifying reasons for termination.
- Provision has to be made by the Business Associate(s) that Bill Collector does not switch off the internet, GPS and use any other application apart from the Collection application as prescribed by TPCODL in mobile phone/mPOS machine (given by TPCODL as one time). The Business associate(s) also need to ensure that the system date of the mobile phone/mPOS machine should not be changed/modified/alterd by the Bill Collector.
- In case of any short coming noticed in the work i.e. taking bribe, misbehaving with consumer, holding the cash, short deposit of cash, wrong reporting of disconnection/reconnection, the Business Associate(s) will be penalized (Refer Annexure - Penalty & Incentive) on this account on receipt of the complaint from the customer or TPCODL's staff after due verification by the Junior Engineer whose decision shall be final.
- In case the uploaded data is not transferred from collection application remotely or if manual money receipts are used (subject to approval of TPCODL management), it is the responsibility of the Business Associate(s) to make the data available at each division/sub-division or, upload the data from BA office as the case may be, for data uploading into the respective TPCODL database system on time on a daily basis.
- Business Associate(s) shall deploy adequate number of qualified, skilled and efficient workmen having minimum qualification as mentioned in separate qualification section for bill collectors, supervisors, having sufficient knowledge of job so as to ensure that various jobs are completed within predefined timeline provided by EIC and ensure quality to be up to the benchmark level in the industry & in no case the age of employee should be less than 18 years. Details of such manpower shall be provided to TPCODL before commencement of the work under this Agreement. In case of exceptions, a prior intimation to be sent to the EIC and a permission shall have to be taken.
- Business Associate (s) has to ensure that replenishment of resources/manpower is done on immediate basis, so that performance is not hampered. It also has to be ensured for availability of manpower throughout the week by adopting rotational schedule and by adhering to labor laws.

- Business Associate(s) shall arrange necessary safety equipment's like Gum Boots and umbrella/ Rain Coat (during rainy season).
- The personnel should be conversant to read write and speak in local language and Hindi to interact with consumers. In addition, should be conversant in English for understanding of mobile app, read and understand bill and/or other documents.
- The deputed personnel should be polite with customers and should be able to address customer grievances about bills issued.
- It will be mandatory for employees of Business Associate(s) to display the Identity Card issued by the Competent Authority of the TPCODL.
- Agency shall do Prior Canvassing at site for Bill Collection before the scheduled Spot Collection date & a future date shall also be intimated to consumers for Collection Purpose.
- Data sync-in / sync-out to TPCODL system will be required in case of collection mobile app being used on offline mode.
- In case of any issue with defectiveness of android phones/mPOS machine and Bluetooth printer along with stationery for money receipt printing, BA is solely responsible to rectify it, no excuse will be entertained from BA for any delay in carrying out Bill Collection, recovery, activities due to unable to provide smart mobile phones and Bluetooth printer along with stationery for payment receipt.
- Business Associates shall keep enough no. buffer stock of Bluetooth printer, mobile phone, power bank in stock which can be used immediately without delay in case few devices become faulty/damaged. However, one time mPOS machine, Mobile & Printer will be provided from TPCODL to BA for collection/reading.
- TPCODL has the right to inspect these devices, either on its own, or by hiring the services of a third party, in order to be satisfied of their good order and condition.
- The software will be provided by TPCODL for Bill Collection activities which the business associates should only use and no other software shall be used.
- All Employees of Business Associate(s) shall follow TPCODL code of conduct & TPCODL ethics policy. Any deviation found will be viewed seriously & the contract could be terminated immediately without serving any notice.

- Business Associate(s) shall optimize route sequencing to get better productivity and shall keep TPCODL informed of such changes in system.
- The business Associate(s) shall extend all reasonable support to TPCODL in a drive for recording any other statutory information required which TPCODL deems necessary to be collected from the consumer premises as instructed from time to time to enrich database such as reporting of supply status, category use, premises not in use, premises partially being used possible theft etc.
- Business Associate(s) shall encourage all the employees to report the exceptions like address mismatch, on site conditions, wrong meter no., unsafe condition, theft of electricity or unauthorized use, incorrect meter reading, bill not delivered, provisional billing, other bill disputes etc. to improve collection efficiency.
- **Consumer updated contact number, Email and consumer availability details need to be submitted before the next billing cycle. The BA must collect correct mobile numbers from the consumers where mobile numbers are not available in database, for which incentive @ Rs 1/- per mobile number per consumer shall be given.**
- Business Associate(s) shall assist TPCODL and ensure that Consumers complaints regarding Bill Collection, Disconnection and Reconnection are gradually reduced and brought to the level of best in the industry or as per the benchmark decided by TPCODL.
- Since the Bill Collection depends on the quality of manpower employed, the BA employees shall maintain absolute integrity and shall not adapt to any unfair means for understating, overstating or misrepresenting the assignment or causing any harassment to the Consumer of TPCODL.
- Business Associate(s) shall provide all necessary support in implementing new/innovative technology and conducting pilot project. Any new technology which shall be implemented in future for improvement Collection, Collection through Collection Centers/mobile cash vans, performance, any additional associated monthly operational cost of the device/associated services shall be mutually discussed, decided and agreed upon.
- **The BA shall serve the separate Disconnection Notice to the consumers along with the scheduled 1-phase normal Bill Collection. It may also be required to deliver the disconnection notice separately for which BA shall collect the printed copies of the disconnection notice along with the defaulters list from the concerned EIC and give the acknowledgement to the EIC.**

- The BA shall submit the acknowledgement having following information to the concerned EIC after serving of disconnection notice.
  - a. Date of service of notice.
  - b. Name and Detail address of the consumer to whom handed over (father /spouse name)
  - c. Nearest land mark of the premises
  - d. Adjacent consumer number
  - e. Mobile number of consumer/Person receiving the notice

### **3. TERMS & CONDITIONS: -**

Company shall reserve the right to change the number of Customers in any division, (if required) considered in the contract /during the contract period.

1. Bidder has to fill quotations for all divisions of the Circles mentioned in tender enquiry contract.
2. Bidder shall arrange and install adequate No of desktops/printers for carrying out the activities listed in scope of work.
3. After completing the assigned work in a particular Section the concerned EIC would have the right to utilise the manpower optimally across the various section in same Sub-Division. At regular interval, Bill Collector shall be swapped across the section within a Sub-Division/adjacent Sub-Division within same Division and the Supervisor shall be swapped across the Sub- Division within the Division.
4. The numbers of consumers mentioned above shall vary & may be reduced from time to time subject to awarding contract to SHGs (Women Self Help Groups) or with introduction of alternative payment avenues for consumers after mutual agreement between TPCODL & BA.
5. The Business Associate(s) has to submit Collection Bank Guarantee (BG) for T+2 Days based on average collection Target of 3 days against which Top-up amount will be extended in online collection Application. BA will further allocate Top-up amount to Bill Collector's for doing cash collection from Consumer. TPCODL will review the collection amount for the initial 2 months, if the BG amount is less than the average collection of 3 days then BA will be informed to furnish a Bank Guarantee of differential amount and he/she will be liable to deposit the additional BG within 7 days from the date of information by EIC. This will be valid for a period equivalent to contract validity plus claim period of one year plus three month. To derive the collection Bank Guarantee for a division, maximum bill amount for the year FY'24 is considered and assumed that 70% of the amount shall be collected by BA's. Per day average has been considered of such amount and Collection BG value is derived for 3 days – Division

wise amount is annexed in Annexure IV. In case at any point the BG falls short of the collection amount or there is delay in depositing of the collected amount in the designated Banks of TPCODL, the payment against invoices due to the BAs would be retained till the adequate BG top up is provided

6. The said Collection bank guarantee will also be available as a security in relation to the transactions which may have taken place during the period commencing from effective date of this agreement till the date of Bank Guarantee.
7. Additionally, Performance Bank Guarantee amounting to 5% of the contract value will be submitted by the BA within 15 days from the date of award of rate contract, as per GCC for a period equivalent to contract validity period plus claim period of one year plus one month.
8. Insurance for physical Cash / Cheque / DDs / Pay orders will be the responsibility of BA from collection from consumer till deposit in the TPCODL nominated Bank. Any loss, including consequential loss, to TPCODL due to theft / fire / burglary or any other untoward incidence etc. will be made well to TPCODL within 48 hours of occurrence of incidence, failing which an interest @ 18% per annum will be charged by TPCODL without prejudice to its other rights as may be available to it under law.
9. The Business Associate(s) will ensure submission of site verification report in hard/soft form submit it to Section Commercial Officer/person deputed by EIC on daily basis..

#### 4. **Establishment, Data Compilations and Reports:**

- Business Associate(s) shall set up 1 no. (one) of office establishments in division and 1 no. of small office in sub-division/section preferably near TPCODL office with Computers, Printers, Scanner and other office requirements with internet connectivity to do the meter reading/collection operation for each allocated Divisions. Sub-division/section wise office only for meeting purpose. The rent in village area for small setup is around Rs. 1500 to 2000 per month.
- Business Associates would have to establish 1 no. (one) of official set ups as main office in Bhubaneswar for the duration of the project with requisite communication facilities with adequate number of staffs for smooth execution of the overall project.
- The Business Associate(s) should maintain all the requisite resources in terms of manpower, hardware and consumable etc. at designated offices.
- Business Associate is responsible for arranging mobile phones as per specification mentioned in tender, SIM cards with sufficient data pack (minimum 1.5 GB per day



data pack) as per TPCODL needs, Bluetooth portable thermal printer & pre-printed paper roll and other stationary require for office establishment. However, one time mPOS machine/mobile/Bluetooth printers will be provided by TPCODL. BA has only build buffer stock in case of damage of TPCODL as. All cost should be considered in financial costing.

- Performing validation checks to ensure through
  - a. Timely Collection data updating in system
  - b. Reconciliation of cash collected from field & deposited in bank report
  - c. Real time uploading the cash collected data to the central database server.
- The Business Associate will have to furnish the Door to door collection programme along with the name of Bill collector prior to starting the collection in a particular designated area by 1st of each month.
- The Business Associate(s) shall not undertake distribution of any other advertisements, pamphlets, etc. along with the electricity bills unless it is authorized by Engineer of Contract.
- The Business Associate(s) shall be responsible for errors and necessary penalties will be levied for following:
  - a. Number of errors in recording door to door collection.
  - b. Number of complaints registered against the outsourced Business Associate(s) personnel by consumers.
- The Business Associate(s) shall also specify the particulars of personnel deployed by him.
- While TPCODL would welcome the usage of newer technologies Bidder shall not charge for the extra time and cost involved.
- The personnel engaged by the Business Associate(s) shall be deemed always as their employees and the TPCODL is not concerned with their engagement conditions and the remuneration. The Business Associate(s) should attain from every personnel an undertaking that they will not claim any benefits from TPCODL at any time and furnish the same to TPCODL before commencing the Contract.
- The Collector should try to clear all doubts of the consumer on the spot, such as - details about readings, units consumed, etc.

- Business Associate(s) shall provide Gum Boots, Umbrella and Rain Coat to BA Staff.
- Business Associate(s) shall arrange Additional Back up Manpower for Persons to be present in cases absent of staff in Division Office.
- Identity Card, Bag (one in nos.), Cap with logo shall be issued to all Bill collectors of the Agency to induce the feeling of belongingness & to build trust amongst consumers. ID cards provided to Bill Collectors/supervisors must be duly signed by the TL-MBC/ or equivalent authority of concerned division/BA Legal Cell at HQ and the Authorised signatory of the agency so that they may not face any difficulty in carrying out the works as per the requirement of this tender. No Bill Collector/supervisor/Divisional Project Manager is to work without an Identity Card. Cost of all items will be borne by agency. ID card will be issued from TPCODL after submitting necessary document with suitable charges applicable by TPCODL BA cell.
- Business Associate(s) shall arrange to be ensured Quarterly Health Check-up for related to Medical Fitness + Eyesight from Govt. authorized centre.
- Business Associate(s) shall support in Continuous Updating of Database from feedback received from Site.
- The Business Associate(s) shall ensure that the persons working for the Business Associate(s) shall be very courteous to the consumer and also ensure that they shall not enter into any argument with consumer.
- It is recommended that In-Charge of Business Associate(s) should perform the 1st level of filtration, so as to remove all the trivial cases. Hence, depending on the number of consumers and Bill collector, the Business Associate(s) might have to appoint more than one In-Charge as & when ask by TPCODL.
- TPCODL would not consider cases of “Address Not Traceable” as a valid excuse for missing Collection. Unless, the Business Associate(s) is able to establish its case before to the concerned SDO, TPCODL’s staff, penalties would be imposed accordingly.
- During the course of the engagement, TPCODL not is liable for any injuries occurring to the Business Associate(s)’s staff during Door to door collection. Moreover, TPCODL would not be paying any compensation in such a case, however minor or grave the injury might turn out to be.

- If the work entrusted is not proper and to the satisfaction of TPCODL and if there are any complaints from the consumers, penalties would be imposed at the sole discretion of the Executive Engineer of the concerned Division. If the work of the private Business Associate(s) continues to be unsatisfactory, the agreement shall be terminated by giving one month's prior notice.
- In case, the Business Associate(s) desires to discontinue the work from its end, three month's advance notice shall be served.
- Any additional information related to the Door to Door Collection required by the TPCODL should be furnished as instructed from time to time.
- It is advised to do Monthly R&R by Business Associates with necessary arrangements to motivate the Field staff and eligibility criteria would decide after awarding contract to surpass base performance/outstanding performance in improving billing.
- On the receipt of written complaint from TPCODL, the Business Associate(s) shall remove any particular Collector within a month of receipt of such complaint.
- Business Associate(s) would engage an experienced Project Manager to report to TPCODL nodal officer for overall monitoring in the individual divisions. Before engagement of BA, CV of the Project Manager to be submitted by the Bidder to EIC. In case EIC is not satisfied with the CV submitted, BA has to replace the Project Manager. In addition, minimum one supervisor has to be deployed in each sub-division to manage supervise bill collection, logistic support and administrative support to the teams.
- The Business Associate(s) is also liable to assist TPCODL in correction of its database by carrying out drive for address correction / verification, correct allocation of DT/binder/meter book, phone number, route/walking sequence & meter status details etc.
- Submission of data/MIS/compliances by Business Associate(s) to TPCODL shall be in the form of hard/soft copy as per the requirement of TPCODL.

## 5. **Statutory Requirements:**

- a. If any financial irregularity like non-payment of Salary, Incentive, short payment etc. by the Business Associate(s) is noticed, TPCODL reserves the right to take legal action against the Business Associate(s)/ terminate the contract without assigning any reason thereto.

- b. The personnel engaged by the Business Associate(s) shall be deemed always as their employees however TPCODL is concerned with their engagement conditions and the remuneration which should be minimum wages in semi-skilled category for Bill Collectors and Skilled for Supervisors. The Business Associate(s) should attain from every personnel an undertaking that they will not claim any benefits from TPCODL at any time and furnish the same to TPCODL before commencing the Contract. All statutory compliances shall be ensured by the Business Associate(s).
- c. Business Associate shall undertake to indemnify the Company against any liabilities or damages by way of compensation arising from any accident to the person or property of Whose of your employment or to any other person whomsoever, during the contract.
- d. TPCODL shall not be responsible, if the Business Associate(s) infringes the laws or statute of Odisha state/India and also reserves the right to terminate the contract either in part or in full due to the reasons other than those specified in order, without assigning any reason thereof.

## 6. **Responsibility Matrix:**

TPCODL & Business Associate(s) shall have the following responsibilities:

- ✓ Identify a Core Team of Officers for the purpose of monitoring the agencies in the conduct of the assignment. The team would be an ideal mix of senior and junior level officers for effective decision making and capacity building (ensuring possibility of skill transfers).
- ✓ The Core Team will coordinate interactions with Billing/IT departments as well as the Technical departments in the matters of providing necessary data; acquire relevant authorizations and other administrative assistance. The primary information requirements shall be the following. Commercial and Revenue Information: Billing/Collection databases of consumers for past.
- ✓ Identify appropriate officers to be responsible for verification and validation of the information/ reports to be submitted by the Business Associate (s).
- ✓ Nominate adequate staff members for training and knowledge transfer to ensure sustainability of the exercise beyond the contract period.
- ✓ Provide necessary road permits /waybill to the successful bidder as and when required by them.

- ✓ The Business Associate(s) shall open a temporary co-ordination office near corporate office of TPCODL. Submit a Weekly report to the Nodal Officer from CSO and identify personnel who can be called for immediate discussions / provide clarifications and decision-making support when needed.
- ✓ The Business Associate(s) will have to furnish the Revenue Collection, Collection through Collection Centers / mobile cash vans, name of Bill Collector, Cashiers, prior to starting the Collection and Recovery activity on 1st day of each month.
- ✓ The Business Associate(s) shall not undertake distribution of any other advertisements, pamphlets, etc. along with the electricity bills unless it is authorized by Engineer-in charge of the Contract.
- ✓ The Business Associate(s) shall be responsible for errors and necessary penalties will be levied for the following.
- ✓ Number of slippage in schedule – with respect to Spot Collection, Collection through Collection Centers/mobile cash vans,.
- ✓ Number of errors in recording Spot Collection, Collection through Collection Centers/mobile cash vans, Number of complaints registered against the outsourced Business Associate(s) personnel by consumers.
- ✓ The Business Associate(s) shall also specify the particulars of personnel deployed by him.
- ✓ While TPCODL would welcome the usage of newer technologies, like UPI QR/digital payment for Bill Collection, bidder shall not charge for the extra time and cost involved.
- ✓ The Business Associate(s) has to support TPCODL for organization of necessary camps to improving the Collection percentage.
- ✓ In case of wrong / non-reporting of Bill Collection, with any type of connivance between deployed manpower and consumer, TPCODL shall ask to the agency for legal action against such employee & terminate the service of such employee as well as recovery of loss from the Business Associate(s) bills.
- ✓ On the receipt of written complaint from TPCODL, the Business Associate(s) shall take action against the particular Bill Collector within a week of receipt of such complaint.

- ✓ The Bill Collections along with the meter status, nature of premises, status of the service and condition/status of the seals should be furnished to the concerned for scrutiny. The Business Associate(s) is responsible for reporting the correct category of the consumer.
- ✓ The Business Associate(s) should try to clear all doubts of the consumer on the spot, such as - details about readings, units consumed, available payment modes, payment options / channels and how to pay using these payment modes/channels etc.
- ✓ In case Collection, could not be done at the consumer premises, the Business Associate(s) should notify within the same day, along with a satisfactory reason. Otherwise, a penalty would be imposed on the Business Associate(s) –Refer Annexure III.
- ✓ Bill Collections of a consumer shall be taken on the fixed date as specified in schedule and any deviation of Bill Collection date will attract penalties.
- ✓ Business Associate(s) shall arrange Additional Back up Manpower for Persons to be present in cases absent of staff in Division Office.
- ✓ Business Associate(s) shall ensure that the persons working for the Business Associate(s) shall be very courteous to the consumer and also ensure that they shall not enter into any argument with consumer.
- ✓ TPCODL would not consider cases of “Address Not Traceable” as a valid excuse for not paid cases. Unless, the Business Associate(s) is able to establish its case before the concerned designated TPCODL’ S staff, penalties would be imposed accordingly as a wrong remark.
- ✓ During the course of the engagement, TPCODL is not liable for any injuries occurring to the Business Associate(s) staff during Spot Collection, Collection through Collection Centers/mobile cash vans,. Moreover, TPCODL would not be paying any compensation in such a case, however minor or grave the injury might turn out to be.
- ✓ Any additional information related to the Collection, Collection through Collection Centers/mobile cash vans, required by the TPCODL should be furnished as instructed from to time to time.
- ✓ Monthly/Quarterly R&R to be organized by Business Associates with necessary arrangements to motivate the Field staff.
- ✓ Business Associate need to capture and Update consumer profiling database & Meter location may be required once in Six Months.

## Facilities from DISCOM:

- ✓ Mobile app for on spot cash/cheque collection and upload data to central server from Mobile device will be provided by TPCODL.
- ✓ Training to Supervisors appointed by agency for spot collection work.

Agency shall adopt **virtual-wallet** cash collection mechanism after duly approved by TPCODL:

1. Each Bill-collector will be linked with a unique virtual - wallet account in which the Agency would need to top-up an amount for the bill-collector to start payment collection against Energy Bills.
2. Virtual - wallet of each bill collector engaged for collection shall be maintained with a minimum top-up amount of Rs. 20,000/- by the Agency. The Bill-collector will not be able to collect beyond the amount in virtual - wallet without further top-up recharge. Bidder will recharge once in 3 days and based on this estimate will be considered.
3. Bill-collector needs to update / download billing and consumer data through mobile app to the device, before start of revenue collection.
4. After entering valid consumer number / account number, consumer details along with amount payable to consumer will appear. The Bill-collector will enter amount collected from the consumer and a receipt will be generated through Bluetooth printer which shall be handed over to the consumer.
5. Adequate balance in virtual - wallet of all bill-collectors and top-up/ recharge of the virtual - wallet through NEFT/RTGS, Net banking, Credit / Debit cards to be ensured by Agency. Cost incurred in top-up / recharge shall be borne by Agency.

## Assumptions & Consideration in collection:

- Tentative Consumer Count given in below sheet is excluding following:
  - SHG Consumers (Nayagarh, Puri, Balugaon, Angul, Talchar, Bhubaneswar, Cuttack, Paradeep, Salipur),
  - Two Urban divisions (BCDD-1 & CDD-1) collection is carried out by TPCODL itself (No Business Associates engaged).
  - Online digital payment consumer's growth 1% per month in each division and smart meter installation in each division.

<b>Existing WSHG consumer count detail</b>		
<b>Division Name</b>	<b>Division code</b>	<b>Existing SHG</b>
Angul	ANED	73424
Balugaon	BAED	43868
Bhubaneswar	BED	10438
Cuttack – 2	CDD-2	8884
Nayagarh	NYD	168285
Paradeep	PDP	86240
Puri	PED	12601
Salipur	SED	10055
Talcher	TED	52038
	Grand Total	465833

- As TPCODL area is mix of Urban & Rural belt and > 80% geographical area is rural so based on Area Sq. and density of consumers per Sq. Kms, we have divided the area into 4 categories as City/Urban, Semi-Urban, Rural, Remote Rural and.

Sr.No.	Division code	Division name	No. of Sub-Division	No. of Section	Total No. of Consumers (Monthly) considering growth
1	BAED	Balugaon	2	10	58,762
2	NYD	Nayagarh	4	16	23,539
3	TED	Chainpal	4	14	81,616
4	AnED	Angul	3	10	76,231
5	AED	Athagarh	2	8	1,03,368
6	DED	Dhenkanal	4	16	1,76,052
7	CED	Cuttack	4	12	1,25,821
8	CDD-1	Cuttack	4	14	No BA for collection
9	CDD-2	Cuttack	3	10	50,985
10	SED	Salipur	3	10	90,981
11	BCDD-1	BBSR	3	12	No BA for collection
12	NED	Nimapara	3	12	1,57,390
13	BCDD-2	BBSR	3	13	40,661
14	BED	BBSR	2	12	11,317
15	PED	Puri	4	17	1,43,662
16	KHD	Khorda	5	18	1,62,920
17	KED1	Kendrapara	4	18	1,89,576
18	KED2	Marshaghai	2	7	87,618
19	PDP	Paradeep	3	8	11,437
20	JED	Jagatsinghpur	3	9	1,20,814
	<b>Total</b>		<b>65</b>	<b>246</b>	<b>1712750</b>

Above table shows tentative consumer base consider for Door to Door Collection. Bidder is requested to give costing base on this assumption.

**Note:**

- Customer severed through WSHG i.e.4.6 Lakh is excluded
- Urban division (BCDD-1, CDD-1) is not considered.
- Further, customer of division (BED, BCDD-2) are partially covered. In BED division only “Phulnakhara section” consumer base of 21,391 is considered for collection through business associates. In BCDD-2 division four sections named “Barang, Godisahi, Bharatpur and Xavier” section is selected for collection through BA having combine consumer base of 61,998. However, any addition & deduction in consumer base in future will be communicated to business associates by HQ/EIC from division for appointment of additional manpower if consumer base added more than 500.
- 3-phase Non-SBM collection will be taken care by agency **excluding HT & EHT** by Non SBM dedicated separate bill collectors and supervisor engaged as per allotment. If require, Govt. consumers collection can also be done through bill collectors/supervisor.
- However in divisions where business associates are not engaged in collection may be asked to engage manpower for collection activities as & when require by EIC and based on manpower finalized it will be considered in Fix component cost and will be paid according to salary decided for bill collectors in other divisions.

**7.2 Payment Terms**



100% payment of Part-1 (Fix component) & 70% payment of Part-2 (Variable component – Supervision charges) shall be made to BA within 3 days on receipt of certified Bills as per work quantities, manpower deployed, **cash reconciliation statement signed by AFM/DFM for the month**, collection final summary with performance and reason of not paid & performance recorded in system and remaining 30% payment of part-2 (variable component – Supervision charges) after receiving compliance like **submission of proof of transfer of wages to every manpower along with deposit of statutory dues of PF/ESI, to be certified by BA Legal Cell.**

**New Process to follow:**

- RCM team extract user id wise reading performance from SAP & forward to TL-MBC to give confirmation on actual deployment of manpower at field. After confirmation on mail, BA need to raise invoice in HQ and Division by 5<sup>th</sup> of each month separately. One copy of invoice submit at HQ to Head/HOD – RCM to verify & certify 100% qty and approve to do the SES at HQ and forward invoice to BIRD for payment.
- Finance will release 100% payment from part-1 (fix component) and hold payment for part-2 (supervision charges) on 3rd day from SES release date.
- 70% payment from part-2 (supervision charges) shall be released subject to verification & certification of invoice submitted at division supported with performance documents & compliance by TL-MBC/EIC in division after deducting amount for non – compliance of performance measurement criteria mentioned in agreement. All bills shall be submitted to concern Engineer-In-Charge of division and HQ each month. This would be verified by TL-MBC / HQ maximum in 2 days and reach to TPCODL – HQ in RCM department for payment after deducting amount for non- compliance as listed in Scope of Work / Service Level Agreement.
- Rest 30% payment from part-2 (supervision charges) shall be released on submission of proof of transfer of wages to every manpower along with deposit of statutory dues of PF/ESI, to be certified by BA Legal Cell.

**Minimum Qualification of Manpower engaged in Collection**

Qualification Matrix for BA Employees			
Manpower Type	Education	Experience	Location
Project In Charge (common for agency for project)	B.E./B.Tech Electrical / Any Graduate + MBA Preferably	Minimum 10 year in similar profile in power distribution sector	HQ/Division
Project Divisional Manager(Common for MBC activity) at division	B.E/B.Tech/Any Graduate	Minimum 10 years in similar profile in power distribution sector having good analytical skill.	Division
HR – Executive (common for agency)	Any Graduate	Minimum 2-5 years of experience in preparing salary and handling ESI, PF, Group Insurance issue	Division/HQ/ Back office at vendor office
Supervisor in each sections (common for MBC activities) – High Skill	Diploma /Graduate and able to Speak, Read & Write English, Hindi & Odiya Language	Minimum 5 year of experience in similar activities of Meter Reading, Billing & Collection with	Section/Field Staff

		exposure on working on Computer	
Meter Reader (Skill)	Minimum 10th Standard Pass and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Minimum 1 year of experience in similar field. Age - >20 years	Field Staff
Bill Collector (Semi Skill)	Minimum 10th Standard Pass and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Minimum 1 year of experience in similar field. Age - >20 years	Field Staff
Key Punching Operator (KPO) (Skill)	Minimum 12 <sup>th</sup> Pass/Any Graduate	Exp. As KPO. Good knowledge of computer & excellent in Excel sheet & word. SAP exp. Prefer.	1 no. at Division office with TL-MBC & other at BA location
Cashier (Semi Skill)	Any graduate / Minimum 12th Standard Pass with more than 2 year of exp. in same field and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Minimum 2 year of experience in similar field/cash collection for any graduate & 5 year of experience for 12 <sup>th</sup> Pass person.	One per sub-division with bike/Van arrangement

Note: Experience & Education Qualification certificate will be verified by Divisional Manager & Team.

**Overall one BA Divisional Manager in each division and Project in-charge, IR person & HR executive to be appointed by business associate look after complete project & BA legal issue for MBC contract.**

❖ **Manpower Requirement:**

Manpower to be deployed by selected bidder in their respective division:

Division Code	Div Name	No. of Sub-Division	No. of Sections	Total No. of Consumers (Monthly)	Area Sq.	Total Bill Collectors (includes 10% buffer manpower)	No of Cashier
BAED	Balugaon	2	10	58,762	1,350	46	3
NYD	Nayagarh	4	16	23,539	3,890	21	2
TED	Chainpal	4	14	81,616	2,862	71	4
AnED	Angul	3	10	76,231	3,951	58	4
AED	Athagarh	2	8	1,03,368	612	89	2
DED	Dhenkanal	4	16	1,76,052	3,752	136	4
CED	Cuttack	4	12	1,25,821	795	97	4
CDD-1	Cuttack	4	14	-	139	-	-

Division Code	Div Name	No. of Sub-Division	No. of Sections	Total No. of Consumers (Monthly)	Area Sq.	Total Bill Collectors (includes 10% buffer manpower)	No of Cashier
CDD-2	Cuttack	3	10	50,985	210	36	3
SED	Salipur	3	10	90,981	998	80	4
BCDD-1	BBSR	3	12	-	747	-	-
NED	Nimapara	3	12	1,57,390	1,660	136	3
BCDD-2	BBSR	3	13	40,661	2,324	30	1
BED	BBSR	2	12	11,317	1,328	7	2
PED	Puri	4	17	1,43,662	1,364	104	4
KHD	Khorda	5	18	1,62,920	2,813	121	5
KED1	Kendrapara	4	18	1,89,576	1,800	143	4
KED2	Marshaghai	2	7	87,618	850	72	2
PDP	Paradeep	3	8	11,437	850	12	1
JED	Jagatsinghpur	3	9	1,20,814	930	99	3
<b>Total</b>		<b>65</b>	<b>246</b>	<b>17,12,750</b>	<b>33,225</b>	<b>1,358</b>	<b>55</b>

- Bill Collector count mentioned above is inclusive of 10% buffer manpower. However, utilization of additional manpower from buffer will be decided by EIC & Head – RCM jointly and accordingly monthly attendance will be prepared by BA.
- **Note: 85% of manpower mandatorily require to deploy else penalty is applicable as mentioned in SLA. If EIC/Head – RCM approves beyond the 85% of manpower then it can be claimed under additional manpower in invoice.**
- Detail of Manpower to be deployed by selected bidder in their respective division/section is given in separate Annexure.
- Door to door collection is to be carried out by bill collector in division. He has to follow route such a way without deviating rebate date and above minimum staff requirement is given based on 100% coverage in collection as per geographical area, input received from EIC and per month performance.
- TPCODL has its own discretion to reject any bid without citing any reason.
- All manpower engagement is purely depends upon business associates however existing manpower hiring is preferred after taking performance feedback from Divisional Manager/TL-MBC/EIC/BA cell.
- Any delay beyond 48 hrs in cash deposit to designated bank against energy amount collected by field staff is penalised @ 1% of amount collected per day delay.
- Any amount pending for deposit against collection while reconciliation at the end of each month (on 5<sup>th</sup> day of next month) is considered as negligence and authorization for collection will be restricted/suspended till the normalcy is restored.

- Minimum wages have to be ensured and would be linked with Bill Collection targets achievement. However specific Job Description with key deliverables must be agreed and shared with all Bill Collectors. The performance report on the same will be shared by BA to all his staff once in a week.
- Incentive amount, if any, should be paid separately to the workmen by selected bidder and not be clubbed with Monthly wages payment.
- Hardship allowance (consider as Fuel expense) should be given to the bill collector and supervisor who so ever is deputed in field as per performance criteria fix apart from their Monthly wages. Allocation of consumers to individual bill collector for collection is responsibility of business associates. Allocation should not be less than 100% of total consumer base given to business associated after excluding SHG/Smart Meter/Online. Monthly division wise Collection target will be given by EIC/HQ and based on that business associate is required to drill down target to individual bill collector by 2nd day of every month. Any additional fuel charges if BA wants to pay to their employee is as per their discretion. The detail of consumer allocation shall be circulated to EIC each month.

### Bill Collector Fuel expenses to paid on target achieved

Target consumers <u>actual Paid MR</u>	allotted (unique)	Remote Rural	Rural	Urban	City
				Rs.2000	

Supervisor will get Rs.2500 as hardship allowance (consider as Fuel Expense).

- Monthly data Allowance of Rs. 200/- per Meter Reader & Supervisor shall be provided for Mobile Data.
- Since collection are continuous activities, BA needs to ensure that all the workmen are engaged throughout the month. BA must ensure that leaves are given as per statutory guidelines.
- Selected bidder has to ensure Deployment / Replacement of Bill Collectors in case of any Absentees.
- Selected bidder must issue appointment letter after being vetted from TPCODL BA cell. Sample appointment letter will be shared by BA cell to selected bidder.
- Selected bidder must issue work instruction/Job Description for their employees including supervisor, cashier, project divisional manager, meter reader, bill collector etc.
- Selected bidder must give target to their bill collector, and supervisor against active allotted consumer to them and give performance report at the end of each month with copy of EIC/HQ.
- TPCODL has a right to instruct you to change your workers in case the workmanship or speed of work is not satisfactory. No work shall be sub- contracted.
- Bidder shall deploy adequate labour considered necessary by TPCODL for carrying out of the contract and to work on Sundays and Holidays whenever required to do so. However, prior

permission shall be taken from the Engineer in charge beyond normal working hours or on Sundays and Holidays.

- Existing BA in the existing area will not get any benefit of waive off penalty. First month will be considered as stabilization period for New BA in new area. No penalty will be imposed in first month. However, any BA achieve their monthly target then eligible for incentive during this period.

Collection coverage target will be circulated once business associates selected in division. Collection trend and different performance is attached as annexures.

1. Section has been defined as City-Urban / Semi-Urban / Rural / Remote Rural based on majority of Consumers falling in a particular category. However, Chief- Commercial / CGM-commerce can decide to define/redefine any Section / Part of the Section from one section category to another based on the recommendations of the EIC along with support data. Similarly, a complete Section can also be redefine from one Category to other Category based on EIC recommendation.
2. Section wise Consumer, bill collector, cashier, supervisor count may differ depending upon the Area. There may be different minimum collection target for different Bill Collector's based on Geography / Difficulty level etc.
3. All the manpower deployment will be confirmed in consultation with HQ/EIC after selection and may vary depending on current situation at that time.
4. TPCODL reserve the right to increase / reduce no. of Bill Collector, supervisor and based on the requirement. Supervision Charges on per BA employee shall either increase / reduce accordingly. BA can claim wages plus other allowances and supervision charges on the no. of BA employees worked during the month. In case of employees not worked for full month, then proration to be done.

TPCODL shall set the target for FY'25 on the basis of the performance of FY'24.

**Additional Hardship allowance can be decided by TPCODL Management for in-accessible Location(s).**

**Annexure- Penalty & Incentive:**

**(Service Level Agreement)**

Following are the penalties & Incentives for the contract.

**1. (a) Collection Efficiency -Penalty for Business Associate:**

Amount Collected in Rs. (current bill + arrear)  
 The definition of Collection Efficiency = -----  
 Bill Raised

The definition of Arrear is the Amount pending for collection in consumer bill on or before contract period. The current demand amount accumulated in contract period will not be considered as arrear. Arrear incentive is applicable only on outstanding amount pending before contract period.

Penalty amount for Business Associate(s) on Non-Achievement of Collection Efficiency			
Sr. No.	Target	Collection Efficiency Non-Achievement	Penalty on Shortfall of Collection Efficiency less than 100%
1	100% Collection Efficiency	95.01% to 99.99%	1% penalty on supervision charges for each % shortfall.
2		95% to 90%	2% penalty on supervision charges for each % shortfall below 95.01%
3		Below 90%	3% penalty on supervision charges for each % shortfall below 90%

**(b) Collection Efficiency – Incentive for Business Associate:**

The Business Associate(s) will get incentive on achieving >100% Collection efficiency. On Every 1% improvement over 100% collection efficiency, incentive of 1% on supervision charges.

**Incentive / Penalty recommended for BA Employees:**

*Incentive, Penalty, Warning letter & notice for termination to be issued by Business Associates to their appointed staff (bill collectors & Supervisors) based on their performance as per given target in line with Division/Section target. Non-Performer of bill collectors/supervisors should be replaced with new recruit within 48 hours. Recruitment of suitable manpower is to be carried out as per qualification criteria mentioned and capability to be assessed by TL-MBC/CSM through interview before appointment. BA can also explore the possibility of deploying local WSHG/Local village person/Local communities as per suitability and term & condition as define in GoO guideline define for WSHG. This is subject to prior approval of competent authority. **Following guidance may be referred by business associates for incentive & penalty:***

**2. (a) Collection Efficiency Penalty on BA Employees:**

Penalty amount for BA Employee(s) on Non-Achievement of Collection Efficiency			
Sr. No.	Target	Collection Efficiency Non-Achievement	Penalty on Shortfall of Collection Efficiency less than 100%
1	100%	95.01% -99.99%	1 <sup>st</sup> Warning letter and penalty of Rs.250 on 1 <sup>st</sup> month Notice at the end of 2 <sup>nd</sup> month for 30 days and penalty of Rs.350 At the end of 3 <sup>rd</sup> month - Termination Letter
2		85% to 95%	Warning letter and penalty of Rs.300 on 1 <sup>st</sup> month Notice on 2 <sup>nd</sup> month for 30 days and penalty of Rs.350 At the end of 3 <sup>rd</sup> month - Termination Letter
3		Below 85%	Notice of 30 days and penalty of Rs.350 on 1 <sup>st</sup> month At the end of 2 <sup>nd</sup> month - Termination Letter

**2. (b) Collection Coverage (Unique Paid Money Receipt)-Incentive:**

Incentive for Bill Collector, Supervisor.(Per Month)		
Sr. No.	Collection Coverage (Paid Money Receipt) Improvement over the target	Incentive for Bill Collector on individual coverage of respective Section & Supervisor
1	Each 1 %	Rs.500 on every 1% Improvement (Maximum Rs.1000)

Collection Coverage(paid money receipt) incentive is applicable only when collection efficiency is more than 100% for individual bill collectors from allotted consumers and for supervisor overall sub-division collection efficiency should be more than 100%.

**2. (c) Collection Coverage (paid money receipt)- Penalty Amount for BA Employee's:**

Penalty amount for Bill Collector, Supervisor		
Sr. No.	Collection Coverage(paid Money Receipt) Non-Achievement of target	Penalty amount for Bill Collector on individual Paid money receipt coverage of respective Section, Supervisor for of respective Sub-Division
1	1 to 5%	Rs.100 on every 1% Non-achievement
2	6 to 10%	Rs.200 on every 1% Non-achievement below 5 %
3	11% and above	Rs.500 on every 1% Non-achievement below 10 %

Incentive / Penalty of the BAs Collector & Supervisor will be decided on Section wise target given by Engineer- In- Charge.

**3. Other Incentive/Rewards:**

SI No	Condition	Incentive/Rewards
1	Extra Connections: Reporting Extra Live connections not in TPCODL billing system presently	Rs.200 / Case to concerned bill collector on resumption of billing.
2	Booked DT/DAE/Misuse/consumers taking Unauthorized supply	Rs. 300 / case to reader on theft booking the case
3	Reporting of offer of un-ethical activity by Bill Collector/bill distributor and exhibiting good ethical conduct	Rs. 500/Case through instant Award to specific meter reader and publishing of ethical story in the TPCODL Ethics Patrika.
4	Capturing & reporting of correct Mobile No. /WhatsApp No. consent form as per requirement given by TL-MBC	Rs. 1/- per case once per consumer
5	Capturing & reporting of correct E-Mail ID as per requirement given by TL-MBC	Rs. 1/- per case once per consumer
6	Incentive on digital payment acceptance (Payment accepted through digital/UPI mode in collection application)	Rs.1/- incentive for collection accepted through UPI mode / QR code from mobile collection application during door to door collection by BA ( Payment through UPI/QR incentive 100% pass on to bill collector)
7	Arrear Collection from active consumers ( <b>arrear accumulated in contract period will not considered as arrear. It is part of current demand</b> )	2% of arrear amount collected
8	Collection from Temporary Disconnected (TD) cases (as per TD cases list publish by HO RRG team as on date of contract.) TD marked cases during contract period will not cover under this incentive.	10% of arrear amount collected

**All above individual incentive will be applicable only when collection efficiency & collection coverage target set for individual is achieved. Similarly for BA it is link with division target.**

**4. Quarterly & Annual R & R shall be conducted based on following parameters**

- Promotion & awareness of self/online payment
- Best Bill Collector in each circle/divisions
- Best Supervisor in a circle/division
- Best District In charge in a Division
- Best Agency in maximum delta improvement in Collection, performance in Circle/Division

**5. Other Penalties**

SI	Condition	Penalty
1	Collection posting in Wrong Consumer accountor wrong amount posting	Rs. 100/- per case, including Warning letter to BA Employees with maximum postings through Business Associate(s).
2	In case of Unethical activity Unethical Activity defined as below; connivance with consumer, misbehaving	Penalty of Rs 3000/- per instance will be deducted from BA supervision charges. Further in case of detection of any unethical act by Bill



SI	Condition	Penalty
	with consumer.	Collector/Supervisor, the BA shall immediately remove the concerned person from TPCODL Bill Collection/supervision work. BA employee shall be black listed from TPCODL and his detail will be shared with other Odisha Discoms. Furthermore, any further loss incurred shall be recovered by TPCODL from the Business Associate(s).
3	Late Submission of data	Rs. 5/- per SVR (disconnection/reconnection report) per day. Rs. 5/- per money receipt/per day.
4	Data Security breach	Rs.10000/- for each such incident. TPCODL also keep right to take action as per prevailing laws including contract termination with security amount infringement.
5	Genuine Consumer Complaint on account of Wrong Bill Collection/Remark, Non-delivery of the Payment Receipt, Fake Signature in Bill collection, Disconnection, reconnection POD, including Warning letter to BA Employees with maximum errors through Business Associate(s)	Rs. 100/- per case
6	Wrong/incorrect reporting of the each Mobile No.	Rs. 2/- per case
7	Late submission/ non submission of special Collection/Disconnection/Reconnection cases beyond scheduled time	Rs. 50/- per Case
8	Amount embezzled and bribe taken by any of the employee of BA.	Immediate termination & Blacklisting of the employee for all TPCODL works and Penalty of four times of the amount embezzled /bribe to the agency.
9	Where embezzlement and bribe taken is more than Rs 10000/-	In addition to termination & Blacklisting of the employee, Police action against the employee has to be taken by the BA under intimation to TPCODL.
10	In case embezzlement and bribe instances exceeds more than 5 times in one financial year	Business Associates may be black listed immediately.
11	Delay in Cheque deposit to division excluding holiday beyond (2 days)	₹ 1000/- for SBM and for other category ₹ 2000/-
12	Any delay beyond 48 hrs. in cash deposit	1% of amount pending to deposit per day delay.

SI	Condition	Penalty
13	Any disruption of TPCODL business activity due to controllable reason (decided by TPCODL) of Bas	₹ 10000/- per day
14	Manpower deployed below 85% of required nos. of manpower mentioned in bid	₹20000/- per person for 1st month ₹30000/- per person for 2nd month ₹40000/- per person for >3rd month

**Note –** Penalty amount clubbed together cannot be more than 20% of Net Salary of Bill Collector, Supervisor. Govt. connection, Duplicate, Ghost, Connection not found etc. cases shall be excluded from Collection Coverage subject to if data/format is provided for such consumer by Bill Collector/Supervisor

Maximum Penalty for business associate clubbed together shall not exceed 30% of Supervision charges.

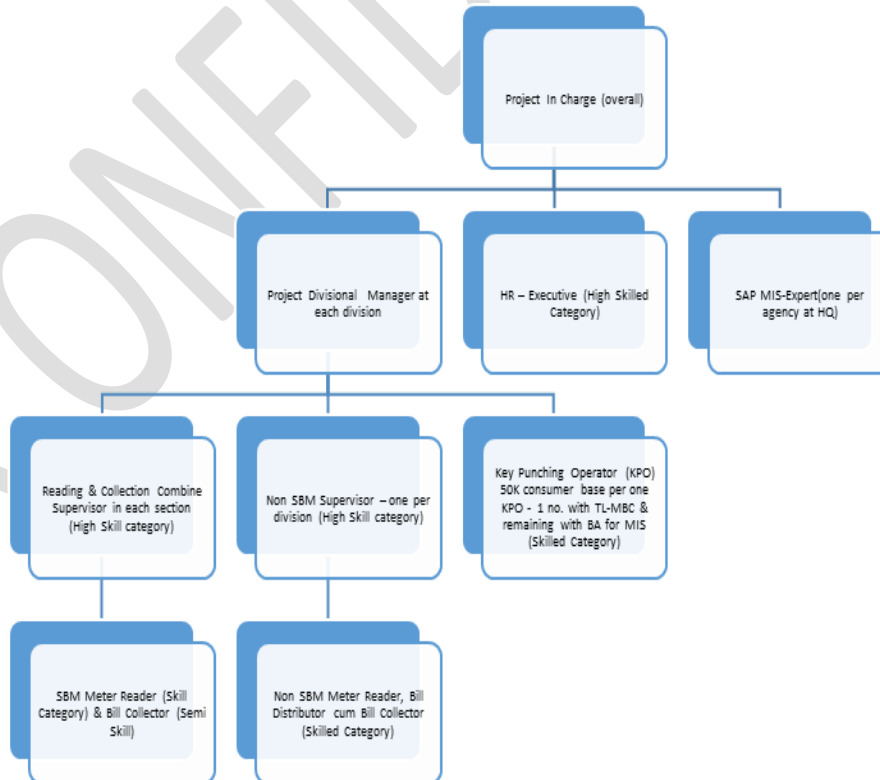
- a. Maximum penalty to BA under all clauses above shall be limited to 30% of monthly Supervision charges. All penalties would be deducted from the monthly-bill payment made to the Agency. In case of payment has been made against the monthly bill and subsequently detected wrong billing then the penalty shall be deducted in the current monthly bill.
- b. The Executive Engineer of the concerned Divisional Office/HoG - Bill Collection & Billing/HOG-Commercial is the competent authority to decide on the imposition of penalties as per the prevailing conditions after receiving inputs from billing/Collection team. If the Agency feels aggrieved, then it can approach the Chief - RCM/Chief-Commercial at Head office for adjudication.

## Annexure

### Collection Bank Guarantee Amount. division-wise.

Sr.No.	Division Code	Division	Security Amount (Rs. in Lac) to be deposited by BA as BG/Cash to Central Finance
1	BCDD-2	BCDD-2	8.80
2	BED	BED	6.30
3	NED	Nimapara	73.86
4	KHD	Khordha	61.94
5	NYD	Nayagarh	8.77
6	BAED	Balugaon	26.88
7	PED	Puri	97.89
8	CDD-2	CDD-2	17.96
9	CED	CED	56.33
10	AED	Athagarh	35.13
11	SED	Salepur	52.76
12	DED	Dhenkanal	85.33
13	ANED	Angul	15.07
14	TED	Talcher	15.73
15	KED-1	Kendrapara	34.64
16	KED-2	Marshaghai	16.41
17	JED	Jagatsinghpur	24.10
18	PDP	Paradeep	3.22
		<b>Total</b>	<b>641.12</b>

### Common Structure of Business Associates:



**Meter Reading Performance for the month of Mar'24 (Actual & Provisional)**

Circle	Division	Division code	Division	DC(Disconnected Cases)		HL( House Lock)		MF(Meter Faulty)		NM( No Meter)		NR( Not Read)		OTHERS		Unbilled		OK (Actual)		Total				
				Invoice Count	% DC	Invoice Count	% HL	Invoice Count	% MF	Invoice Count	% NM	Invoice Count	% NR	Invoice Count	% Other	Invoice Count	% Other	Invoice Count	% OK	Total Invoice Count	Provisional Count	% Provisional	% Reading Coverage	
				a		b		c		d		e		f		g		h		a to h	a to g		a to h - g	
				Consider in Provisional Billing		Consider in Provisional Billing		Consider in Provisional Billing		Consider in Provisional Billing		Consider in Provisional Billing		Consider in Provisional Billing		Consider in Provisional Billing		Consider in Normal Billing						
Electrical Circle - I, Bhubaneswar	BCDD-1, BHUBANESWAR	BCDD-1	BCDD-1, BHUBANESWAR	300	0%	457	1%	292	0%	14	0%	169	0%	184	0%	51	0%	61195	98%	62662	1467	2%	100%	
	BCDD-2, BHUBANESWAR	BCDD-2	BCDD-2, BHUBANESWAR	621	0%	3901	2%	1481	1%	94	0%	1232	1%	728	0%	779	0%	189430	96%	198266	8836	4%	100%	
	BED, BHUBANESWAR	BED	BED, BHUBANESWAR	353	0%	1418	1%	1079	1%	156	0%	1608	1%	228	0%	459	0%	148931	97%	154232	5301	3%	100%	
	NED, NIMAPARA	NED	NED, NIMAPARA	385	0%	2393	1%	2167	1%	752	0%	2265	1%	1332	1%	1316	1%	166881	94%	177491	10610	6%	99%	
<b>Electrical Circle - I, Bhubaneswar</b>				<b>1659</b>	<b>0%</b>	<b>8169</b>	<b>1%</b>	<b>5019</b>	<b>1%</b>	<b>1016</b>	<b>0%</b>	<b>5274</b>	<b>1%</b>	<b>2472</b>	<b>0%</b>	<b>2605</b>	<b>0%</b>	<b>566437</b>	<b>96%</b>	<b>592651</b>	<b>26214</b>	<b>4%</b>	<b>100%</b>	
Electrical Circle - II, Bhubaneswar	BAED, BALUGAON	BAED	BAED, BALUGAON	255	0%	1322	1%	1099	1%	106	0%	1270	1%	651	1%	601	1%	108673	95%	113977	5304	5%	99%	
	KHD, KHURDA	KHD	KHD, KHURDA	256	0%	3147	2%	2773	1%	1105	1%	3124	2%	1577	1%	1110	1%	176145	93%	189237	13092	7%	98%	
	NAYAGARH Div	NYD	NAYAGARH Div	674	0%	5793	3%	1992	1%	363	0%	1571	1%	1650	1%	1015	0%	196376	94%	209434	13058	6%	99%	
	PED, PURI	PED	PED, PURI	501	0%	2199	1%	2577	1%	435	0%	3182	2%	1419	1%	1290	1%	165819	93%	177422	11603	7%	98%	
<b>Electrical Circle - II, Bhubaneswar</b>				<b>1686</b>	<b>0%</b>	<b>12461</b>	<b>2%</b>	<b>8441</b>	<b>1%</b>	<b>2009</b>	<b>0%</b>	<b>9147</b>	<b>1%</b>	<b>5297</b>	<b>1%</b>	<b>4016</b>	<b>1%</b>	<b>647013</b>	<b>94%</b>	<b>690070</b>	<b>43057</b>	<b>6%</b>	<b>99%</b>	
Electrical Circle, Cuttack	AED, ATHAGADA	AED	AED, ATHAGADA	1194	1%	913	1%	1678	1%	324	0%	530	0%	470	0%	526	0%	109280	95%	114915	5635	5%	100%	
	CDD-1, CUTTACK	CDD-1	CDD-1, CUTTACK	195	0%	140	0%	281	0%	9	0%	597	1%	35	0%	60	0%	84694	98%	86011	1317	2%	100%	
	CDD-2, CUTTACK	CDD-2	CDD-2, CUTTACK	204	0%	368	0%	283	0%	7	0%	910	1%	194	0%	108	0%	83424	98%	85498	2074	2%	100%	
	CED, CUTTACK	CED	CED, CUTTACK	361	0%	926	1%	2300	2%	587	0%	1556	1%	1736	1%	1305	1%	134164	94%	142935	8771	6%	99%	
	SED, SALIPUR	SED	SED, SALIPUR	386	0%	1856	2%	988	1%	53	0%	2415	2%	699	1%	1634	1%	102625	93%	110656	8031	7%	97%	
<b>Electrical Circle, Cuttack</b>				<b>2340</b>	<b>0%</b>	<b>4203</b>	<b>1%</b>	<b>5530</b>	<b>1%</b>	<b>980</b>	<b>0%</b>	<b>6008</b>	<b>1%</b>	<b>3134</b>	<b>1%</b>	<b>3633</b>	<b>1%</b>	<b>514187</b>	<b>95%</b>	<b>540015</b>	<b>25828</b>	<b>5%</b>	<b>99%</b>	
Electrical Circle, Dhenkanal	Angul Division	ANED	Angul Division	1345	1%	1186	1%	1216	1%	122	0%	898	1%	784	0%	471	0%	164040	96%	170062	6022	4%	100%	
	DED, DHENKANAL	DED	DED, DHENKANAL	2441	1%	2054	1%	2789	1%	865	0%	2327	1%	1543	1%	1633	1%	185532	93%	199184	13652	7%	99%	
	TED, TALCHER	TED	TED, TALCHER	1428	1%	2328	2%	1690	1%	666	0%	2675	2%	1376	1%	2612	2%	137947	92%	150722	12775	8%	98%	
<b>Electrical Circle, Dhenkanal</b>				<b>5214</b>	<b>1%</b>	<b>5568</b>	<b>1%</b>	<b>5695</b>	<b>1%</b>	<b>1653</b>	<b>0%</b>	<b>5900</b>	<b>1%</b>	<b>3703</b>	<b>1%</b>	<b>4716</b>	<b>1%</b>	<b>487519</b>	<b>94%</b>	<b>519968</b>	<b>32449</b>	<b>6%</b>	<b>99%</b>	
Electrical Circle, Paradeep	JED, JAGATSINGPUR	JED	JED, JAGATSINGPUR	976	1%	973	1%	1121	1%	23	0%	384	0%	514	0%	142	0%	133322	97%	137455	4133	3%	100%	
	KED1, KENDRAPARA	KED1	KED1, KENDRAPARA	310	0%	1413	1%	1600	1%	142	0%	4492	2%	759	0%	2692	1%	198355	95%	209763	11408	5%	97%	
	KED2, MARSHAGHAI	KED2	KED2, MARSHAGHAI	139	0%	1817	2%	1150	1%	11	0%	1859	2%	332	0%	461	0%	91434	94%	97203	5769	6%	98%	
	PDP, PARADEEP	PDP	PDP, PARADEEP	520	0%	1707	2%	1182	1%	72	0%	607	1%	411	0%	461	0%	105293	96%	110253	4960	4%	100%	
<b>Electrical Circle, Paradeep</b>				<b>1945</b>	<b>0%</b>	<b>5910</b>	<b>1%</b>	<b>5053</b>	<b>1%</b>	<b>248</b>	<b>0%</b>	<b>7342</b>	<b>1%</b>	<b>2016</b>	<b>0%</b>	<b>3756</b>	<b>1%</b>	<b>528404</b>	<b>95%</b>	<b>554674</b>	<b>26270</b>	<b>5%</b>	<b>99%</b>	
				<b>12844</b>	<b>0.44%</b>	<b>36311</b>	<b>1.25%</b>	<b>29738</b>	<b>1.03%</b>	<b>5906</b>	<b>0.20%</b>	<b>33671</b>	<b>1.16%</b>	<b>16622</b>	<b>0.57%</b>	<b>18726</b>	<b>0.65%</b>	<b>2743560</b>	<b>95%</b>	<b>2897378</b>	<b>153818</b>	<b>5.31%</b>	<b>98.90%</b>	

**Provisional Billing Performance for FY24**

Circle	Division	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Electrical Circle - I ,Bhubaneswar	BCDD-1 ,BHUBANESWAR	3%	4%	5%	4%	3%	3%	3%	3%	3%	2%	2%	2%
	BCDD-2 ,BHUBANESWAR	5%	6%	7%	6%	5%	5%	5%	5%	6%	5%	5%	4%
	BED,BHUBANESWAR	5%	6%	7%	5%	4%	5%	5%	5%	5%	4%	4%	3%
	NED , NIMAPARA	6%	7%	7%	6%	5%	6%	7%	7%	6%	6%	41%	6%
<b>Electrical Circle - I ,Bhubaneswar</b>		<b>5%</b>	<b>6%</b>	<b>7%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>15%</b>	<b>4%</b>
Electrical Circle - II ,Bhubaneswar	BAED,BALUGAON	5%	5%	7%	5%	5%	6%	62%	5%	5%	5%	18%	5%
	KHD , KHURDA	8%	7%	7%	7%	6%	7%	88%	7%	7%	6%	39%	7%
	NAYAGARH Div	8%	7%	8%	7%	7%	8%	8%	7%	7%	7%	7%	6%
	PED,PURI	8%	8%	9%	7%	7%	7%	7%	7%	7%	6%	27%	7%
<b>Electrical Circle - II ,Bhubaneswar</b>		<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>6%</b>	<b>7%</b>	<b>38%</b>	<b>7%</b>	<b>7%</b>	<b>6%</b>	<b>23%</b>	<b>6%</b>
Electrical Circle,Cuttack	AED,ATHAGADA	6%	6%	6%	5%	5%	5%	6%	5%	5%	5%	4%	5%
	CDD-1,CUTTACK	3%	3%	4%	3%	3%	3%	3%	3%	2%	1%	1%	2%
	CDD-2,CUTTACK	3%	3%	4%	2%	3%	4%	4%	4%	3%	3%	2%	2%
	CED,CUTTACK	6%	6%	6%	5%	5%	5%	7%	6%	6%	5%	31%	6%
	SED , SALIPUR	10%	11%	9%	8%	8%	8%	8%	8%	7%	8%	7%	39%
<b>Electrical Circle,Cuttack</b>		<b>6%</b>	<b>6%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>17%</b>	<b>5%</b>
Electrical Circle,Dhenkanal	Angul Division	5%	5%	5%	4%	5%	4%	4%	4%	4%	3%	44%	4%
	DED,DHENKANAL	7%	7%	9%	7%	7%	7%	8%	8%	7%	7%	35%	7%
	TED ,TALCHER	10%	9%	11%	9%	9%	9%	12%	9%	10%	9%	37%	8%
<b>Electrical Circle,Dhenkanal</b>		<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>7%</b>	<b>6%</b>	<b>39%</b>	<b>6%</b>
Electrical Circle,Paradeep	JED,JAGATSINGPUR	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%
	KED1,KENDRAPARA	5%	4%	6%	5%	4%	5%	6%	5%	5%	5%	5%	5%
	KED2,MARSHAGHAI	5%	8%	7%	7%	5%	5%	6%	5%	6%	9%	6%	6%
	PDP,PARADEEP	5%	5%	6%	5%	5%	5%	5%	5%	5%	6%	5%	4%
<b>Electrical Circle,Paradeep</b>		<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>
		<b>6.02%</b>	<b>6.12%</b>	<b>6.87%</b>	<b>5.75%</b>	<b>5.42%</b>	<b>5.82%</b>	<b>13.86%</b>	<b>5.89%</b>	<b>5.81%</b>	<b>5.38%</b>	<b>19.57%</b>	<b>5.31%</b>

**Month on Month - Optical Character Recognition (OCR) & User Corrected Read(UCR) Trend in Meter Reading for FY24**

Division	Division Code	Consumer Base	Apr-23				May-23				Jun-23				Jul-23				Aug-23				Sep-23			
			OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR
KHD ,KHURDA	KHD	167736	85711	38454	51%	23%	97477	37051	58%	22%	103411	34876	62%	21%	106424	36482	63%	22%	112400	34550	67%	21%	115332	31405	69%	19%
AED,ATHAGADA	AED	105956	58490	25339	55%	24%	63289	25714	60%	24%	65834	24403	62%	23%	67844	23336	64%	22%	78915	16776	74%	16%	82834	14769	78%	14%
CDD-2,CUTTACK	CDD-2	79502	69010	5378	87%	7%	69077	5715	87%	7%	67807	6976	85%	9%	70193	6903	88%	9%	71986	5707	91%	7%	73767	3339	93%	4%
BCDD-2 ,BHUBANESWAR	BCDD-2	174302	83128	56545	48%	32%	84291	55226	48%	32%	83512	54118	48%	31%	86800	53441	50%	31%	98342	48004	56%	28%	113614	35781	65%	21%
CDD-1,CUTTACK	CDD-1	80209	68437	5114	85%	6%	71074	4139	89%	5%	70245	4366	88%	5%	70800	4419	88%	6%	73506	2683	92%	3%	74794	1664	93%	2%
SED ,SALIPUR	SED	99838	40117	28248	40%	28%	42883	28807	43%	29%	44558	28027	45%	28%	45528	29757	46%	30%	56047	24314	56%	24%	63390	20425	63%	20%
BED,BHUBANESWAR	BED	134830	78433	32395	58%	24%	77627	31958	58%	24%	77937	30024	58%	22%	77943	32085	58%	24%	83837	29127	62%	22%	100468	17551	75%	13%
CED,CUTTACK	CED	128900	72527	35942	56%	28%	73516	37251	57%	29%	79170	33785	61%	26%	83292	30786	65%	24%	86927	29352	67%	23%	94636	23228	73%	18%
BAED,Balugaon	BAED	105663	56225	14398	53%	14%	64051	13265	61%	13%	59498	12681	56%	12%	61244	13166	58%	12%	61224	12834	58%	12%	60758	12283	58%	12%
Angul Division	ANED	156925	101382	29750	65%	19%	104753	28884	67%	18%	106617	28986	68%	18%	108593	28579	69%	18%	113164	26764	72%	17%	124764	20431	80%	13%
NAYAGARH Div	NYD	190701	108807	51127	57%	27%	111676	49679	59%	26%	116389	45006	61%	24%	115393	46241	61%	24%	139590	32758	73%	17%	151395	23031	79%	12%
JED,JAGATSINGPUR	JED	129534	108838	13170	84%	10%	114082	10017	88%	8%	112840	11575	87%	9%	112897	11912	87%	9%	119924	6839	93%	5%	124840	2723	96%	2%
TED ,TALCHER	TED	133227	78358	22975	59%	17%	81662	23690	61%	18%	79811	23457	60%	18%	83179	23852	62%	18%	86833	23921	65%	18%	86698	23680	65%	18%
PDP,PARADEEP	PDP	102627	59027	26647	58%	26%	58862	26479	57%	26%	58699	26617	57%	26%	60056	27337	59%	27%	61299	26627	60%	26%	63277	25378	62%	25%
KED2,MARSHAGHAI	KED2	89383	6935	2933	8%	3%	7349	2782	8%	3%	4943	2050	6%	2%	3188	2136	4%	2%	8294	4141	9%	5%	6401	2377	7%	3%
PED,PURI	PED	163479	85887	40101	53%	25%	91003	37180	56%	23%	91933	34605	56%	21%	94758	33705	58%	21%	100378	31749	61%	19%	99558	30978	61%	19%
KED1,KENDRAPARA	KED1	194314	62060	56388	32%	29%	65384	61890	34%	32%	63438	59123	33%	30%	60642	63268	31%	33%	72803	60385	37%	31%	77378	55423	40%	29%
DED,DHENKANAL	DED	180024	58886	27913	33%	16%	67190	24134	37%	13%	63315	23956	35%	13%	64170	24905	36%	14%	65989	26296	37%	15%	67684	27277	38%	15%
NED ,NIMAPARA	NED	160215	90978	39793	57%	25%	99595	38657	62%	24%	100329	39198	63%	24%	103394	38878	65%	24%	117557	30242	73%	19%	131811	18445	82%	12%
BCDD-1 ,BHUBANESWAR	BCDD-1	56228	29089	14815	52%	26%	28184	15077	50%	27%	28050	15056	50%	27%	29713	14060	53%	25%	33805	12118	60%	22%	37136	9710	66%	17%
<b>Grand Total</b>		<b>2633493</b>	<b>1402325</b>	<b>567425</b>	<b>53%</b>	<b>22%</b>	<b>1473025</b>	<b>557613</b>	<b>56%</b>	<b>21%</b>	<b>1478336</b>	<b>538885</b>	<b>56%</b>	<b>20%</b>	<b>1506051</b>	<b>545248</b>	<b>57%</b>	<b>21%</b>	<b>1642820</b>	<b>485187</b>	<b>62%</b>	<b>18%</b>	<b>1750535</b>	<b>399898</b>	<b>66%</b>	<b>15%</b>

**Month on Month - Optical Character Recognition (OCR) & User Corrected Read(UCR) Trend in Meter Reading for FY24**

Division	Division Code	Consumer Base	Oct-23				Nov-23				Dec-23				Jan-24				Feb-24				Mar-24			
			OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR	OCR	UCR	% OCR	% UCR
KHD ,KHURDA	KHD	167736	11635	1681	7%	1%	114221	31677	68%	19%	112921	31877	67%	19%	110311	32960	66%	20%	73690	19495	44%	12%	108718	33027	65%	20%
AED,ATHAGADA	AED	105956	85561	13358	81%	13%	88307	12468	83%	12%	90988	11176	86%	11%	91841	10356	87%	10%	93607	9592	88%	9%	92439	10493	87%	10%
CDD-2,CUTTACK	CDD-2	79502	74941	2708	94%	3%	75328	2724	95%	3%	75721	2520	95%	3%	74909	3018	94%	4%	77151	1684	97%	2%	77835	1667	98%	2%
BCDD-2 ,BHUBANESWAR	BCDD-2	174302	114960	35003	66%	20%	115708	36100	66%	21%	118418	35047	68%	20%	120664	34261	69%	20%	120734	34974	69%	20%	123247	33876	71%	19%
CDD-1,CUTTACK	CDD-1	80209	75465	1324	94%	2%	76098	1376	95%	2%	76939	1021	96%	1%	77858	1056	97%	1%	78164	1159	97%	1%	78034	1351	97%	2%
SED ,SALIPUR	SED	99838	69431	16901	70%	17%	72466	15563	73%	16%	72387	16007	73%	16%	70165	17309	70%	17%	48047	11393	48%	11%	68787	18471	69%	19%
BED,BHUBANESWAR	BED	134830	101537	17150	75%	13%	100638	17751	75%	13%	101322	17378	75%	13%	104431	17207	77%	13%	106391	16712	79%	12%	108285	16181	80%	12%
CED,CUTTACK	CED	128900	95073	22672	74%	18%	95898	22469	74%	17%	96744	21900	75%	17%	95484	21040	77%	16%	76206	12694	59%	10%	99340	21282	77%	17%
BAED,Balugaon	BAED	105663	29783	5912	28%	6%	59145	13102	56%	12%	60024	13523	57%	13%	61294	13846	58%	13%	56426	13126	53%	12%	63118	14559	60%	14%
Angul Division	ANED	156925	126454	20010	81%	13%	129656	18543	83%	12%	140829	10695	90%	7%	145660	8027	93%	5%	82817	3610	53%	2%	145695	8913	93%	6%
NAYAGARH Div	NYD	190701	153964	22394	81%	12%	155025	22928	81%	12%	157646	22133	83%	12%	157796	22338	83%	12%	156876	23214	82%	12%	158372	22827	83%	12%
JED,JAGATSINGPUR	JED	129534	125431	2359	97%	2%	126217	2178	97%	2%	126556	2057	98%	2%	127252	1518	98%	1%	126737	1920	98%	1%	127009	2525	98%	2%
TED ,TALCHER	TED	133227	83951	23341	63%	18%	90742	23026	68%	17%	100427	18842	75%	14%	106139	16729	80%	13%	76162	9830	57%	7%	109594	15340	82%	12%
PDP,PARADEEP	PDP	102627	63688	26022	62%	25%	64233	25604	63%	25%	67292	23814	66%	23%	70207	21948	68%	21%	73218	20327	71%	20%	77558	17751	76%	17%
KED2,MARSHAGHAI	KED2	89383	1015	1788	1%	2%	2521	1355	3%	2%	42439	18941	47%	21%	42832	19654	48%	22%	44701	19610	50%	22%	45479	18790	51%	21%
PED,PURI	PED	163479	100535	30738	61%	19%	105636	29144	65%	18%	110670	26563	68%	16%	110236	26696	67%	16%	81705	20620	50%	13%	105376	26268	64%	16%
KED1,KENDRAPARA	KED1	194314	71270	61002	37%	31%	80948	60786	42%	31%	92183	57386	47%	30%	92146	56540	47%	29%	95220	55656	49%	29%	97233	52009	50%	27%
DED,DHENKANAL	DED	180024	67453	28095	37%	16%	76839	31066	43%	17%	104320	40791	58%	23%	114553	38520	64%	21%	85739	25014	48%	14%	115105	38332	64%	21%
NED ,NIMAPARA	NED	160215	130201	18169	81%	11%	130647	17946	82%	11%	132133	18744	82%	12%	130237	20148	81%	13%	181837	10772	51%	7%	129703	21382	81%	13%
BCDD-1 ,BHUBANESWAR	BCDD-1	56228	36610	9677	65%	17%	37215	10002	66%	18%	39097	8988	70%	16%	40630	9114	72%	16%	42513	8252	76%	15%	43987	7619	78%	14%
<b>Grand Total</b>		<b>2633493</b>	<b>1618958</b>	<b>360304</b>	<b>61%</b>	<b>14%</b>	<b>1797488</b>	<b>395808</b>	<b>68%</b>	<b>15%</b>	<b>1919056</b>	<b>399403</b>	<b>73%</b>	<b>15%</b>	<b>1948645</b>	<b>392285</b>	<b>74%</b>	<b>15%</b>	<b>1677941</b>	<b>319654</b>	<b>64%</b>	<b>12%</b>	<b>1974914</b>	<b>382663</b>	<b>75%</b>	<b>15%</b>

Supply Type Wise Provisional More than Two Times-Mar'24					
Division	HT	NSBM	SBM	Grand Total	%Total
KHD , KHURDA	8	246	4834	5088	11%
NAYAGARH Div	4	262	4302	4568	10%
DED,DHENKANAL	6	343	4018	4367	9%
TED ,TALCHER	16	399	3930	4345	9%
PED,PURI	5	218	3636	3859	8%
NED , NIMAPARA	4	198	3353	3555	8%
BCDD-2 ,BHUBANESWAR	5	180	2556	2741	6%
CED,CUTTACK	6	141	2493	2640	6%
KED1,KENDRAPARA		158	2256	2414	5%
Angul Division	4	146	1689	1839	4%
SED , SALIPUR	2	51	1781	1834	4%
BAED,BALUGAON	1	60	1676	1737	4%
KED2,MARSHAGHAI		41	1507	1548	3%
BED,BHUBANESWAR		110	1378	1488	3%
PDP,PARADEEP		68	1318	1386	3%
AED,ATHAGADA	1	19	1308	1328	3%
JED,JAGATSINGPUR	8	59	855	922	2%
BCDD-1 ,BHUBANESWAR		12	239	251	1%
CDD-2,CUTTACK		4	237	241	1%
CDD-1,CUTTACK		7	106	113	0%
<b>Grand Total</b>	<b>70</b>	<b>2722</b>	<b>43472</b>	<b>46264</b>	<b>100%</b>

Provisioanal Billing Age Analysis(>=2 Times)														
MR Note	2	3	4	5	6	7	8	9	10	11	12	>12	>24	Grand Total
DC - Disconnected Cases	2531	1200	695	572	311	199	153	104	69	78	34	182	87	6215
HL - House Lock Cases	8128	3513	2111	1466	939	572	487	402	240	236	125	697	228	19144
MF - Meter Faulty	5026	1734	1474	1573	1178	576	490	517	364	387	264	1584	2844	18011
NM - No Meter	250	130	203	134	109	65	57	62	40	83	64	589	3646	5432
NR - Not Read	6398	3176	1664	976	468	298	257	233	189	117	68	370	255	14469
OA - Abnormal Reading	3735	1371	836	599	395	179	128	116	96	67	39	216	50	7827
OTHER	653	200	178	146	130	68	67	91	37	41	23	151	102	1887
<b>Grand Total</b>	<b>26721</b>	<b>11324</b>	<b>7161</b>	<b>5466</b>	<b>3530</b>	<b>1957</b>	<b>1639</b>	<b>1525</b>	<b>1035</b>	<b>1009</b>	<b>617</b>	<b>3789</b>	<b>7212</b>	<b>72985</b>





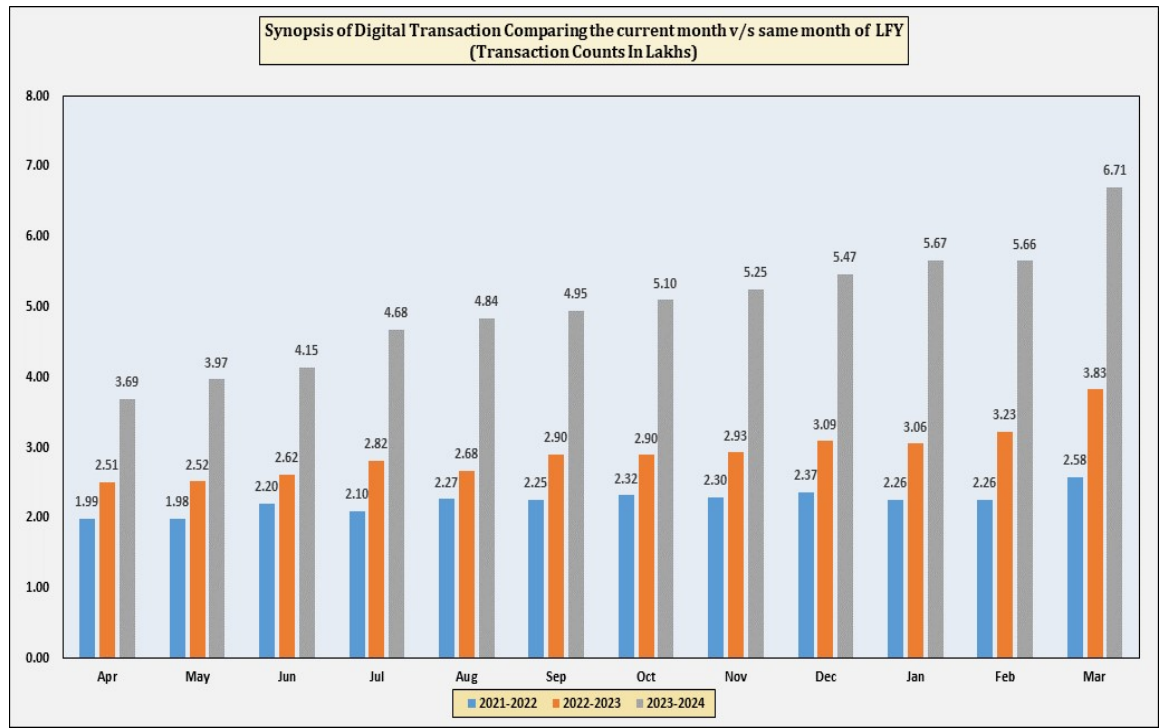
**Collection Coverage (Paid Money Received) of consumer allotted to MBC Business Associates**

Division Code	Division Name	MBC BA Engaged	Consumer Allotted	Mar'23	Apr'23	May'23	June'23	July'23	Aug'23	Sept'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24
CED	CED,CUTTACK	FeedbackInfra	125821	89538	83553	90190	82018	92940	91047	90910	90587	89935	97772	95407	72181	97733
AED	AED,ATHAGADA	FeedbackInfra	103368	82145	71051	74609	70325	78110	77791	76607	77664	77913	82007	81121	79702	90285
NED	NED , NIMAPARA	FeedbackInfra	157390	130408	108096	111553	109944	119133	120903	119724	114601	117583	128343	127399	96133	141396
DED	DED,DHENKANAL	Kartavya	176052	140348	123577	126078	115720	128395	125188	123356	122141	125842	131425	132871	105458	149182
KED1	KED1,KENDRAPARA	Kartavya	189576	153295	137845	140338	130818	134810	143761	135963	130071	141372	144111	142728	147426	156680
KED2	KED2,MARSHAGHAI	Kartavya	87618	79705	70913	70502	69637	69975	72765	69648	69008	72241	71773	69321	75364	78479
CDD-2	CDD-2,CUTTACK	Nirmal	50985	33872	30122	30857	28776	32733	32828	32765	33069	33918	35144	33517	34905	36245
SED	SED , SALIPUR	Nirmal	90981	75445	55542	58659	54442	62421	63397	65239	64373	63868	70839	67256	45568	80688
BCDD-2	BCDD-2 ,BHUBANESWAR	Powertech	40661	22981	20782	20833	18570	19682	21110	21618	22253	22768	23463	25414	24114	27871
BED	BED,BHUBANESWAR	Powertech	11317	10469	8616	8697	7778	8588	8648	8739	8678	8813	8495	9444	8927	11065
ANED	Angul Division	ShyamIndus	76231	60122	55662	57618	54690	57509	58221	58226	58823	58732	59382	60901	47527	64690
TED	TED ,TALCHER	ShyamIndus	81616	57442	50480	56436	51111	53338	52831	51695	51628	53465	54069	54263	39783	59175
PED	PED,PURI	ShyamIndus	143662	116631	89756	96144	90002	103493	102640	104526	100207	102226	110499	108101	85480	123758
JED	JED,JAGATSINGPUR	ShyamIndus	120814	103409	98154	101022	94064	100245	97917	98720	100439	99394	104687	104649	101363	107299
PDP	PDP,PARADEEP	ShyamIndus	11437	5474	4766	4697	3977	4758	4835	4717	4822	4791	4832	4782	4740	4710
KHD	KHD , KHURDA	Kartavya	162920	130017	119357	121393	114852	123298	123767	122068	65117	121634	128795	126708	91246	138025
NYD	NAYAGARH Div	Kartavya	23539	19845	18945	19211	17656	19753	19422	16910	16224	18247	18938	19236	16782	19392
BAED	BAED,BALUGAON	Kartavya	58762	47442	44700	46707	41263	46916	44410	44845	12909	43787	47909	46931	39296	52919
<b>Grand Total</b>			<b>1712750</b>	<b>1358588</b>	<b>1191917</b>	<b>1235544</b>	<b>1155643</b>	<b>1256097</b>	<b>1261481</b>	<b>1246276</b>	<b>1142614</b>	<b>1256529</b>	<b>1322483</b>	<b>1310049</b>	<b>1115995</b>	<b>1439592</b>

**% Collection Coverage of consumer allotted to MBC Business Associates**

Division Code	Division Name	MBC BA Engaged	Consumer Allotted	Mar'23	Apr'23	May'23	June'23	July'23	Aug'23	Sept'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24
CED	CED,CUTTACK	FeedbackInfra	125821	71.16%	66.41%	71.68%	65.19%	73.87%	72.36%	72.25%	72.00%	71.48%	77.71%	75.83%	57.37%	77.68%
AED	AED,ATHAGADA	FeedbackInfra	103368	79.47%	68.74%	72.18%	68.03%	75.56%	75.26%	74.11%	75.13%	75.37%	79.33%	78.48%	77.11%	87.34%
NED	NED , NIMAPARA	FeedbackInfra	157390	82.86%	68.68%	70.88%	69.85%	75.69%	76.82%	76.07%	72.81%	74.71%	81.54%	80.94%	61.08%	89.84%
DED	DED,DHENKANAL	Kartavya	176052	79.72%	70.19%	71.61%	65.73%	72.93%	71.11%	70.07%	69.38%	71.48%	74.65%	75.47%	59.90%	84.74%
KED1	KED1,KENDRAPARA	Kartavya	189576	80.86%	72.71%	74.03%	69.01%	71.11%	75.83%	71.72%	68.61%	74.57%	76.02%	75.29%	77.77%	82.65%
KED2	KED2,MARSHAGHAI	Kartavya	87618	90.97%	80.93%	80.47%	79.48%	79.86%	83.05%	79.49%	78.76%	82.45%	81.92%	79.12%	86.01%	89.57%
CDD-2	CDD-2,CUTTACK	Nirmal	50985	66.44%	59.08%	60.52%	56.44%	64.20%	64.39%	64.26%	64.86%	66.53%	68.93%	65.74%	68.46%	71.09%
SED	SED , SALIPUR	Nirmal	90981	82.92%	61.05%	64.47%	59.84%	68.61%	69.68%	71.71%	70.75%	70.20%	77.86%	73.92%	50.09%	88.69%
BCDD-2	BCDD-2 ,BHUBANESWAR	Powertech	40661	56.52%	51.11%	51.24%	45.67%	48.41%	51.92%	53.17%	54.73%	55.99%	57.70%	62.50%	59.30%	68.54%
BED	BED,BHUBANESWAR	Powertech	11317	92.51%	76.13%	76.85%	68.73%	75.89%	76.42%	77.22%	76.68%	77.87%	75.06%	83.45%	78.88%	97.77%
ANED	Angul Division	ShyamIndus	76231	78.87%	73.02%	75.58%	71.74%	75.44%	76.37%	76.38%	77.16%	77.04%	77.90%	79.89%	62.35%	84.86%
TED	TED ,TALCHER	ShyamIndus	81616	70.38%	61.85%	69.15%	62.62%	65.35%	64.73%	63.34%	63.26%	65.51%	66.25%	66.49%	48.74%	72.50%
PED	PED,PURI	ShyamIndus	143662	81.18%	62.48%	66.92%	62.65%	72.04%	71.45%	72.76%	69.75%	71.16%	76.92%	75.25%	59.50%	86.15%
JED	JED,JAGATSINGPUR	ShyamIndus	120814	85.59%	81.24%	83.62%	77.86%	82.97%	81.05%	81.71%	83.14%	82.27%	86.65%	86.62%	83.90%	88.81%
PDP	PDP,PARADEEP	ShyamIndus	11437	47.86%	41.67%	41.07%	34.77%	41.60%	42.28%	41.24%	42.16%	41.89%	42.25%	41.81%	41.44%	41.18%
KHD	KHD , KHURDA	Kartavya	162920	79.80%	73.26%	74.51%	70.50%	75.68%	75.97%	74.93%	39.97%	74.66%	79.05%	77.77%	56.01%	84.72%
NYD	NAYAGARH Div	Kartavya	23539	84.31%	80.48%	81.61%	75.01%	83.92%	82.51%	71.84%	68.92%	77.52%	80.45%	81.72%	71.29%	82.38%
BAED	BAED,BALUGAON	Kartavya	58762	80.74%	76.07%	79.49%	70.22%	79.84%	75.58%	76.32%	21.97%	74.52%	81.53%	79.87%	66.87%	90.06%
<b>Grand Total</b>			<b>1712750</b>	<b>79%</b>	<b>70%</b>	<b>72%</b>	<b>67%</b>	<b>73%</b>	<b>74%</b>	<b>73%</b>	<b>67%</b>	<b>73%</b>	<b>77%</b>	<b>76%</b>	<b>65%</b>	<b>84%</b>


Synopsis of Digital Transaction in Mar-24					
Division	Count of Transaction through Online Mode in Mar'23	Count of Transaction through Online Mode in Mar'24	% of online transaction against Total Customer Base	% of online transaction against Total Transaction of Month	% of Increment in Mar'24 Compare to Mar'23
BED,BHUBANESWAR	69676	96853	63%	69%	39
BCDD-1 ,BHUBANESWAR	30088	42994	69%	69%	43
BCDD-2 ,BHUBANESWAR	86482	120314	61%	67%	39
CDD-1,CUTTACK	36384	54067	63%	64%	49
CDD-2,CUTTACK	22430	38670	45%	46%	72
PED,PURI	12737	31611	17%	19%	148
PDP,PARADEEP	7583	16839	15%	17%	122
ANED, ANGUL	11755	25457	15%	16%	117
BAED,BALUGAON	6923	17408	15%	16%	151
DED,DHENKANAL	12526	27282	14%	15%	118
CED,CUTTACK	9302	20061	14%	15%	116
KHD , KHURDA	12294	26470	14%	15%	115
KED2,MARSHAGHAI	5975	13524	14%	15%	126
KED1,KENDRAPARA	12142	28093	13%	14%	131
TED ,TALCHER	8816	18769	13%	14%	113
NED , NIMAPARA	9139	28011	13%	14%	207
JED,JAGATSINGPUR	9196	18115	13%	14%	97
NYD, NAYAGARH	9041	21508	12%	13%	138
AED,ATHAGADA	5499	13463	12%	13%	145
SED , SALIPUR	4544	12180	11%	12%	168
<b>Total</b>	<b>382533</b>	<b>671689</b>	<b>23%</b>	<b>25%</b>	<b>76</b>



**Payment Behaviour Analysis for the month of Mar'24 (All Consumer Cover - MBC BA + Online + Counter + Other Source)**

Circle	Division	12 Times	11 Times	10 Times	9 Times	8 Times	7 Times	6 Times	5 Times	4 Times	3 Times	2 Times	Once	Never Paid	Active Consumer Count	Regularly Paid	Intermittently Paid	Never Paid
Electrical Circle,Cuttack	AED,ATHAGADA	36519	16199	11256	8745	7444	6463	5483	4696	4053	3579	3391	3270	3101	114199	64%	25%	12%
	CDD-1,CUTTACK	37441	12009	8198	6792	5414	4163	3360	2431	1844	1271	974	839	1196	85932	75%	20%	5%
	CDD-2,CUTTACK	34902	11572	7571	5892	5147	4374	3848	3218	2547	1978	1507	1325	1444	85325	70%	22%	7%
	CED,CUTTACK	39110	22421	14558	11444	9564	8229	7258	6532	6010	5283	4642	4075	3833	142959	61%	26%	12%
	SED , SALIPUR	24218	17581	12193	9491	7824	6882	6140	5851	5056	4516	3815	3353	3645	110565	57%	29%	14%
<b>Electrical Circle,Cuttack</b>		<b>172190</b>	<b>79782</b>	<b>53776</b>	<b>42364</b>	<b>35393</b>	<b>30111</b>	<b>26089</b>	<b>22728</b>	<b>19510</b>	<b>16627</b>	<b>14329</b>	<b>12862</b>	<b>13219</b>	<b>538980</b>	<b>65%</b>	<b>25%</b>	<b>11%</b>
Electrical Circle,Dhenkanal	Angul Division	49582	30153	18739	13563	10706	8834	7138	6167	5487	4865	4689	4950	4984	169857	66%	23%	11%
	DED,DHENKANAL	50412	30272	19991	15424	13135	11495	10065	8844	8333	7487	7451	8211	8193	199313	58%	26%	16%
	TED ,TALCHER	27993	21845	15507	12294	10118	8773	7848	7145	6881	6861	7161	7827	9366	149619	52%	27%	21%
<b>Electrical Circle,Dhenkanal</b>		<b>127987</b>	<b>82270</b>	<b>54237</b>	<b>41281</b>	<b>33959</b>	<b>29102</b>	<b>25051</b>	<b>22156</b>	<b>20701</b>	<b>19213</b>	<b>19301</b>	<b>20988</b>	<b>22543</b>	<b>518789</b>	<b>59%</b>	<b>25%</b>	<b>16%</b>
Electrical Circle - I ,Bhubaneswar	BCDD-1 ,BHUBANESWAR	22375	8214	5570	4433	3654	3104	2886	2846	2559	2478	1867	1547	1143	62676	65%	24%	11%
	BCDD-2 ,BHUBANESWAR	60333	25946	18196	14760	12413	10814	9461	8896	8538	8246	7667	6696	6395	198361	60%	25%	15%
	BED,BHUBANESWAR	50809	19990	13563	10774	9387	8025	7368	6838	6400	6095	5385	4603	5033	154270	62%	25%	14%
	NED , NIMAPARA	48479	27495	18797	14851	12689	10884	9476	8174	6977	6007	5087	4452	5206	178574	61%	27%	12%
<b>Electrical Circle - I ,Bhubaneswar</b>		<b>181996</b>	<b>81645</b>	<b>56126</b>	<b>44818</b>	<b>38143</b>	<b>32827</b>	<b>29191</b>	<b>26754</b>	<b>24474</b>	<b>22826</b>	<b>20006</b>	<b>17298</b>	<b>17777</b>	<b>593881</b>	<b>61%</b>	<b>25%</b>	<b>13%</b>
Electrical Circle - II ,Bhubaneswar	BAED,BALUGAON	26674	21665	14341	10460	8472	7024	5795	4947	4149	3356	2407	2359	2261	113910	64%	27%	9%
	KHD , KHURDA	37481	33996	25484	17396	13893	11462	9714	8846	7767	6842	6169	5424	4725	189199	60%	27%	12%
	NAYAGARH Div	83596	35001	20510	14835	11251	8889	7477	6219	5408	4543	4029	3838	3786	209382	74%	19%	8%
	PED,PURI	44857	27958	19732	15868	13405	11549	9818	8574	7281	6017	5581	5240	4928	180808	60%	28%	12%
<b>Electrical Circle - II ,Bhubaneswar</b>		<b>192608</b>	<b>118620</b>	<b>80067</b>	<b>58559</b>	<b>47021</b>	<b>38924</b>	<b>32804</b>	<b>28586</b>	<b>24605</b>	<b>20758</b>	<b>18186</b>	<b>16861</b>	<b>15700</b>	<b>693299</b>	<b>65%</b>	<b>25%</b>	<b>10%</b>
Electrical Circle,Paradeep	JED,,JAGATSINGPUR	63080	20598	11805	8588	6739	5400	4434	3811	3168	2628	2438	2308	1927	136924	76%	17%	7%
	KED1,KENDRAPARA	70579	31282	19460	14381	11591	9822	8156	7201	6577	6301	6609	7751	9460	209170	65%	21%	14%
	KED2,MARSHAGHAI	38949	17116	9958	6854	5094	3821	2951	2387	2124	2007	1831	1870	2264	97226	75%	17%	8%
	PDP,PARADEEP	41374	16416	10129	7338	5942	4945	4161	3767	3313	3123	3030	3280	3139	109957	68%	20%	11%
<b>Electrical Circle,Paradeep</b>		<b>213982</b>	<b>85412</b>	<b>51352</b>	<b>37161</b>	<b>29366</b>	<b>23988</b>	<b>19702</b>	<b>17166</b>	<b>15182</b>	<b>14059</b>	<b>13908</b>	<b>15209</b>	<b>16790</b>	<b>553277</b>	<b>70%</b>	<b>19%</b>	<b>11%</b>
<b>TPCODL</b>		<b>888763</b>	<b>447729</b>	<b>295558</b>	<b>224183</b>	<b>183882</b>	<b>154952</b>	<b>132837</b>	<b>117390</b>	<b>104472</b>	<b>93483</b>	<b>85730</b>	<b>83218</b>	<b>86029</b>	<b>2898226</b>	<b>64%</b>	<b>24%</b>	<b>12%</b>



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## 1.0 ORGANIZATIONAL VALUES

The Tata Group has always been a value driven organization. These values continue to direct the Group's growth and businesses. The six core Tata Values underpinning the way we do business are:

**Integrity** - We must conduct our business fairly, with honesty and transparency. Everything we do must stand the test of public scrutiny.

**Understanding** - We must be caring, respectful, compassionate and humanitarian towards our colleagues and customers around the world and always work for the benefit of India.

**Excellence** - We must constantly strive to achieve the highest possible standards in our day to day work and in the quality of goods and services we provide.

**Unity** - We must work cohesively with our colleagues across the group and with our customers and partners around the world to build strong relationships based on tolerance, understanding and mutual co-operation.

**Responsibility** - We must continue to be responsible and sensitive to the countries, communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over.

**Agility** - We must work in a speedy and responsive manner and be proactive and innovative in our approach.

## 2.0 ETHICS

In our effort towards Excellence and in Management of Business Ethics at TPCODL, an Ethics Management Team is constituted.

The main objective of the Ethics Management Team is to:

1. Record, address and allay the issues and concerns on ethics raised by different stakeholders like employees, consumers, vendors, Associates etc. by initiating immediate corrective actions.
2. Ensure proper communication of the ethics policies and guidelines through prominent displays at all offices of TPCODL and through printed declarations in all concerned documents where external stakeholders are involved.
3. Ensure proper framework of policies as preventive measures against any ethics violation recorded by them.
4. Prepare and submit MIS of all issues and concerns, corrective and preventive actions on monthly basis to the top management for their information.

All members of Team TPCODL, Associates and Stakeholders are requested to register any grievance on ethics violation to Mr. Rajeev Kharyal, Chief Ethics Counselor.



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### **3.0 CONTRACT PARAMETERS**

#### **3.1 Issue/ Award of Contract**

TPCODL awards the contract to the Associate in writing in the form of Purchase order (PO) or a Rate Contract (RC), hereafter referred as Contract, through in any or all of following modes- physical handover / post / e-mail / web document / fax with all the attachments/enclosures which shall be part of the contract document

On receipt of the contract, the associate shall return to TPCODL copy of the contract document duly signed by legally authorized representative of associate, within two days of Effective Date of Contract for contracts having contract execution time less than 30 days and within five days for all other contracts.

#### **3.2 Contract Commencement Date**

The date of issue/ award of contract shall be the Effective Date of Contract or Contract Commencement date.

#### **3.3 Contract Completion Date**

The date of expiry of Guarantee Period shall be deemed as the Contract Completion Date.

#### **3.4 Contract Period/Time**

The period from Contract Commencement Date to Contract Completion Date shall be deemed as the Contract Period/Time.

#### **3.5 Contract Execution Completion Date**

The stipulated date for completing the execution of all items in the schedule of quantities (Supply, Service and or both as applicable) shall be deemed as the Contract Execution Completion Date.

#### **3.6 Contract Execution Period/Time**

The Period from Contract Commencement Date to Contract Execution Completion Date shall be the Contract Execution Period/Time. Timely Completion of Works/Timely Delivery of Materials is the essence of the contract. The period from effective date of contract to the date stipulated for completion of delivery of all items/completion of all the works/services, as per schedule of quantities of the contract is defined as contract execution completion time. The Delivery of Materials /The Completion of Works, as applicable, should be achieved in all respects as per schedules of quantities and all the terms and conditions of the contract, in the contract execution time.

Any revision/amendment in the originally stipulated contract execution time has to be approved by authorized representative of TPCODL.

#### **3.7 Contract Price /Value**

The total all inclusive price/value mentioned in the PO/RC of the contract document is the Contract Price/Value and is based on the quantity, unit rates and prices quoted and awarded and shall be subject to adjustment based on actual quantities supplied/actual measurement of

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work done and accepted and certified by the authorised representative of the company unless otherwise specified in schedule of quantities or in contract documents.

### 3.8 Contract Document

The Contract Document shall mean and include but not limited to the following:

- NIT/Tender Enquiry, QR, Instruction to Bidders, Special Condition of Contract (SCC) of tender, GCC, Technical & Commercial Specifications including relevant annexure and attachments).
- Bids & Proposals Received from Associate including relevant annexure/attachments.
- Letter of Intent (LOI/RC/PO) with agreed deviations from the tender/bid documents.
- All the Inspection and Test reports, Detailed Engineering Drawings.
- Material Dispatch Clearance Certificate (MDCC).
- Minutes of Meeting (MoM)

### 3.9 Contract Language

All documents, instructions, catalogues, brochures, pamphlets, design data, norms and calculations, drawings, operation, maintenance and safety manuals, reports, labels, on deliveries and any other data shall be in English Language.

The Contract documents and all correspondence between the TPCODL, Third Parties associated with the contract, and the Associate shall be in English language.

However, all signboards required indicating "Danger" and/or security at site and otherwise statutory required shall be in English, Hindi, and local languages.

### 3.10 Reverse Auction

TPCODL reserves the right to conduct the reverse auction (instead of public opening of price bids) for the products / services being asked for in the tender. The terms and conditions for such reverse auction events shall be as per the Acceptance Form attached in Annexure I. The bidders along with the tender document shall mandatorily submit a duly signed copy of the Acceptance Form as mentioned in the Annexure I as a token of acceptance for the same.

## 4.0 SCOPE OF WORK

All the activities that are to be undertaken by the Associate to realize the contractual deliverables in completeness form Scope of Work. Following clauses list, but not limited to, major requirements of the scope of work.

The associate shall satisfy himself fully with the details and undertake fully the works as listed in schedule of quantities and conditions, under which the same to be performed. Associate may visit site to equip themselves with all the information required for the execution of work. Unless otherwise stated in the contract, the scope of work shall also include, but not limited to, the following.

The associate shall deliver equipment/material at site/stores, carry out erection, testing and commissioning and put into satisfactory operation as defined in contract. Unloading at site,

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storage, preservation, security and handling of the items at work places till completion of contract is also in scope of work.

The associate shall obtain statutory clearances for the works executed by him.

The associate shall provide comprehensive insurance for entire works for contract value and third party liability insurance to cover all risks till completion of contract.

All transport / lifting/ unloading/ storage/preservation of items at site shall be arranged by the Associate at no extra cost to TPCODL. All these activities shall be performed in line with original equipment manufacturers' recommendations and/or as per best engineering practices, with due consent of TPCODL Engineer-in-charge.

Completeness: Any supplies and services which might have not been specifically mentioned in the Contract but are necessary for the scope mentioned in Special Terms & Conditions and/or completeness of the works at the highest possible level, including any royalties, licence fees & compensation to be paid, whether incurred by the associates or by a third party for the work covered in the scope, regardless of when incurred, shall be supplied/provided by the associate without any extra cost and within the time schedule for efficient , smooth and satisfactory operation and maintenance of the works at the highest possible level under Indian conditions (but according to international standards for facility of this type), unless expressly excluded from the scope of supplies and services in this Contract.

TPCODL have the right, during the performance of the Contract, to change the scope and/or technical character of the Project and/or of the supplies and services stipulated in the Contract by submitting a request in writing to the Associate. The Associate shall, within fifteen days of receipt of such request from the TPCODL, provide Purchaser with a reasonably detailed estimate of the cost of the change outlined in the request.

In the event, TPCODL requests a change, the Contract price and time shall be adjusted upwards or downwards, as the case may be and shall be mutually agreed to. The associate shall not be entitled to any extension of time unless such changes adversely affect the time schedule.

The Associate shall not proceed with the changes as requested till adjustment of contract price and time schedule where so applicable in terms of or otherwise directed by the TPCODL.

#### **4.1 Indemnity**

Associates shall undertake to fully indemnify TPCODL (also referred to as the Company in the GCC) against all kinds of liabilities or damages, of whatsoever nature, including compensation arising from any accident to the person or property of those in Associate's employment or to any other person or properties including those of TPCODL, arising due to reasons attributable to any, act, omission of the Associate the Associates, for the entire period of contract including period of guarantee.

Within 7 days of award of work, the Associates shall submit Indemnity Bond in the format as per Annexure-D to Order Issuing Authority.

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In case of Labour /Erection/ Services Contracts having value more than Rs 2 Cr per Annum, Associates shall submit Indemnity Bond on Rs 100/- Non Judicial Stamp Paper in the format as per Annexure- D to Order Issuing Authority.

#### **4.2 Display of Notice Boards at Work Sites**

The Associate shall put up display notice board at each project site where the works are in progress indicating the information given below:

- Name of the Project.
- Estimated Cost of Project.
- Date of Commencement.
- Expected date of completion.
- Name of Associate and his telephone number.
- Name of Engineer-in-Charge and his telephone number.

#### **4.3 Disposal of Waste at Site**

Significant quantities of waste are generated during the execution of project and an integrated approach for effective handling, storage, transportation and disposal of the same shall be adopted. This would ensure the minimization of environmental and social impact in order to combat the climate change.

The associates shall follow the below criteria for disposal of waste at site during the execution of project.

- Associate shall ensure that the detailed project plan include the waste management, segregation of all designated waste material (Recyclable/Non-Recyclable), collecting, storing, disposing and transferring the same to pre-arranged facility/destination in timely and safe manner as per environmental legislations during the execution of project. The project plan shall also include the innovative construction practice to eliminate or minimize waste, protect surface/ground water, control dust and other emissions to air and control noise during the execution of project. The copy of same shall be given to EIC before the commencement of project.
- The purchase policy of BA shall encourage the procurement of material with recycled and minimum packaging of goods during delivery. Associate shall provide the appropriate means for site to site transportation of materials to avoid damage and litter generation.
- Associate shall educate and inform to its project team about the requirement and responsibilities for waste minimization and disposal in general and provide training of practices that support this. Waste management should be treated like a safety program.
- In the event that area of contaminated or biological hazard is identified, Associate shall ensure that plant, equipment, personnel and any activity associated with the work is carried out in consultation with EIC of TPCODL.
- Associate shall ensure that the residents living near the site are kept informed about proposed working schedule and shall informed timings and duration of any abnormal noise full activity that is likely to happen.

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- Associate shall ensure the regular maintenance and monitoring of vehicles and equipment for efficient fuel use so that emissions and noise are within acceptable limits to avoid air pollution.

#### **4.4 Deployment of Work Force**

Associate shall deploy adequate labour, as considered necessary by TPCODL for execution of the contract including Sundays and Holidays whenever required to do so with no extra cost to TPCODL. However, prior permission shall be taken from the site Engineer to carry out the work beyond normal working hours or on Sundays and Holidays. Female employees shall not be deployed beyond normal working hours/days and no child labour shall ever be deployed. Associate shall depute full time qualified and experienced engineers to supervise the work at site. All such staff shall be maintained from commencement to completion of all works to the entire satisfaction of the Engineer-in-Charge. Associate's employees deployed for the works under this contract will not be considered in Company's employment at any time. Associate shall continue to be responsible for all such employees, their safety, all types of statutory compliances related thereto and in any other manner whatsoever. The company will stand indemnified by the Associate in respect of all the above. At the same time Company upon noticing any breach or default on any statutory compliances, may at their sole discretion, decide to act in a manner as deemed fit at the risks and costs of the Associate.

TPCODL shall have the right to instruct the Associate to change the Sub- Associates or skilled /unskilled workers in case the conduct, the workmanship or speed of the work is not satisfactory.

Associates shall submit duly signed undertaking regarding engagement of competent staff / employee commensurate to the nature of job to Engineer-in-charge in the format attached as Annexure – G.

#### **4.5 Damages of Properties**

The Associates shall take necessary steps to ensure that the equipment and installations of the Company, Third parties, including other utility services like water supply pipelines; open drains telephone cables etc. are not damaged during execution of the works. The Associates shall be responsible for all such damages and shall have to repair/ replace and/or compensate for the entire claims in respect of such damages at its own cost.

#### **4.6 Issuance of Materials**

The material issued to the Associate shall be in the custody of the Associates who shall be fully responsible for the same. After completion of the works, the Associates will reconcile the material. Any cost of material which is short or damaged/lost will be deducted from Associate bill/ deposits.

#### **4.7 Company's Right To Use Works**

If Taking Over Certificate is delayed for any reason, for which TPCODL's decision shall be final and binding upon the Associate, the Company shall be entitled to use the works or portion thereof without affecting Associate's responsibility and liability to complete the balance works as

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per company's directives from time to time, though Associate shall be afforded reasonable opportunity by the company to enable Associates to complete all balance works required for issuance of 'Taking Over Certificate' by the company.

#### 4.8 Rights of TPCODL to vary the scope work

TPCODL shall have the right, during the performance of the Contract, to change the scope and/or technical character of the Project and/or of the supplies and services stipulated in the Contract by communicating the intent to do so in writing to the Associate. On receipt of such communication the Associate shall, within the time frame specified in the contract shall provide TPCODL with a reasonably detailed estimate of the cost of the change in scope outlined in the TPCODL communication. The change in the Contract price and time shall be revised upwards or downwards, as the case may be, and shall be mutually agreed to. The Associate shall not be entitled to any extension of time unless such changes adversely affect the time schedule.

The Associate shall not proceed with the changes in the scope of work till such time revision of Contract price and time schedule are approved and communicated to the associate by TPCODL.

Any change in the Scope of Work and/or Terms & Conditions of the order shall be intimated by TPCODL through an amendment to the contract. The amendment shall be treated valid only if signed by the authorized signatory of the original contract.

#### 4.9 Technical Evaluation

TPCODL reserves the right to assign scores to different parameters including but not limited to the following while evaluating the bids. TPCODL reserves the right to change the parameters and score without prior information to the associates:

S. No.	Evaluation Parameter	Max. Score
<b>A</b>	<b>For bidders already Registered with TPCODL</b>	<b>100</b>
<b>A.1.</b>	<b>No violation of statutory compliances in last 1 year.</b> Deduction of 2 marks for each instance of violation in last 1 year.	20
	<b>Safety</b> Deduction of 2 marks for each instance of safety violation in last 1 year. Deduction of 5 marks for each reported Non-Fatal Accident in last 1 year In case of any reported fatal accident: <i>ZERO MARKS</i>	20
<b>A.2.</b>	<b>Timely Execution of Contracts</b> Total Achieved Score = {30 – 3 x (Avg. percentage LD deductions in last 2 years)}	30
<b>A.3.</b>	<b>Legal Issues with TPCODL</b> Zero instances of Arbitration procedures / Court Cases / PBG forfeitures in last 2 years: 30 marks else 'Zero' marks	30
<b>B</b>	<b>Bidders new to TPCODL</b>	<b>100</b>
<b>B.1.</b>	<b>Visits</b> Client Site Visit where the bidder is providing similar services.	30
	The visits as above shall be arranged by the bidder. However all costs towards conveyance, lodging, boarding etc. shall be borne by TPCODL. The	

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S. No.	Evaluation Parameter	Max. Score
	score assigned by TPCODL based on the above visits shall be final and binding on the bidder (Vendor Evaluation form attached as annex L). <b>Safety</b> Score achieved against BA Safety Management System Questionnaire	20
B.2.	<b>Client Referrals</b> At least 3 nos. Customer References for similar services in last 3 years. All customer references shall be either of the following: <ul style="list-style-type: none"> <li>▪ Govt. Organizations/ PSUs/ Power Distribution Utilities.</li> <li>▪ Private Organizations with an annual turnover of &gt;= 500 cr.</li> </ul> PO copies or Completion Certificates will be admissible. Each reference: 10 marks	30
B.3.	<b>Blacklisting Information</b> Not blacklisted by any reputed organization/utility in last 2 years: 20 marks else 'Zero' marks	20

- Bidder shall be considered as technically qualified if they are able to achieve a technical score of >70 marks on the above parameters. 'A' or 'B'.
- The bidder must have the PF and ESI registration. In case it is not there (provided the bidder is not exempted from the PF and ESI), bidder shall not be evaluated on the above parameters and will be considered as disqualified.

## 5.0 PRICES/RATES/TAXES

The Prices and Rates are inclusive of cost of materials supplied as per contract terms and for which MDCC is issued by TPCODL and to the extent required for completion of works, cost of service executed as per schedule of quantities, cost of testing as per contract terms, cost of documentations including all relevant test certificates and other supportive documents to be furnished as per contract terms. The rates shall remain firm till actual completion of contract.

The Prices/Rates are inclusive of all taxes, levies, cesses and duties, particularly Goods and Services Tax as applicable. All government levy / taxes shall be paid only when the invoice is submitted according to the relevant act.

The prices shall remain unchanged irrespective of TPCODL making changes in quantum in all or any of the schedules of items of contract.

### 5.1 Changes in Statutory Tax Structure

If rate of any or all of the statutory taxes and duties applicable to the contract changes, such changes shall be incorporated by default if the changes occur within the contract execution time and shall be applicable if the contract is executed by the Associate within the Contract Execution Time.

For execution of contracts beyond contract execution time, where the delay is not attributable to TPCODL no upward revision in tax /duties shall be considered irrespective of changes in the statutory tax structure either within the contract execution time or beyond. However, in such cases, benefits due to any downward revisions in statutory tax rates shall be passed on to TPCODL.

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## 6.0 TERMS OF PAYMENT

### 6.1 Pre-Requisites for Payment

- Associate should have completed execution of that part of contract, for which payment is sought, to the satisfaction of TPCODL's Engineer-in-Charge responsible for the contract and obtained certification for execution of the work.
- Associate has taken C-3 Form
- Associate has undertaken joint measurement of the work executed along with TPCODL's Engineer-in-charge.
- Associate's bills/invoices submitted have been certified by Engineer-In-Charge.

### 6.2 Bills & Invoices

Unless specified otherwise in the special conditions of contract, Associate shall raise not more than one invoice/contract per month for the services rendered in the prescribed Tax Format and the invoice shall be submitted within 15 days of the following month at Invoice Desk, TPCODL Bhubaneswar.

All Bills shall be supported by joint measurement of work done, quality test report and a copy of wage sheet, if applicable (showing proof of having disbursed wages as per applicable law) and a copy of statement substantiating that statutory payments having been affected.

Bills/ invoices shall mention Associate's 'Sales, Service, WCT Tax Registration Number, PAN number as applicable.

Final bill submission after completion of project or execution of job must be within 30 days from the actual date of completion/execution of work awarded.

### 6.3 Payment & Statutory Deductions

Payment shall be released within 30 days from the submission of the bills. The associate shall submit "No Demand Certificate" in the format as per Annexure-D at the time of receipt of full and final payment. In case any non-compliance to contract conditions comes to TPCODL's notice, TPCODL will be entitled to deduct 30% of estimated wages plus 20% of wages as TPCODL's overheads. Associates would be obliged to provide the copy of monthly wage sheet in any case, failing which no payment shall be made. TPCODL at their sole discretion may deposit the PF etc. with statutory authorities. TPCODL will deduct the amounts of TDS as per statutory requirement under the income tax act and the DVAT Act and certificates (wherever applicable) will be issued to associate accordingly

In case of non-submission of PAN No TDS @ 20% shall be deducted from all payable amounts for which no TDS certificate shall be issued. TDS once deducted as above shall not be revised in any condition.



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### 6.3.1 Statutory Deductions

TPCODL will deduct the amounts of TDS, TCS as per statutory requirement under the income tax act, the Goods and Services tax act, BOCW Act, or any other applicable tax act and certificates (wherever applicable) will be issued to associate accordingly.

For consumption of TPCODL's Water and Electricity by Associate for execution of Contract, Associate shall pay 0.5% & 1.0% respectively of contract value and it shall be deducted from the running bills.

The Engineer-in-Charge as stated in the Order shall be responsible for certification of the work executed and the bills. Bills (including original) shall be submitted in triplicate at Bill Inward Receipt Desk (BIRD) located at Third Floor, IDCO Towers, Janpath, Bhubaneswar..

### 6.4 Guidelines for Raising Running/ Final Bills

Contract Value Up to 5 Lakhs	One Final Bill
Contract Value More than 5 lakhs	Monthly Running Bill & One Final Bill

All Bills shall be processed only when all bank Guarantees are in place and before payments of Final Bill Associate have to furnish No Demand Certificate, as applicable.

### 6.5 Quantity Variation

Payment will be made on the basis of actual quantity of supplies/actual measurement of works accepted by TPCODL and not on the basis of contract quantity.

### 6.6 Full and Final Payment

Full & Final Payment in all contracts shall be made subject to the associate submitting "No Demand Certificate", in the format as per Annexure-C.

### 7.0 MODE OF PAYMENT

Payment shall be made through Cheque or RTGS whichever of the two modes chosen by the Associate, in favour of Associate's Bank Account on TPCODL records, on whose name Contract has been issued. Those Associates opting for the RTGS mode shall submit the details of Bank Account and other details as per annexure J. Further, for any payments made, TPCODL is not responsible for any consequences/disputes Associate have among the owners channel partners, sub-Associates and all such dispute/concerns shall be settled solely by the Associate.

In case of service contracts, mostly the quantities of items indicated are estimated and preliminary. However, payments shall be made on the basis of actual quantity of work carried out and measured jointly by the Company and the Associate. Associates shall be responsible to organize joint measurements of works with TPCODL Engineer-in-Charge before raising any bill of work done. In the event Associate fails to do so, TPCODL at their sole discretion, may take measurements of work done and proceed as deemed fit and in such an event Associate's right to lodge any subsequent claim shall stand forfeited.

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## 8.0 SECURITY CUM PERFORMANCE DEPOSIT

Associates shall submit within 15 days from the effective date of issue of PO/RC, Security cum Performance Bank Guarantee (SPBG) in the format as per Annexure B of this document from banks acceptable to TPCODL for:

- (a) 5% of the PO value if purchase order value is more than Rs 5 Crores.
- (b) 10% of the PO value if purchase order value is less than Rs 5 Crores.

This shall remain valid till the end of the Guarantee Period of contract, plus one month.

- (c) 5% of the RC value in case of Rate Contract. This shall remain valid till the Guarantee period plus one month.

- For PO/RC values less than Rs. 5 lacs, Associate may request for deduction of amount equivalent to SPBG value from their first invoice. Such amount shall be withheld by TPCODL while processing the invoice and shall be released after completion of Guarantee Period plus one month.
- For PO/RC values less than Rs. 3 lacs, the clause (8.0) for Security cum Performance Bank Guarantee (SPBG) shall not be applicable.
- In case of RC (Rate Contract) after the expiry of RC validity, Associate shall have to submit SPBG. However, the Associate has the option to re-submit the SPBG as per actual RO (Release Order) value issued against the RC, valid for Guarantee Period plus one month. The Guarantee Period shall be considered as per the last RO issued against the said RC. The original SPBG as submitted against the RC shall be released on submission of the new SPBG to TPCODL. Alternatively, Associate may extend the validity of original SPBG only till the requisite period, i.e. guarantee period plus one month.

## 9.0 STATUTORY COMPLIANCE

### 9.1 Compliance to Various Acts

Associate should ensure adherence to the Anti-Lobbying, Debarment, Drug-Free, Child Labour, Factories Act and Shop and Establishment Workplace Certification, Registration details under GST, Sales Tax and Works Contract Tax Act.

Associate shall bear the entire responsibility, liability and risk relating to coverage of its workforce under different statutory regulations including Workman's Compensation Act, ESI Act, Factories Act, 1948, the Contract Labour (Regulation and abolition) Act 1970, and any other relevant regulations as the case may be. Associate shall also be solely responsible for the payment of all benefits such as Provident Fund, ESI, Bonus, Leave compensation and other benefits as may be applicable under applicable labour laws, etc. as per the various statutory regulations and shall keep TPCODL indemnified in this regard against any such claim and provide documentary evidences of the same to TPCODL. TPCODL shall be entitled to, if necessary, make such payment and recover the amount from Associate.

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Associate should ensure adherence to all applicable laws, rules and regulation applicable under this contract from time to time. In case of violation any risk, costs etc. shall be in associates account and keep TPCODL indemnified always till completion of contracts.

## 9.2 SA 8000

TPCODL expects its Associates to follow guidelines of SA 8000:2014 on the following aspects

1. Child Labour
2. Forced or Compulsory Labour
3. Health & Safety
4. Freedom of Association & Right to Collective Bargaining
5. Discrimination
6. Disciplinary Practices
7. Working Hours
8. Remuneration
9. Management System

## 9.3 Affirmative Action

TPCODL appreciate and welcome the engagement/employment of persons from SC/ST community or any other deprived section of society by their business associates.

### Relaxation in Contract Clauses under Affirmative Action for SC/ ST Business Associates\*\*

TPCODL believes that inclusive growth is the key to sustainable development, and to promote the same Policy on Affirmative Action for Scheduled Caste & Scheduled Tribe Communities has been adopted across the company.

Under the same pre-text, and to promote entrepreneurship among SC/ST community TPCODL has taken initiative by proposing relaxations in contract clauses as per below:

S.No.	Initiative	for SC/ ST BA's	Guideline Document
1	Tender Fees	100% waiver for SC/ST community	All Open Tenders
2	Earnest Money Deposit	50 % relaxation of estimated EMD value	All limited and Open Tenders
3	Performance Bank Guarantee	50% relaxation in PBG for order value above 50 lacs else 25% relaxation	All limited and Open tenders
4	Turnover	25% relaxation in company turnover under qualifying requirement criteria	All Open Tenders

**\*\*Classification of BA s under SC/ST shall be governed under following guidelines:**

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- Proprietorship/ Single Ownership Firm: Proprietor of the firm should be from SC/ST community. Governing document shall be duly audited latest balance sheet bearing name of all the partners.
- Partnership Firm: Only such firms shall qualify which have SC/ST partners holding equal to or more than 50% of the total ownership pattern of the firm. Governing document shall be Partnership Deed and duly audited latest balance sheet bearing name of all the partners.
- Private limited company: Only such firms shall qualify which have SC/ST directors holding equal to or more than 50% of the total ownership pattern of the firm. Governing document shall be Memorandum of Understanding (MoU) and/or Article of Association (AoA).

*## Certification from SC/ST commission shall be required for deciding upon SC/ST status of a person.*

#### **9.4 Compliance to Labour Laws**

Bidder needs to ensure compliance to applicable labour laws including timely disbursement of wages. In case wages are not disbursed as per the stipulated timelines, then TPCODL shall pay the wages to BA employees on behalf of BA. Apart from deducting the amount of wages paid, TPCODL shall deduct an additional service charge equivalent to 25% of the wages paid from the payment due to BA.

#### **9.5 Compliance to Construction and Demolition Waste Management Rules & Environment (Protection) Amendment Rules**

BA is liable to follow the Construction and Demolition Waste Management Rules- 2016, Environment (Protection) Amendment Rules- 2018 and Guidelines on dust mitigation measures in handling construction material and C&D wastes issued by CPCB.

Following are some main points of above Rules/Guidelines for Construction work, cable laying jobs etc.

1. Barricading to be provided at site to cover complete area.
2. Construction material and waste should be inside the closed area made by using barricading.
3. Water sprinkling/fine spray from nozzles to be done to suppress the dust.
4. The board of Dust mitigation measures shall be displayed at site for public viewing with required details.
5. Loose sand or soil and construction material that causes dust shall be covered.
6. Transport material that are easily wind borne need to be covered by a sheet made of either jute, tarpaulin, plastic or any other effective material.
7. All areas for storing C&D waste/construction material to be demarcated and preferably barricaded particularly those materials that have potential to be dust borne.
8. Grinding and cutting of building materials in open area shall be prohibited.
9. Construction material and waste should be stored only within earmarked area and road side storage of construction material and waste shall be prohibited.
10. No uncovered vehicles carrying construction material and waste shall be permitted.
11. Construction and demolition waste processing and disposal site shall be identified and required dust mitigation measures to be notified at the site.

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## **10.0 QUALITY**

### **10.1 Knowledge of Requirements**

The Associate shall be deemed to have carefully examined and to have knowledge of the equipment, the general and other conditions, specifications, schedules, drawings, etc. forming part of the Contract and also to have satisfied himself as to the nature and character of the work to be executed and the type of the equipment and duties required including wherever necessary of the site conditions and relevant matters and details. Any information thus procured or otherwise obtained from TPCODL/Consultants shall not in any way relieve the Associate from his responsibility and executing the works in accordance with the terms of contract.

### **10.2 Adherence to Rules & Regulations**

The Associate shall procure and/or fabricate/erect all materials and equipment in accordance with all requirements of Central and State enactment, rules and regulations governing such work in India and at site. This shall not be construed as relieving the Associate from complying with any requirement of TPCODL as enumerated in the Contract which may be more rigid than and not contrary to the above mentioned rules, nor providing such construction as may be required by the above mentioned rules and regulations. In case of variance of the Technical Specification from the laws, ordinance, rules and regulations governing the work, the Associate shall immediately notify the same to the TPCODL. It is the sole responsibility of the Associate, however, to determine that such variance exists. Wherever required by rules and regulations, the Associate shall also obtain the statutory authorities' approval for the plant, machinery and equipment to be supplied by the Associate.

### **10.3 Specifications and Standards**

The Associate shall follow all codes and standards referred in the Contract Document. Codes and standards of other may be followed by the Associate with the prior written approval of TPCODL, provided materials, supplies and equipment according to the standard are equal to or better than the corresponding standards specified in the Contract.

Brand names mentioned in the Contract documents are for the purpose of establishing the type and quality of products to be used. The Associate shall not change the brand name and qualities of the bought out items without the prior written approval of the TPCODL. All such products and equipment shall be used or installed in strict accordance with original manufacturer's recommendations, unless otherwise directed by the TPCODL. In any circumstances the codes, specimen and standards prescribed by any government agency should not be violated.

## **11.0 SAFETY**

All Associates shall strictly abide by the guidelines provided in TPCODL's Contractor Safety Management System (CSMS) as applicable at all stages during the contract period. Associate shall execute the contracts ensuring the following in and as order of priority:

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- Safety of Human Beings.
- Safety of Equipment/Assets.
- Timely Completion of Contract.

Safety related requirements as mentioned in our Contractor Safety Management System is attached as annexure K and is an integral part of this GCC. TPCODL may revise this CSMS document as a when required and the revised version shall be applicable on all contracts – current or future.

## **12.0 GUARANTEE**

### **12.1 Guarantee of Performance**

Associates shall stand guarantee that the equipment and material supplied/service or work rendered under the contract is free from design, manufacturing, material, construction, erection & installation and workmanship & quality defects and is capable of its due, rated and intended quality performance, as an integrated product delivered under the contract or a specific period termed as Guarantee Period(as elaborated elsewhere in this clause) The Associate should also guarantee that the equipment/material is new and unused except for the usage required for the tests and checks required as part of quality assurance.

### **12.2 Guarantee Period**

The Guarantee Period will be equipment/service/work specific and shall be as specified in the Standard Specifications of TPCODL for the equipment/material/service/work and where standard specifications are not part of contract documents or guarantee period is not specified in the standard specifications,, the guarantee period shall be as per the Special Terms and Conditions of the Contract. In case of no mention of the guarantee period in standard specifications or SCC Guarantee Period will be 12 Months from the Date of Commissioning or 24 months from the date of delivery of final lot of supplies made, whichever is earlier.

### **12.3 Failure in Guarantee Period (GP)**

If the equipment and material supplied/service or work rendered under the contract fails to perform its due, rated & intended quality performance, during the Guarantee period, the associate is liable to undertake repair/rectify/replace the equipment and material supplied/service or work rendered under the contract within time frame specified in the SCC or elsewhere in the contract documents at associate's cost to make the equipment and material supplied/service or work rendered under the contract of performing its due, rated and intended quality performance. If Associate fails to repair/rectify/replace the equipment or material supplied/service or work rendered under the contract, failed in Guarantee Period, TPCODL will be at liberty to get the same done at Associate's risks and costs and recover all such expenses plus the TPCODL's own charges (@ 20% of expenses incurred), from the Associate or from the "Security cum Performance Deposit" as the case may be.

If during the Warranty/ Guarantee period some parts of the supplies are replaced owing to the defects/ damages under the Warranty, the Warranty period for such replaced parts shall be until the expiry of twelve months from the date of such replacement or renewal or until the end of original Guarantee period, whichever is later.

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Any repairs during the Guarantee Period shall be carried out by the Associate within 30 days of reporting the issue to Associate by TPCODL. However, if replacement of the Equipment is required, Associate shall notify the same to TPCODL within 7 days of reporting the issue by TPCODL. Thereafter, the total time for supply of new equipment/ material shall be equal to the original delivery period of that equipment/ material as specified in the Contract. In case the Associate is not able to rectify/ replace the faulty equipment/ material within the stipulated timelines as mentioned above, penalty shall be levied as per the Liquidated Damages clause mentioned in this document. The penalty amount shall be recovered from the payment due to the vendor or by encashment of the SPBG as the case may be.

#### **12.4 Cost of repairs on failure in GP**

The cost of repairs/rectification /replacement, apart from the actual cost of repairs/rectification/replacement is also inclusive of all associate costs of required transportation, site inspection /mobilization/dismantling and re-installation costs as applicable. The Associate has to ensure that the interruption in the usage of intended purpose of the equipment is minimized to the maximum extent In lieu of the time taken for repairs/rectification/replacement.

#### **12.5 Guarantee period for Goods Outsourced**

If the Associate outsources partly equipment/materials/services from third party as mutually agreed upon at the pre award stage of contract, TPCODL shall have the benefit of any additional guarantee period if provided by the third party for the part supplied/executed by them.

#### **12.6 Latent Defect**

Hidden defects in manufacturing or design of the product supplied and which could not be identified by the tests conducted but later manifested during operation of the equipment are termed as latent defects. Associates shall further be responsible for 'free replacement' for another period of THREE years from the end of the guarantee period for any 'Latent Defects' if noticed and reported by the Company.

### **13.0 LIQUIDATED DAMAGES**

- a) For Services which are of standalone use, multiple in quantities and having a single final completion schedule, Liquidated damages shall be levied without prejudice to any of the other contractual rights of TPCODL, as described below:

For delay of each week and part thereof from the completion schedule specified in the contract, 1% of contract value corresponding to unexecuted work, provided full execution is done within 130% of the original contract time. If full contractual service/work rendered is not completed within 130% of contract time for execution, TPCODL has the right to levy LD on the entire contract value, subject to a maximum of 10% of the total contract value.

- b) For services having phased completion schedule(milestone) as per contract terms, standalone use and multiple in quantities, Liquidated damages shall be levied without prejudice to any of the other contractual rights of TPCODL, as described below:

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For the purpose of calculating and applying LD, each milestone shall be considered separately. For delay of each week and part thereof, from the execution of work schedule specified in the milestone, 1% of the contract value corresponding to the unexecuted work of the milestone, subject to a maximum of 10% of the total contract value of that milestone shall be levied. However, if full contractual service/work rendered is not completed within 130% of contract time for execution, TPCODL has the right to levy LD on the entire contract value, subject to a maximum of 10% of the total contract value. Deduction of LD shall be on landed cost i.e contract value inclusive of taxes and in pursuant statutory compliance GST would be applicable at the stipulated rate and the same shall be borne by Business Associate. In case of LD deduction, a GST invoice shall be issued by TPCODL as a proof of deduction/ recovery.

### 13.1 LD Waiver Request

Any request of LD waiver shall be submitted within thirty (30) days of deducting LD. Request submitted beyond the timeline shall not be entertained.

### 13.2 Material Recovery

In case of any recoveries for materials or services (for material free issued by TPCODL and not reconciled by BA or for services claimed and paid in excess at the time of running bills), the total cost which shall be recovered from the BA, shall be the gross amount of material or services (i.e. including taxes) plus applicable taxes as prevailing at the time of such recoveries.

### 14.0 ASSIGNMENT OR SUBCONTRACTING

Associates shall not assign/subcontract/outsource the schedule of activities of contract TPCODL enters with the associate, in part or full, without TPCODL's prior written approval. However outsourcing of materials/equipment/services by Associate to make the integrated product for which TPCODL's has placed the contract with the associate from suppliers, makes and agencies which have been mutually agreed upon during contract pre-award stage is permitted subject to following conditions.

In such cases where outsourcing is done by the Associate

- Shall ensure that outsourced suppliers comply with the technical and financial qualification requirements specified by TPCODL in the contract document
- Shall furnish all particulars about the proposed outsourcing agencies and the details of the goods/services/work outsourced to the Associate while seeking approval of TPCODL for inclusion for outsourcing. The Associate shall give approval or shall refuse approval in writing within thirty (30) days of receipt of such request. However the Associate shall not be entitled for any additional contract execution time whatsoever in lieu of the process for approval for outsourcing agencies, and shall be held responsible for any delay in the project execution time.
- Shall remain jointly and severally liable for any action, deficiency, and/or negligence on the part of his outsourcing agencies. The approval extended by the Associate to outsourcing agencies recommended by the Associate shall not discharge the later from his Contract obligations.



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Shall submit to the Associate unpriced copies of purchase orders with technical specifications included in the orders, placed on outsourcing agencies as soon as the respective orders have been placed by the Associate.

### **15.0 UNLAWFUL ACTIVITIES**

The Associate shall have to ensure that none of its employees are engaged in any unlawful activities (whether covered under the scope of the present GCC or not) subversive of the TPCODL's interest failing which appropriate action (legal or otherwise) may be taken against the Associate by the TPCODL, in accordance with the terms of the present GCC.

### **16.0 CONFIDENTIALITY**

Associate and its employees or representatives thereof shall strictly maintain the confidentiality of various information they come across while executing the contract as detailed below.

#### **16.1 Documents**

All maps, plans, drawings, specifications, schemes and other documents or information related to the Contract/Project and the subject matter contained therein and all other information given to the Associate by the TPCODL in connection with the performance of the contract shall be held confidential by the Associate and shall remain the property of the TPCODL and shall not be used or disclosed to third parties by the Associate for any purpose other than for which they have been supplied or prepared. The Associate may disclose to third parties, upon execution of confidentiality agreements, such part of the drawings, specifications or information if such disclosure is necessary for the performance of the Work provided such third parties agree in writing to keep such information confidential to the same extent and degree as provided herein, for the benefit of the TPCODL.

#### **16.2 Geographical Data**

Maps, layouts and photographs of the unit/plant including its surrounding regions showing vital installation for national security of country or those of TPCODL shall not be published or disclosed to the third parties or taken out of the country without prior written approval of the TPCODL and upon execution of confidentiality agreements satisfactory to the TPCODL with such third parties prior to disclosure.

#### **16.3 Associate's Processes**

Title to secret processes if any developed by the Associate on an exclusive basis and employed in the design of the equipment shall remain with the Associate. TPCODL shall hold in confidence such processes and shall not disclose such processes to the third parties without prior approval of the Associate and execution by such third parties of secrecy agreements satisfactory to the Associate prior to disclosure. Upon completion of contract, such processes shall become the property of the TPCODL. Title to technical specifications, drawings, flow sheets, norms, calculations, diagrams, interpretations of test results, schematics, layouts and such other information, which the Associate has supplied to the TPCODL under the Contract shall be passed on to the TPCODL. The TPCODL shall have the right to use these for

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construction, erection, start-up, Trial Run, operation, maintenance, modifications and/or expansion of the works including for the manufacture of spare parts.

#### **16.4 Exclusions**

The provision of Clauses 16.1 to 16.3 shall not apply to information:

- Which at the time of disclosure are in the public domain which later on become part of public domain through no fault of the party concerned, or
- Which were in the possession of the party concerned prior to disclosure to him by the other party, or
- Which were received by the party concerned after the time of disclosure without restriction on disclosure or use, from a third party who did not acquire such information directly or indirectly from the other party or has no obligation of confidentiality for such information.

#### **16.5 Violation**

In case of violation of this clause, the Associate is liable to pay compensation and damages as may be determined by the competent authority of TPCODL.

#### **17.0 INTELLECTUAL PROPERTY RIGHTS**

If, in the course of performance of its functions and duties as envisaged by the scope of the present GCC, the Associate acquires or develops, any unique knowledge or information which would be covered, or, is likely to be covered within the definition of a trademark, copyright, patent, business secret, geographical indication or any other form of intellectual property right, it shall be obliged, under the terms of this present GCC, to share such knowledge or information with the TPCODL. All rights, with respect to, or arising from such intellectual property, as aforementioned, shall solely vest in TPCODL.

Moreover, the Associate undertakes not to breach any intellectual property right vesting in a third party/parties, whether by breach of statutory provision, passing off, or otherwise. In the event of any such breach, the Associate shall be wholly liable to compensate, indemnify or make good any loss suffered by such third party/parties, or any compensation/damages arising from any legal proceeding/s, or otherwise. No liability of TPCODL shall arise in this respect, and any costs, damages, expenses, compensation payable by TPCODL in this regard to a third party/parties, arising from a legal proceeding/s or otherwise, shall be recoverable from the Associate.

#### **18.0 INDEMNITY**

The Associate shall at all times indemnify, keep indemnified and hold harmless the TPCODL and its officers, directors, employees, affiliates, agents, successors and assigns against all actions, claims, demands, costs, charges and expenses arising from or incurred by reason of any infringement of patent, trade mark, registered design, copy rights and/or industrial property rights by manufacture, sale or use of the equipment supplied by the Associate whether or not the TPCODL is held liable for by any court judgement. In this connection, the TPCODL shall pass on all claims made against him to the Associate for settlement.

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The Associate assumes responsibility for and shall indemnify and save harmless the TPCODL from all liability, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by the TPCODL and its officers, directors, employees, affiliates, agents, successors and assigns arising from any breach of the Associate's obligations under the Contract or for which the Associate has assumed responsibilities under the Contract including those imposed under any local or national law or laws, or in respect to all salaries, wages or other compensation for all persons employed by the Associate or his Sub-Associates or suppliers in connection with the performance of any work covered by the Contract. The Associate shall execute, deliver and shall cause his Sub-Associate and suppliers to execute and deliver, such other further instruments and to comply with all the requirements of such laws and regulation as may be necessary there under to conform and effectuate the Contract and to protect the TPCODL.

The TPCODL shall not be held responsible for any accident or damages incurred or claims arising, due to the Associate's error there from prior to completion of work. The Associate shall be liable for such accidents and after completion of work for such accidents as the case may be due to negligence on his part to carry out Work in accordance with Indian laws and regulations and the specifications set forth herein.

## **19.0 LIABILITY & LIMITATIONS**

### **19.1 Liability**

Except for any specific liability which may be identified in the Contract and which may be payable hereunder, Associate shall not be liable for any special, incidental, indirect, or consequential Damages or any loss of business Contracts, revenues or other financial loss (or equivalents thereof no matter how claimed, computed or characterized) arising out of or in connection with the Performance of the Work or supply of Goods ***unless caused by Associate's negligence, willful misconduct or breach of contract.***

If the Associate is a joint venture or consortium, all concerned parties shall be jointly and severally bound to the TPCODL for the fulfillment of the provisions of the Contract. The consortium or the joint venture shall designate one party as their leader, who will be the coordinator between the parties and TPCODL. The constituents & leader of the consortium or joint venture shall not be changed without the prior consent of TPCODL.

TPCODL shall have no liability or any special, incidental, indirect or consequential Damages for any loss of Business Contracts, revenues or other financial loss arising out of this Contract.

### **19.2 Limitation of Liability**

The total liability of Associate against any contract shall be limited to the Total All Inclusive Contract Value.

## **20.0 FORCE MAJEURE**

Force Majeure applies if the performance by either Party ("the Affected Party") of its obligations under Contract is materially and adversely affected.

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“Force Majeure” shall mean any event or circumstance or combination of events or circumstances referred below and their consequences that wholly or partly prevents or unavoidably delays any Party in the performance of its obligations under this Agreement, but only and to the extent that such events and circumstances are not within the reasonable control, directly or indirectly, of the Affected Party and could not have been avoided even if the Affected Party had taken reasonable care:

- Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, embargo, blockade, revolution, riot, bombs, religious strife or civil commotion, etc.
- Politically motivated sabotage, or terrorism, etc.
- Action or Act of Government or Governmental agency for which remedy is beyond the control of the affected parties.
- Any act of God.

Note: Causes like power breakdown/ shortages/fire/strikes, accidents etc. do not fall under Force Majeure.

Time being the essence of the Contract, if either party is prevented from the performance of its obligations in whole or in part due to an event of Force Majeure, then provided Notice of happening of any event by the Affected Party is given to the other party within seven (7) days from the date of occurrence of such event, which DIRECTLY has impact on works and submitted details and quantum of resulting effect, but at the same time had made all possible efforts to mitigate and overcome effects thereof, the Affected Party's performance under this Contract shall be suspended until such event ceases and the Scheduled Completion shall be delayed accordingly.

If Force Majeure event(s) continue for a period of more than three months, the parties shall hold consultation to discuss the further course of action.

Neither party shall be considered to be in default or in breach of its obligation under the Contract to the extent that performance of such obligation by either party is prevented by any circumstances of Force Majeure which arise after effective date of Contract.

Neither party can claim any compensation from the other party on account of Force Majeure.

## **21.0 SUSPENSION Of CONTRACT**

### **21.1 Suspension for Convenience**

TPCODL may, at any time and at its sole option, suspend execution of all or any portions of the schedule of items of contract to be supplied/work to executed by Associate under the contract by providing to the Associate at least two business days written notice for contracts having contract completion period less than sixty days and at least seven business day notice for all other contracts.

Upon receipt of any such notice, the Associate shall respond as follows as applicable as per contract construction.

- Immediately discontinue further supply of material/goods specified in the suspension notice for supply contracts

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- Immediately discontinue further service/work and supply of materials of those services/materials/work specified in the suspension notice for service /composite contract
- Promptly make every reasonable effort to obtain suspension, upon terms satisfactory to TPCODL, of all orders, outsourcing arrangements, and rental Contracts to the extent that they relate to performance of the portion of Work suspended by the notice.
- Protect and maintain the portion of the service/Work already completed, including the portion of the Work suspended hereunder, unless otherwise specifically stated in the notice.
- Continue delivering/carrying out the supply/service/work items as per contract conditions, which do not fall under purview of the suspension notice.

On receipt of resumption notice from TPCODL, the Associate shall resume execution of contract as specified in the resumption notice, within the time frame specified in the resumption notice.

### **21.2 Suspension for Breach of Contract conditions**

TPCODL shall suspend execution of whole/or part thereof the contract till such time Associate complies with the conditions stipulated under section clause 22 for breach/default of contract conditions.

### **21.3 Compensation in lieu of Suspension**

If the suspension of the contract in whole or in part is for convenience of TPCODL and not due to any breach of contract conditions by the associate, TPCODL at its discretion shall consider compensating all reasonable additional costs incurred by Associate in lieu of suspension of whole or part of contract, on representation of the Associate providing justified estimates of such additional costs and such estimates are found acceptable and approved by competent authority of TPCODL.

If the suspension of contract in whole or part thereof is due to breach of contract conditions (refer clause 24.3) by the Associate, Associate shall not be entitled for any compensation for any cost incurred in lieu of suspension of whole or part of contract and also shall be liable for compensating all the losses arising to TPCODL in lieu of suspension of contract. Resumption notice shall be subject to the Associate taking corrective action for the breach of contract conditions within the time frame and as per the terms specified in the suspension notice.

## **22.0 TERMINATION OF CONTRACTS**

### **22.1 Termination for Default/Breach of Contract**

The contract / PO shall be subject to termination by TPCODL in case of breach of the contract by the Associate which shall include but not be limited to the following:

- a. Withdrawal or intimation by the Associate of its intent to withdraw or surrender the execution / completion of the contracted work /PO or failure in ensuring adherence to any delivery schedules, in deviation of the contract/PO
- b. Refusal or neglect on the part of the Associate to supply material/equipment of quantity or quality as specified by TPCODL and within the timeframe as specified in the contract

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document or refusal or neglect to execute the services/work in terms of the agreed standards of quantity or quality and/or within the timeframe specified in the contract/PO.

- c. Failure in any respect to perform any portion of the Work contracted with promptness, diligence, or in accordance with the terms of the contract.
- d. Failure to furnish guarantees as specified and /or failure to comply with the terms thereof.
- e. Failure to furnish such relevant documents or information within the time specified which may be necessary for due execution / completion of the works and documentation.
- f. Liquidation, bankruptcy either voluntary or involuntary OR entering into any composition or compromise with its creditors, or Insolvency.
- g. In case any reasonable information has been received by TPCODL that Associate has adopted/ or attempted to adopt any unethical conduct, action in award of the contract /PO or at any time thereafter.
- h. Failure to comply with applicable statutory provisions as contained in the contract or failure to comply with the applicable laws.
- i. Failure to comply with safety regulations/clauses stipulated in the contract or as may be generally instructed by TPCODL.

If the default or breach as specified under clause 22 (except sub clause g thereof) be committed by the Associate for the first time, TPCODL shall issue, along the with notice of default or breach, a warning notice instructing the associate to take remedial/corrective action within the time frame stipulated in the warning notice and not to repeat the same in future. The timeframe for corrective action by the associate shall be specific to the nature of breach of contract and the same shall not be objected to by the Associate. If the Associate fails to comply with the instructions in the warning notice or in taking corrective action to the satisfaction of TPCODL then TPCODL may terminate the entire or part of contract at its discretion by issuing termination notice without incurring any liability on this ground.

In case the contract is terminated for any breach of the nature specified in clause 24 g stated above, TPCODL shall have the right to terminate all the contracts TPCODL is having with the Associate by issuing termination notice which shall be without prejudice to the other rights of TPCODL available to it under law.

Without prejudice to its right to terminate for breach of contract, TPCODL may, without assigning any reason, terminate the Contract in whole or in part at any time at its discretion while the contract is in force by serving a written notice of two weeks to the Associate.

In the event of TPCODL having proceeded with termination of the contract the associate shall comply and proceed further in the following manner:

- a. Associate shall discontinue the supply, on the expiry of the said period of two weeks.
- b. Associate shall ensure that no further steps are being taken towards discharge of the obligations, terms and conditions as contained in the contract/PO. This shall include initiation of actions not limited to discontinuation of other allied and associated

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arrangements which the associate might have entered into with third parties for due discharge of its obligations under the contract with TPCODL.

- c. The Associate shall perform thereafter such tasks as may be necessary to preserve and protect the terminated portion of the material/service/work in progress and the materials and equipment at TPCODL sites or in transit thereto. However the associate shall continue to fulfill its contractual obligations with regard to the part of contract not terminated.
- d. It shall be open for TPCODL to conduct a joint assessment with the associate of the material ,supplies, equipment ,works or in general as to the subject matter of the contract in regard to which the associate claims having completed its obligations before or during such termination.
- e. It shall be open to TPCODL to seek invocation of the performance bank guarantee or any other guarantee or other security deposit by whatever name called submitted by the associate, which shall not be objected to or protested against by the associate.

In case of termination of the contract the parties agree to be governed inter alia by the following:

- a. In case TPCODL exercises its right of termination as stated above the associate shall not dispute or object to the same.
- b. The Associate shall be entitled to receive and claim only such payments OR sums of money from TPCODL as may be found payable to it in regard to works executed by it under the terms of the contract and no other claim of any nature whatsoever shall be made by the Associate.
- c. All such provisions which the parties have agreed to survive and prevail even after termination of the contract shall remain effective despite the termination.

In the event of such termination, TPCODL may finish the Work by whatever method it may deem expedient, including the hiring of services and /or purchase of material equipment from such third parties as TPCODL may deem fit or may itself provide any labor or materials and perform any part of the Work. The associate undertakes to bear the incremental costs if any paid by TPCODL in such a case attributable to failure on the part of the associate. The Associate in such a case shall not be entitled to receive any further payments and any sums found payable to it may be adjusted by TPCODL against the amount recoverable from him on this ground. The same shall be without prejudice to other rights available to TPCODL under law against the associate.

Upon the termination of any of the contract due to occurrence of any circumstances provided in clauses stated above and constituting repeated breach or misconduct, TPCODL shall be entitled to bar the associates its agents, affiliates from undertaking any negotiation / tendering, bidding, participation activities concerning TPCODL for a period of two years from date of such termination. The same shall be without prejudice to other rights available to TPCODL.

## **22.2 Termination for convenience of Associate**

Associate at its convenience may request for termination of contract, clearly assigning the reason for such request. TPCODL has full right to accept, reject or partially accept such request.

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This convenience will be available to associate only after one year from the contract effective date. For this purpose, associate will provide a notice period of 90 days to TPCODL, Associate will have to pay TPCODL a 'termination convenience fee' equivalent to 5% of unexecuted contract value.

### **22.3 Termination for Convenience of TPCODL**

TPCODL at its sole discretion may terminate the contract by giving 30 days prior notice in writing or through email to the Associate. TPCODL shall pay the Associate for all the supplies/ services rendered till the actual date of contract termination against submission of invoice by the Associate to that effect.

### **23.0 DISPUTE RESOLUTION & ARBITRATION**

In case of any dispute or difference the parties shall endeavour to resolve the same through conciliatory and amicable measures within 15 Days failing which the matter may be referred by either party for resolution by the sole arbitrator to be appointed mutually by both the parties. The arbitral proceedings shall be conducted in accordance with Arbitration and Conciliation Act 1996 and the place of arbitration shall be Bhubaneswar. The language to be used at proceedings shall be English and the award of the arbitrator shall be final and binding on the parties. The parties shall bear their respective costs of arbitration. The associate shall continue to discharge its obligations towards due performance of the works as per the terms of the contract during the arbitration proceedings unless otherwise directed in writing by TPCODL or suspended by the arbitrator. Further, TPCODL shall continue making such payments as may be found due and payable to the associate for such works.

### **24.0 Governing laws and jurisdiction**

The parties shall be subject to the jurisdiction of the courts of law in Bhubaneswar and any matter arising here from shall be subject to applicable law in force in India.

### **25.0 ATTRIBUTES OF GCC**

#### **25.1 Cancellation**

The Company reserves the right to cancel, add, delete at its sole discretion, all or any terms of this GCC or any contract, order or terms agreed between the parties in pursuance without assigning any reasons and without any compensation to the Associates.

#### **25.2 Severability**

If any portion of this GCC is held to be void, invalid, or otherwise unenforceable, in whole or part, the remaining portions of this GCC shall remain in effect.

#### **25.3 Order of Priority**

In case of any discrepancies between the stipulations in General Conditions of the Contract (GCC) and Special Conditions of Contract (SCC), the GCC shall stand superseded by the SCC to the extent stipulated hereinabove while balance portion of respective clauses of GCC shall continue to be applicable.

### **26.0 INSURANCE**



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The Associate shall arrange accident insurance policy for his foreign experts/specialists/personnel deputed to Site and Associate's/his sub-Associates' manufacturing works as well as for his Indian engineers and supervisory staff. The Associate shall also take out for his Indian workmen, where applicable, a separate policy as required under Workmen's Compensation Act.

Associates shall be responsible to suitably insure their entire work-force (to the extent of at least meeting requirements under Workmen Compensation Act) Tools, Plant, Third party liability at the project site, All Risk comprehensive insurance for the entire works (insurance for free issue items will be in TPCODL scope) for total contract value or any other such risks during execution of works, till the works are handed over to the company, in consultation with TPCODL and shall submit copies of such insurances to the Engineer-in-Charge for review / acceptance before commencing the work. Engineer-in-charge must ensure compliance to insurance requirement by Associate before commencement of works. TPCODL shall stand fully indemnified in this respect.

### **27.0 ERRORS AND OMISSIONS**

The Associate shall be responsible for all discrepancies, errors and omissions in the drawings, documents or other information submitted by him, irrespective of whether these have been approved, reviewed or otherwise accepted by the TPCODL or not. However any error in design/drawing arising out of any incorrect data/written information from TPCODL will not be considered as error and omissions on part of the Associate.

### **28.0 TRANSFER OF TITLES**

The title of ownership and property to all equipment, installations, erections, constructions materials, drawings & documents shall pass to the TPCODL is after commissioning and complete handing over-taking over.

However, such passing of title of ownership and property to the TPCODL shall not in any way absolve, dilute or diminish the responsibility and obligations of the Associate under this Contract including loss or damages and all risks, which shall vest with the Associate.

The Associate shall take all corrective measures arising out of discrepancies, errors and omissions in drawings and other information within the time schedule and without extra cost to the TPCODL.

The Associate shall also be responsible for any delay and/or extra cost if any, in carrying out engineering, and site works by other agencies arising out of discrepancies, errors and omissions stated in as well as of any late revision/s of drawings and information submitted by the Associate.

### **29.0 SUGGESTIONS & FEEDBACK**

We welcome all our Business Associates to write to us about their experience with TPCODL; be it our Company, our services or our people. Each and every concern, issue, query and suggestion from you will help us to become a better company to work with and shall help us develop a strong bonding of trust and a long term relationship with you.

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You may send your feedback by filling up our Business Associate Feedback Form enclosed herewith as *Annexure-I*. You can also log on to our website [www.tpcentralodisha.com](http://www.tpcentralodisha.com) to provide your feedback according to the guidelines mentioned below:

### 30.0 CONTACT POINTS

In case Business Associate needs information with respect to payments or has any grievances, same may be lodged by log on to our website [www.tpcentralodisha.com](http://www.tpcentralodisha.com).

### 31.0 LIST OF ANNEXURES

S. No.	Subject	Annexure
1.	Performa for Bid Security Bank Guarantee	A
3.	Performa for Performance Bank Guarantee (CP cum EP)	B
4.	Performa for No Demand Certificate by Associate	C
5.	Performa for Indemnification on Statutory Compliance	D
6.	Performa For Application For Issuance of Consolidated TDS Certificate	E
7.	HR Service Level Agreement	F
8.	Under taking for competence of workmen	G
9.	Business Associate Feedback Form	H
10.	Acceptance Form For Participation In Reverse Auction Event	I
11.	Form for RTGS Payment	J
12.	Contractor Safety Management System	K
13.	Vendor Appraisal Form	L

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**ANNEXURE-A**

**PROFORMA FOR BID SECURITY BANK GUARANTEE**

**TP Central Odisha Distribution Limited**

**Bhubaneswar**

HEREAS, (Name of the Bidder) ..... (hereinafter called "the BIDDER") has submitted his bid dated ..... for the (Name of Contract) ..... (hereinafter called "the BID").

KNOW ALL men by these presents we (Name of the Bank) ..... of (Name of the Country) ..... having our registered office at ..... (hereinafter called "the BANK) are bound unto TP Central Odisha Distribution Limited (TPCODL) in the sum of ..... for which payment well and truly to be made to the TPCODL the Bank binds himself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this ..... day of ..... 20 .....

The CONDITIONS of this obligation are:

- i) If the Bidder withdraws his Bid during the period of bid validity specified in the Proforma of Bid

or

- ii) If the Bidder having been notified of the acceptance of his Bid by the TPCODL during the period of bid validity fails or refuses to furnish the Contract Performance Bank Guarantee, in accordance with the Instructions to Bidders.

We undertake to pay the TPCODL upto the above amount upon receipt of its first written demand, provided that in its demand the TPCODL will note that amount claimed by it is due to it owing to the occurrence of one or both conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force upto and including the date (No of days as mentioned in tender enquiry) days after the closing date of submission of bids as stated in the Invitation to Bid or as extended by you at any time prior to this date, notice of which extension to the Bank being hereby waived, and any demand in respect thereof should reach the Bank not later than the above date.

**DATE**.....

**SIGNATURE OF THE BANK**.....

**WITNESS**.....

**SEAL**.....

(Signature, Name & Address)

(At least 2 witnesses)

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**ANNEXURE- B**

**PROFORMA FOR PERFORMANCE BANK GUARANTEE (CP cum EP)**

**(On Rs.100/- Stamp Paper)**

**Note:**

- (a) Format shall be followed in toto
- (b) Claim period of one month must be kept up
- (c) The guarantee to be accompanied by the covering letter from the bank confirming the signature to the guarantee

**TP Central Odisha Distribution Limited**

**Bhubaneswar**

**CP cum EP BG No.....**

**Order/Contract No.....dated.....**

1. You have entered into a Contract No \_\_\_\_\_ with M/s. \_\_\_\_\_ (hereinafter referred to as "the Vendor") for the supply cum erection / civil work of \_\_\_\_\_ (hereinafter referred to as" the said Equipment") for the price and on the terms and conditions contained in the said contract.
2. In accordance with the terms of the said contract, "the Vendor" agreed to furnish you with an irrevocable, unconditional and acceptable bank guarantee for 10% of the value of contract and to be valid till the end of Guarantee period plus one month towards "Contract cum Equipment performance". For this purpose you have agreed to accept the guarantee.
3. In consideration thereof, we, \_\_\_\_\_ hereby irrevocably and unconditionally guarantee to pay to you on demand but in any case before the end of five working days from the date of the claim and without demur and without reference to "the Vendor" such amount or amounts not exceeding the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) being \_\_\_\_\_% (\_\_\_\_\_ percent) of the total value of the contract on receipt of your intimating that "the Vendor" has not fulfilled his contractual obligations. You shall be the sole judge for such non-fulfilment and "the Vendor" shall have no right to question such judgment.
4. You shall have the right to file / make your claim on us under the guarantee for a **further period of one month** from the date of expiry.
5. This guarantee shall not be revoked without express consent and shall not be affected by your granting time or any other indulgence to "the Vendor", which shall include but not be limited to, postponement from time to time of the exercise the same in you or any right which you may have against "the Vendor" and to exercise the same in any covenant contained or implied in the said contract or any other course or remedy or security available to you, and our Bank shall not be released from its obligations under this guarantee by your exercising

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any of your rights with reference to matters aforesaid or any of them or by reasons of any other act or forbearance or other acts of omission or commission on your part or any other indulgence shown by you or by any other matter or thing whatsoever which under the law would, but for this provision have the effect of relieving our bank from its obligation under this guarantee.

6. We also agree that you shall be entitled at your option to enforce this guarantee against our bank as a principal debtor, in the first instance, notwithstanding any other security or guarantee that you may have in relation to "the Vendor's" liabilities in respect of the premises
7. This guarantee shall not be affected by any change in the constitution of our Bank or "the Vendor" or for any other reason whatsoever.
8. Any claim / extension under the guarantee can be lodge-able at outstation banks or at Bhubaneswar branch and claim will also be payable at Bhubaneswar Branch (to be confirmed by Bhubaneswar Branch by a letter to that effect in case BG is from the branch outside Bhubaneswar)
9. Notwithstanding anything herein contained, our liability under this guarantee is limited to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and the guarantee will remain in force upto and including \_\_\_\_\_ (Date) and shall be extended from time to time for such period or period as may be desired by "the Vendor".
10. Unless a demand or claim under this guarantee is received by us in writing within one months from \_\_\_\_\_ (expiry date) i.e. on or before \_\_\_\_\_ (claim period end date), we shall be discharged from all liabilities under this guarantee thereafter.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 200\_\_

**Witness**

- |          |  |
|----------|--|
| 1. _____ | Bank's rubber stamp<br>Banks full address        |
| 2. _____ | Designation of Signatory<br>Bank official number |

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**ANNEXURE-C**

**PROFORMA FOR “NO DEMAND CERTIFICATE” BY ASSOCIATE**

(On Company’s Letter head or with Company Seal)

(To be submitted by the Associate to TPCODL Accounts Department at the time of receipt of full and final payment)

**(Certificate No. CCP/002)**

Name of the Project

Order/ Contract No.

Dated

Name of the Associate

Scheme No. / Job No.

We, M/s. \_\_\_\_\_ (Associate) do hereby acknowledge and confirm that we have received the full and final payment due and payable to us from TPCODL, in respect of our aforesaid Order No \_\_\_\_\_ dated \_\_\_\_\_ including amendments, if any, issued by TPCODL to our entire satisfaction and we further confirm that we have no claim whatsoever pending with TPCODL under the said contract / W.O.

Notwithstanding any protest recorded by us in any correspondence, documents, measurement books and / or final bills etc., we waive all our rights to lodge any claim or protest in future under this contract.

We are issuing this “NO DEMAND CERTIFICATE” in favour of TPCODL, with full knowledge and with our free consent without any undue influence, misrepresentation, coercion etc.

**Dated**

**Signature**

**Place**

**Name**

**Designation**

**(Company Seal)**

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**ANNEXURE – D**

**PROFORMA FOR “INDEMNIFICATION ON STATUTORY COMPLIANCES”**

(To be submitted by the successful Bidder within seven days of award of work)

**(Certificate No. CCP/001)**

Name of the Project

Letter of Award / Contract No.

Dated

Name of the Associate

Scheme No. / Job No.

By this confirmation we, \_\_\_\_\_  
(Associate) are formally bound to M/s. TPCODL towards any sum which may be imposed, levied or hereinafter recovered by the Provident Fund Organization under the provisions of the Employees of the Provident Fund and Miscellaneous Provisions Act 1952 in respect of employees employed by us.

We well and truly bind ourselves and our heirs executors administrators and representatives jointly severally and respectively for the above payment only to be paid to M/s. TPCODL.

AND WHEREAS we, \_\_\_\_\_ (Associate) is making compliance of the Employees Provident Fund and Miscellaneous Provisions Act 1952, have entered into the above written bond for the indemnity to M/s. TPCODL against all losses from the acts or default of the said Associate in respect of compliance of the Provident Fund Act.

Similarly we hereby confirm that we have complied with all statutory and local laws and nothing is outstanding with regard to Local Sales Tax, Labour Laws, Local Municipal dues, Electricity dues etc. We have entered into the above written bond for the indemnity to M/s. TPCODL against all losses from the acts or default of the said Associate in respect of compliance of the Local Sales Tax Laws, Local Laws, Labour Laws, Local Municipal Dues, Electricity dues etc.

NOW THE CONDITION, of the above written bond is as such that if the Associate during the period of this contract commits any default or fails to make payment of Contributions in respect of his employees to the Employees Provident Fund Organization, he shall indemnify the Principal Employer M/s. TPCODL from all and every loss and damage caused to them from any act, omissions or negligence of the said Associate in respect of compliances under the Employees Provident Fund and Miscellaneous Provisions Act, 1952.

IN WITNESS to the above written bond we have here to set our hands, with our free consent.

**Dated**

**Signature**

**Place**

**Name Designation**

**(Company Seal)**

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**ANNEXURE-E**

**PROFORMA FOR APPLICATION FOR ISSUANCE OF CONSOLIDATED TDS CERTIFICATE**

To be printed on the letterhead

To,

**TP Central Odisha Distribution Limited,**

Bhubaneswar

**Sub: Application for issuance of Consolidated TDS Certificate for the FY \_\_\_\_\_**

Dear Sir,

I / we hereby request / authorize you to issue me / us a consolidate TDS Certificate for the financial year \_\_\_\_\_ against tax deducted at source by you from my / our payments / bills during the said year from time to time under Chapter XVII – B of the Income Tax Act, 1961.

For and on behalf of

Signature

Name

Address

Contact No. (Land Line)

(Mobile)

PAN #

Assessing authority

**ATTACH THE COPY OF PAN CARD**



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## **ANNEXURE - F**

### **SERVICE LEVEL AGREEMENT**

(To be adhered to by Business Associates (BAs) in TPCODL on Human Resource Issues)

**1.0 The following shall be adhered to by the Business Associates during his / its association with TPCODL:**

**Shall Abide by TPCODL Core Values:**

- a) **Integrity** – We must conduct our business fairly, with honesty and transparency. Everything we do must stand the test of public scrutiny.
- b) **Understanding** – We must be caring, show respect, compassion and humanity to our colleagues and customers and always work for the benefit of the communities we serve.
- c) **Excellence** – We must constantly strive to achieve the highest possible standards in our day to day work and in the quality of services we provide.
- d) **Unity** – We must work cohesively with our colleagues across the group and with our customers and partners to build strong relationships based on tolerance, understanding and mutual co-operation.
- e) **Responsibility** – We must continue to be responsible and sensitive to the communities and environments in which we work and always ensuring that what comes from the people; goes back to the people many times over.
- f) **Agility-** We must work in a speedy and responsive manner and be proactive and innovative in our approach.

**2.0 The Business Associate / his manager / supervisor who is responsible for managing the project site / performance contract etc. in TPCODL would also ensure adherence of these values by his employees / persons deployed by him in connection with his works undertaken in TPCODL.**

**3.0 TPCODL is a signatory to the United Nation Global Compact as an integral part of its Governance principles / business. The Business Associates are required to:**

- a) Support and respect the protection of human rights and make sure that they are not complicit in human right abuses.
- b) Respect freedom of association and effective recognition of the right to collective bargaining.
- c) Not to resort to any form of forced and compulsory labour.
- d) Shall ensure abolition of child labour in his area of work.
- e) There is no discrimination in respect of employment and occupation in respect of his employees.
- f) Support precautionary approach to environmental challenges.
- g) Promote greater environmental responsibility by himself and his employees in his areas of work.
- h) Deploy and defuse environmental friendly technologies while carrying out the works.
- i) Work against corruptions in all its form including extortion and bribery by himself and his employees.

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**4.0 The Business Associates are required to adhere to all applicable Labour Laws with special reference to the following:**

- a) No person below the age of 18 years and no child labour will be engaged directly or indirectly for executing the work connected with the business of TPCODL.
- b) Minimum wages along with other statutory dues like PF, ESI, etc. as applicable to the workers shall be made within the prescribed period of 7<sup>th</sup> / 10<sup>th</sup> day of the following month.
- c) Deduction / deposit / record keeping and all other requirements under Employees PF Act 1952, Employees State Insurance Act 1948 and other applicable acts (if any) shall be adhered to.
- d) Only statutorily authorized deductions (if any) shall be made in accordance with the relevant statutes.
- e) All the provisions of Contract Labour (R&A) Act 1970 shall be complied with in respect of the workers engaged for TPCODL work. The work will be commenced only after completing necessary formalities for obtaining Labour License (if applicable).
- f) Necessary registers / records, filing of returns etc. shall be maintained for verification by Statutory / TPCODL authorities.
- g) Payment of wages shall be made only in presence of and with certification of authorized representative of TPCODL or shall be made in the form of cheque / bank transfer to the employee.
- h) During the period of contract, the Business Associate will arrange for deployment of his supervisor / manager for total supervision and control of the work and their manpower. All the activities related to their manpower e.g. attendance, leave, wage disbursement etc. will be done under the supervision & control of Business Associates, While adhering to the prescribed standard / norms of production / productivity & quality. During execution of the work, Business Associate shall engage only such qualified / skilled manpower as may be envisaged / required for ensuring level of production / service into the contract / work order.
- i) Clearances as follows shall be obtained from IR & Welfare Group:
  - a. Clearance for commencement (before start of the work).
  - b. No Objection Certificate (after completion / before final settlement).
  - c. Copies of PF / ESI Challans shall be deposited with IR & Welfare Group every month
- j) The Business Associate shall indemnify TPCODL from any liabilities under applicable Labour Statutes.
- k) The Business Associate shall ensure safety and health of his employees and shall also maintain hygienic working environment / condition in his area of work.

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- l) The Business Associate and his employee shall abide by Laws of Land and shall not violate any applicable provisions.
- m) The Business Associate appreciates with and acquiesces to the right of TPCODL as principal employer to fulfil any of his legal obligations, if he fails to do so under applicable labour laws and deduct the same from his running bills / final payments / encharging security deposit / Bank Guarantee as the case may be. If there is any further shortfall TPCODL has the right to recover the same from the Business Associate.
- n) The Business Associate ensures that person employed by him adhere to the moral and legal conduct and shall not violate any standard conduct envisaged in the premise of TPCODL by all such as, Transparency, Safety, Discipline, Integrity etc. The Business Associate or his employees should refrain from corrupt practices, giving or taking bribe in connection with any TPCODL business.

**5.0 The 'Statutory Compliance Enforcement System' in TPCODL is detailed below for adherence by all concerned. Corporate IR & Welfare Group will be the process owner for implementation of the system with the help of concerned Engineer I/c or Officer I/c.**

- a) Statutory Compliance being a professed value in TPCODL Code of Conduct, the concerned Engineer / Officer in charges are requested to adhere to the provisions and advise respective Business Associates in their domain to comply in letter and spirit.
- b) Immediately after issuance of letter of intent, the authorized representative of the Business Associate will report to Corporate IR & Welfare group for completion of statutory requirements.
- c) Normally, the work will be started only after 'Clearance for Commencement of Work (CCW)' is issued by IR & W group to the Business associate. However in exceptional exigencies in engineer I/c / Officer I/c may direct the Business Associate to start the work and inform IR & W group about the same. Statutory requirements in this case may be completed parallelly.
- d) First monthly bill will be released only after producing CCW to the finance department. Similarly closure of work and final settlement will be affected after issuance of no objection certificate from IR & W group.

**6.0 Requirements for 'Clearance for Commencement of Work' (CCW):**

- a) Submission of filled up Form 'A' for database (Annexure-1).
- b) Copy of PF Code allocation letter.
- c) Copy of ESI Code allocation letter.
- d) Submission of duly filled up Form IV CL(R&A) act (In case more than or equals to 20 workers during the period of contract).
- e) Submission of duly filled up Form VI A (Notice of Commencement).
- f) Copy of insurance cover note under WC Act 1923 (if applicable).
- g) Copy of Contract Agreement.
- h) Copy of indemnity bond (if applicable).

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- i) Affidavit with regard to payment of wages through cheque / bank transfer only.

**7.0 Requirements during execution of work:**

- a) Copy of receipt of application for license / license (if applicable).
- b) Copy of PF Challan (latest by 26<sup>th</sup> day of every Month).
- c) Copy of ESI Challan (latest by 26<sup>th</sup> day of every Month).
- d) Copy of Wage disbursement sheet / Bank statement.
- e) Filing / Maintenance of all statutory registers / reports / returns for inspection by Statutory/ TPCODL authorities.
- f) Certification of wage disbursement by authorized representative of TPCODL.
- g) Copy of 'Labour Welfare Fund' deposit certificate / Challan.
- h) Insuring safe working practices at the work place.

**8.0 Requirements for 'No Objection Certificate' (NOC) for closure of work:**

- a) Submission of duly filled up Form VI A (Notice of Completion).
- b) Copy of Half yearly / Annual return for ESI / PF / CL(R&A).
- c) Consolidated copy of wage sheet of last month indicating full & final settlement of all dues like retrenchment benefit, bonus, leave encashment etc. Copy of individual declaration by employees in Form X regarding termination of employment.
- d) Confirmation certificate regarding filling up of form for transfer / withdrawal of PF by the concerned workers.

**In case any of the above are deviated / not complied with the Letter of Award/Order shall be liable to be withdrawn / cancelled.**

**Enclosure:**

- 1) Form A
- 2) Form X
- 3) Form XI
- 4) Form VI A
- 5) Form XXIV

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**FORM (A)**

[To be submitted by the Business Associate to the Principal Employer within a week from LoA issuance]

**A. Details of the Agency**

1. Name of Agency :
2. Nature of work :
3. Local Address with Ph. No. :  
(With Father's name) :
4. Permanent Address (Full) :
5. PF code no. & Place :
6. ESI Code no. & Place :
7. Name and address of :  
Sub-contractor (if any)

**B. Details of Work**

8. Name of work (as specified in LOI/LOA) :
9. LOI/LOA Nos. & Dates :
10. Period of contract (Specify Dates) :  
[Including Extension period, if any] :
11. Work Area [Department / Location] :
12. Name / Cell no. of Officer I/c :
13. Maximum No. of workers and staff to be engaged on any day during the year.
- Supervisory Staff :
- Workers :
14. Do you have any other contract in TPCODL : Yes/No

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If yes, furnish details:

15. Details of Workmen's compensation Policy, if applicable

Name \_\_\_\_\_ of \_\_\_\_\_ Insurance \_\_\_\_\_ Company \_\_\_\_\_

.....

.....Policy No ..... Number of persons covered ..... Period of coverage: From ..... To .....

If no, I hereby undertake the liability arising out of Workmen's Compensation Act and Rules made there under.

**C. Details of workers to be engaged**

**No. of Workers**

S. No.	Unskilled*	Semi-skilled*	Skilled*	Clerical / Supervisory

**\* Number to be indicated**

I/We shall fulfil all obligations arising from and under all relevant law in force from time to time. I/We undertake to keep the TPCODL indemnified against any loss or liability arising out of failure of my / our abiding the relevant laws.

The name of my / our representatives is ..... to enter the TPCODL Premises on my behalf.

**Date:**

**(Signature of the Business Associate  
or his Authorized Representative)**

**This Business Associate is / will be engaged in TPCODL.**

**(Signature and seal of  
Officer I/c of the Work)**

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**Form X**

**Undertaking**

I \_\_\_\_\_ hereby undertake that all the dues in respect of my employment with M/s \_\_\_\_\_ for the period of \_\_\_\_\_ to \_\_\_\_\_ have been settled and final payments including retrenchment benefit have been made to me in full.

( \_\_\_\_\_ )  
\_\_\_\_\_

Date:

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**Form XI**

**Undertaking**

With reference to the contract job awarded by M/s TP Central Odisha Distribution Limited to M/s \_\_\_\_\_ vide work order No. \_\_\_\_\_ dated \_\_\_\_\_

I \_\_\_\_\_ on behalf of

M/s \_\_\_\_\_ hereby undertake:

1. that the dues in respect of the workmen/ employee(s) engaged by us for the said contract, payable as per the provisions of relevant statute pertaining to
  - i. wages/ salary
  - ii. PF & ESI, Bhubaneswar Labour Fund
  - iii. All other statutory obligation
 has been paid /settled in full and no amount/ compliance is due/ pending.

2. That in case any dispute / claim is raised by the concerned workers i.r.o. any dues / payments, M/s \_\_\_\_\_ will settle the same on its own and such liability will be borne by M/s \_\_\_\_\_

3. That M/s \_\_\_\_\_ hereby indemnify M/s TPCODL from any future liability i.r.o. any statutory obligation in respect of said contract.

Date:

\_\_\_\_\_  
( \_\_\_\_\_ )  
Authorized Signatory

For M/s \_\_\_\_\_



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**FORM- VI A**

**Notice for Commencement /Completion of contract work**

I/We, Sh. / M/s \_\_\_\_\_ (Name and Address of the Contractor) hereby intimate that the contract work \_\_\_\_\_ (name of work) in establishment of the \_\_\_\_\_ (name and address of the Principal Employer) for \_\_\_\_\_ which License No. \_\_\_\_\_ dated \_\_\_\_\_ has been issued to me/us by the Licensing Officer \_\_\_\_\_ (name of the Headquarters), has been commenced / completed with effect from \_\_\_\_\_ date / on date.

**Signature of Contractor**

**With Office Seal**

**The Inspector**

\_\_\_\_\_  
\_\_\_\_\_

**FORM XXIV**

[See Rule 82(1)]

***Return to be sent by the Contractor to the licensing Officer (in duplicate)***

Half -Yearly Ending \_\_\_\_\_

1. Name and address of the Contractor
2. Name and address of the Establishment
3. Name and address of the Principal Employer
4. Duration of Contract: From \_\_\_\_\_ to \_\_\_\_\_
5. No. of days during the half year on which
  - (a) the establishment of the principal employer had worked
  - (b) the contractor's establishment had worked
6. Maximum No. of contract labour employed on any day during the half –year:

Men	Women	Children	Total

7.
  - (i) Daily hours of work and spread over
  - (ii)
    - (a) whether weekly holiday observed and on what day
    - (b) if so, whether it was paid for
  - (iii) No. of man – hours of overtime worked
8. No. of man days worked by

Men	Women	Children	Total

9. Amount of wages paid

Men	Women	Children	Total

10. Amount of deductions from wages, if any

Men	Women	Children	Total

Whether the following have been provided –

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(i) Canteen : \_\_\_\_\_

(ii) Rest rooms : \_\_\_\_\_

(iii) Drinking water : \_\_\_\_\_

(iv) Crèches : \_\_\_\_\_

(v) First Aid : \_\_\_\_\_

**Signature of contractor**

Place \_\_\_\_\_

Date \_\_\_\_\_

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**ANNEXURE – G**

**UNDERTAKING FOR COMPETENCE OF WORKMEN**

Name of Associate :

Tender No. :

Item :

With reference to the tender mentioned above, I/We \_\_\_\_\_,  
hereby undertake that the workmen/ employee(s) engaged by M/s  
\_\_\_\_\_ for the job against said tender shall be competent in all  
respect, commensurate to the nature of job.

Date:

\_\_\_\_\_  
( )

Authorized Signatory

For M/s

Seal

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**ANNEXURE-H**

**BUSINESS ASSOCIATE FEEDBACK FORM**

With an objective to improve our internal processes and systems, and serve you better, we solicit your valuable feedback & suggestions. It is estimated that it will take about 10 minutes to complete this survey. We assure you that your feedback shall be kept confidential. Please send the duly filled feedback form in the "TPCODL addressed - attached envelop"

**You are associated with us as**

- OEMs       Service Contractor     Material Suppliers     Material & Manpower Supplier

**You are associated with us for**

- Less than 1 year     More than 1 year but less than 3 years     More than 3 years

**Your office is located at**

- Bhubaneswar       Within 200 kms from Bhubaneswar     More than 200 kms from Bhubaneswar

**Your nearly turnover with TPCODL**

- Less than 25 Lacs       25 Lacs to 1 Crore     More than 1 Cr.

**Additional information**

<b>Your Name</b>	
<b>Your Designation</b>	
<b>Your Organization</b>	
<b>Contact Nos.</b>	
<b>Email</b>	

*We once again thank you for your participation in this survey. Please spare 10 minutes to give your feedback on following pages (Section A to E)*

### SECTION - A

(Please ✓ mark in the relevant box and give your remarks / suggestions / information for our improvement.).

S. No.	Parameters	1	2	3	4	5	Remarks/ Suggestion
		Do Not Agree	Slightly in Agreement	In Fair Agreement	Mostly in Agreement	Fully Agree	
1	You receive all relevant queries / tenders from us in timely manner.						
2	We provide you enough lead time to respond to our queries / tenders.						
3	We provide you adequate support (drawings, documents, clarifications, briefing etc.) to enable you meet our requirements.						
4	All following elements of our contract / purchase order are rational :						
4.1	Scope of Work						
4.2	Delivery / Execution Schedule						
4.3	Payment Terms						
4.4	Liquidated Damages						
4.5	Performance Guarantee						
5	Our purchase orders / contracts are simple, specific & easy to understand						
6	TPCODL demonstrate willingness to be flexible in administration of Contract / Purchase Order						
7	We provide timely responses / clarifications to your queries						
8	TPCODL representative you interact / coordinate with is adequately empowered to support you in meeting contractual obligations						
9	TPCODL provide you all necessary infrastructure support for timely and quality completion of work (including AMC)						

S. No.	Parameters	1	2	3	4	5	Remarks/ Suggestion
		Do Not Agree	Slightly in Agreement	In Fair Agreement	Mostly in Agreement	Fully Agree	
10	TPCODL Engineer-in-Charge timely certifies the jobs executed/ material supplied						
11	TPCODL Engineer-in-Charge efficiently supervises the job execution for timely completion of job						
12	BIRD (Bill Inward Receipt Desk) initiative has improved payment disbursement process						
13	Our approach for Inspection and Quality Assurance effective to expedite project completion?						
14	TPCODL never defaults on contractual terms						
15	In TPCODL Contracts closure is done within set time limit						
16	Our material receiving procedures are well defined and efficiently deployed to reduce mutual inconvenience						
17	Bank Guarantees are released in time bound manner						
18	Our processes related to payment / account settlement are effective.						
19	You get payments on time						
20	TPCODL Employees follow Ethical behavior						

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### SECTION - B

SECTION – B (Please rate the following parameters on a scale of 1 to 5, where 1 - Minimum; 5 - Maximum)

SN	Parameters	1	2	3	4	5	Remarks/ Suggestion
1	How do you rate courtesy/ empathy/ attitude level and warmth of TPCODL employees you interact with from following team?						
1.1	Project Engineering						
1.2	District / Zones						
1.3	Projects/HOG (TS &P)						
1.4	Inspection & Quality Assurance						
1.5	Stores						
1.6	Metering & Billing						
1.7	Accounts / Finance						
1.8	Administration						
1.9	IT & Automation						
2	How would you rate TPCODL in comparison to your other clients in terms of <b>fairness of treatment and transparency</b> with its Business Associates?						
3	How would you rate TPCODL in comparison to your other clients in terms of <b>processes and systems to manage partnership</b> with its Business Associates						
4	How would you rate TPCODL in comparison to your other clients in terms of <b>building long term &amp; mutually relationship</b> with its Business Associates						



**SECTION - C**

Please ✓ mark in the relevant box and give your remarks / suggestions / information for our improvement.

S. No.	Parameters	Certainly NO	Probably NO	Probably YES	Certainly YES	Remarks/ Suggestion
1	Based on your experience with TPCODL, would you like to continue your relationship with TPCODL?					
2	If someone asks you about TPCODL, would you talk "positively" about TPCODL?					
3	Would you refer TPCODL name to others in your community, fraternity and society as a professional & dynamic organization?					

**SECTION - D**

**If we ask you to rate us on a scale of 1 to 10, how will you rate TPCODL, that truly represents your overall satisfaction with us (please tick appropriate box) –**

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

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### SECTION – E

Please ✓ mark in the relevant box and give your remarks / suggestions / information for our improvement.

Please spare your thoughts for TPCODL's improvement in particular areas of weaknesses, particularly relating to some great practices, attitudes that you have seen elsewhere in Indian and International Organizations, which you recommend TPCODL to adopt. Please give your valuable salient recommendations.

Please spare your thoughts for TPCODL's improvement in particular areas of major concerns for you. We also welcome your suggestions to adopt any best practices, attitudes that you have observed / experienced elsewhere in Indian/ International organization.

Recommendation	<i>Please tick (✓) your top 5 expectations out of the following 10 points listed below -</i>	
(Please list down improvement you expect from TPCODL)	<i>Timely payment</i>	
1	<i>Flexibility in Contracts/PO</i>	
	<i>Clarity in PO,s &amp; Contracts</i>	
2	<i>Timely response to quarries</i>	
	<i>Timely certification of works executed</i>	
3	<i>Clarity in Specs, drawings, other docs etc.</i>	
	<i>Adequate information provided on website for tender notification, parties qualified etc.</i>	
4	<i>Timely receipt of material at site for execution</i>	
	<i>Performance Guarantee/EMD released in time</i>	
5	<i>Inspection &amp; quality assurance support for timely job completion</i>	

We thank you for your time and courtesy!!

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## ANNEXURE - I

### **ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT**

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

In a bid to make our entire procurement process more fair and transparent, TPCODL intends to use the reverse auctions through SAP-SRM tool as an integral part of the entire tendering process. All the bidders who are found as technically 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. TPCODL shall provide the user id and password to the authorized representative of the bidder. *(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).*
2. TPCODL will make every effort to make the bid process transparent. However, the award decision by TPCODL would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of TPCODL, 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 TPCODL.
6. In case of intranet medium, TPCODL shall provide the infrastructure to bidders. Further, TPCODL 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 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 outrightly rejected by TPCODL.
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 TPCODL site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of the auction event shall be considered by TPCODL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

**Signature & Seal of the Bidder**



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:

Email Address of accounts person (to send payment information)

Name of the Authorized Signatory :

Contact Person's Name :

Official Correspondence Address :

We confirm that we will bear the charges, if any, levied by our bank for the credit of NEFT/RTGS amounts in our account. Any change in above furnished information shall be informed to TPCODL well in time at our own. Further, we kept TPCODL indemnified for any loss incurred due to wrong furnishing of above information.

Thanking you,

For \_\_\_\_\_

**(Authorised Signatory)**

**(Signature with Rubber Stamp)**

**Certification from Bank:**

We confirm that we are enabled for receiving NEFT/RTGS credits and we further confirm that the account number (specify Bank a/c no.) of (Please mention here name of the account holder), the signature of the authorised signatory and the MICR and IFSC Code of our branch mentioned above are correct.

This also is certified that the above information is correct as per Bank record

**(Manager's/ Officers Signature under Bank Stamp)**

## ANNEXURE - K

### CONTRACTOR SAFETY MANAGEMENT SYSTEM

#### 1. OBJECTIVE

The objective of the Contractor Safety Management System is to lay down clear guidelines for all Business Associates (including their associates, staff and agents) which would facilitate them to observe all statutory rules and regulations, comply with applicable standards of Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010 & (safety requirements for construction, operation and maintenance of electrical plants and electric lines) Regulations, 2011, TPCODL Safety Manual and Guidelines and thus, ensure creation of safe working environment for all stakeholders of our network.

#### 2. SCOPE

All contracts (minor and major) will be subject to the provisions of this document.

**Minor Contracts:** Contracts which satisfy all the criteria listed under the head “Minor Contracts”.

**Major Contracts:** Contracts which satisfy any two or more criteria listed under the head “Major Contracts”

Criteria	Minor Contracts	Major Contracts
Value of Contract	< Rs. 1500000/- (less than Rs. Fifteen Lac)	>= Rs. 1500000/- (Equal or more than Rs. Fifteen Lac)
Period	Period less than 1 year	Any period
Working on energized electrical equipment	No	Yes
Working on height (above 1.8 Mtrs from ground)	No	Yes
Work involving construction activity	No	Yes
Working with hazardous goods or chemicals	No	Yes
Work involving danger to general public	No	Yes

**Note:** Exceptions for major and minor contract are – in house software development, supply of material or equipment but no direct or indirect installation of the same material, administration contracts (courier, water supply, printing, security, transport, etc.), minor civil work like plastering at ground level or flooring, etc. The facility management (housekeeping) contract will always be treated as a minor contract.

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### 3. INFORMATION REQUIRED AT TIME OF VENDOR REGISTRATION OR BEFORE COMMENCEMENT OF CONTRACT

- 3.1 Business Associate is required to fill the Safety Management System Questionnaire as per *annexure 1* and submit along with the vendor registration process / bid / tender document. The filled questionnaire will be scrutinized by Engineer In-charge / indenting group and recommend suitability of the BA with respect to safety requirements. The fulfilment of statutory requirements for vendor registration pertaining to labour laws etc. shall be done by BA Cell on being referred to it.
- 3.2 Business Associate is required to take suitable risk control measures mentioned against the identified Hazards and Risk document provided for all contracts as per *annexure 2*. The primary objective of this is to evaluate the understanding of the BA towards risk mitigation and employment of safe work procedures. BA is required to conduct the Hazard identification and Risk Assessment study as per the procedure and deploy more or other measures if deemed necessary.
- 3.3 Business Associate shall comply with **Statutory Requirements related to Safety and Occupational Health** and submit the "Safety Undertaking" as per *annexure 4*.

### 4. GENERAL SAFETY CONDITIONS REQUIRED TO BE FULFILLED BY BUSINESS ASSOCIATES

The requirements of the contractor safety management system applicable to the minor or major contracts related to various groups are as following –

- 4.1 Maintenance of Distribution Network – *Annexure 3.1*
  - 4.2 Distribution Projects – *Annexure 3.2*
  - 4.3 EHV Projects – *Annexure 3.3*
  - 4.4 Maintenance of Sub transmission network – *Annexure 3.4*
  - 4.5 Civil / Generation Projects – *Annexure 3.5*
  - 4.6 Meter Management Group (MMG), Revenue Recovery Group (RRG), Energy Auditing Group, AMI, MRG, etc. – *Annexure 3.6*
  - 4.7 Maintenance and Operation of Street Light. – *Annexure 3.7*
1. *Please note that hydra cranes used by any dept should be ACE Model No. FX 150 ACE SX 150, Escorts Model No. TRX 1550 or contemporary. Use of old generation hydra cranes like ACE 14XW or ACE 12 XW, etc are prohibited.*

**(Details as per Annexure attached)**

**Note:** For minor contracts, the BA shall assign the duties of Safety Representative to the Work Supervisor. Work Supervisor will deliver all duties and responsibilities of Safety Supervisor as detailed in this document.

The Business Associate (BA) having major contract will appointing Safety supervisor, engineer / manager for the TPCODL work. The BA shall make all necessary arrangements for getting their workforce safety trained and competency checked from the DOSEC of TPCODL before deployment in the field. BA Cell shall recommend the suitability after competency checked by Engineer In-charge and SAFETY group (or his representative) of TPCODL. After getting the clearance from DOSEC, BA cell and receiving temporary I-card issued by TPCODL, Business Associate shall commence the working.

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Safety Representative of Business Associates will formally become the nodal point for safety concerns for TPCODL. **BA shall not frequently transfer or terminate the services of any of the safety representatives appointed for TPCODL work site. BA needs to ensure that Safety representative is available at all points of time; failing which the work being carried out in the interim (period when Safety representative is not available) shall be treated as working under improper supervision and due penal provisions shall be initiated against the BA.** BA will be required to provide all applicable infrastructure and power to ensure smooth working of the safety representative to maintain a sound safety management system. **In all contracts safety representative will not be assigned any other activity at site apart from the works related to safety management. The duties are detailed in clause 5.5 of this document.** TPCODL will be auditing the facilities provided to the BA's safety team time to time.

The Safety Representative of the BA shall be required to meet and follow the instructions of the Engineer In-charge and SAFETY Group of TPCODL. He shall be responsible for providing the MIS and/or any other relevant information, as and when desired, within the stipulated time frame as per the requirements of TPCODL. Any non-conformance to safety will lead to the negative marking or issue of safety violation challan/ tokens which shall affect the monthly evaluation and performance of BA.

All contracts where BA has to depute vehicle for their staff and equipment to move from one location to other, the BA shall ensure that vehicle complies all required statutory clearances and requirement as per The Motor Vehicle Act, 1988 as well as TPCODL Road Safety Policy and are in good & safe state of working.

## 5. QUALIFICATION AND EXPERIENCE OF THE SAFETY AND SITE PERSONNEL

Qualification and experience required for the safety and site personnel are as following:

**5.1 Safety Supervisor:** It is mandatory that educational qualification of safety supervisor be ITI (of relevant trade) / Diploma (Any branch of engineering) and he has a working experience on electrical system / relevant field of work at least 5 yrs for ITI and 3 years for Diploma holder. Having formal experience of the safety systems will be an added advantage

**5.2 Safety Engineer:** It is mandatory that educational qualification of safety engineer be at least Diploma (relevant branch) and he has working experience on electrical system of at least 3 yrs. Having the formal experience of the safety systems will be an added advantage.

**5.3 Safety Manager:** The educational qualification of safety manager should be graduate engineer with working experience on electrical system / network of at least 3 yrs. OR Diploma in Industrial Safety with working experience of 05 years including at least 02 years on electrical network.

However, clause 5.1, 5.2 and 5.3 are not applicable for minor contracts. In such cases, BA shall assign the duties of Safety Representative to the Work Supervisor. Work Supervisor will deliver required duties of Safety Representative (as per clause 5.5) in addition to other duties without diluting the importance of safety.



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**5.4 Site Skilled Personnel:** For all responsibility related to site activities and operations, the BA shall employ only qualified and skilled persons and shall comply the provisions of section 19 & 29 of Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010. Persons holding valid approvals only by any Government approved agency or a competency assessment panel or a team set up by TPCODL shall be allowed to perform the High Risk / High Hazard activities (refer page 1). The skill / qualification required for the electrician and electrical supervisor are given in *annexure 5*. The contracts related to maintenance of Distribution Network, Distribution Projects, Extra High Voltage Projects, maintenance of Sub-Transmission Network, Meter Management Group & Energy Audit Group, maintenance and operation of street lights, shall preferably have at least 20 per cent of ITI qualified electricians in the first year of the contract. This figure shall preferably be incremented by 15 per cent every subsequent year.

*Note: For the competency assessment may please refer the work instructions. An employee shall have to necessarily undergo the competency assessment check once in every eighteen months.*

**5.5 Requirements from the Safety Representative(s) of the Business Associate:**

- 5.5.1 Safety training of 2 hrs/employee/month and one day of safety induction training to all new employees joining the BA will be conducted by the BA as per Safety training modules of TPCODL.
- 5.5.2 Safety Talk / tool box talk before start of shift to BA employees.
- 5.5.3 Ensuring the availability & proper usage of the standard safety equipment (PPE)
- 5.5.4 Periodic inspection of PPE to ensure their serviceability and maintaining the 10% buffer stock of standard PPEs.
- 5.5.5 Ensuring the adherence to standard operating procedures of TPCODL as mentioned in TPCODL Safety standard and O & M and concerned function's manual.
- 5.5.6 Safety inspections / audits as per the process of TPCODL
- 5.5.7 Working in close coordination Safety Group of TPCODL.
- 5.5.8 Reporting of unsafe acts, unsafe conditions, near miss, incident or accident to Engineer In-Charge and Safety Group of TPCODL immediately after its occurrence.
- 5.5.9 Regular HIRA at site and comply the control measures as stated in the detailed HIRA as per the *annexure 2*. Also deployment of JSA based checklist shall be ensured.
- 5.5.10 Ensuring compliance with safety and other laws as may be applicable and providing for safety assurance.

**5.6 Training and Syllabus:** The BA shall not deploy any person at work place / site or send newly recruited personnel directly to DOSEC for competency assessment without Safety Induction Training.

- 5.6.1 All new BA employees have to necessarily undergo one and half days Safety training and Competency assessment at training centre of BA cell. This training will be conducted once in a week. After the completion of Safety training & Competency assessment I-card will be issued to all competent BA employees

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5.6.2 BA is expected to initially train and judge the capability of the workman at his own end before further recommending the workmen for Competency assessment. If any BA workman sent for competency assessment. In case any BA workman fails in the Competency test at DOSEC, it will be deemed that BA has not imparted sufficient training at his end and actual cost of training ₹ 7500/ BA employee/ failed attempt will be recovered.

5.6.3 The workers who have imparted Safety Training and issued I-Cards of TPCODL, are not deployed at TPCODL worksites/ voluntarily left the job by workers/ used somewhere else other than TPCODL by the BA, in that case Management reserves the rights to intervene and recover the actual cost of training i.e. ₹ 7500/BA employee. (Exempted for attrition rate of BA workers less than or equal to 10% of total workforce deployed at TPCODL)

5.7 It is desired that Safety representative of the BA to impart the general safety training to each employee of duration 2 hrs per month. The training will be organized at BA level and the record to be sent to engineer in-charge and SAFETY group of TPCODL every month. Please refer schedule and syllabus in *annexure 6*.

**List of Personal Protective Equipment (PPE) and Maintenance schedule:** BA shall commence the project or any work only when the required PPE are made available to the team of employees involved in the work. Each PPE of BA shall be checked / inspected by the safety representative / supervisor at zone before the work start or as prescribed in the list. Safety representative shall regularly check the healthiness of each PPE allocated to lineman. Suitable record shall be maintained at zone. Defective PPE shall be immediately replaced or within 24 hours by the BA. In no case linemen or any other official of BA may be allowed to work with defective PPE. It is preferred that BA ensures minimum stock of each PPE at zone for immediate replacement with defective one. The PPE shall be IS / BS / CE marked and exactly as per the standard or specification mentioned in the *annexure 7*. Working without PPE / non-standard PPE shall be treated as safety violation and penalty as stated in section 6.0 of this document. If TPCODL finds that BA has not provided the adequate / appropriate PPE to their staff, TPCODL reserves the rights to stop the work and call the BA to provide appropriate PPEs at the risk. If the BA fails to provide the required PPEs at the risk then the same shall be provided by TPCODL at the actual cost of the PPE. The amount shall be charged to BA and same shall be first recovered from the current bill of BA or any future payment to be made to BA. In the event of any balance amount still left for recovery, the same shall be adjusted against retention amount or by invoking bank guarantee submitted by BA.

**5.8 Safety Audit / Inspection & HIRA:** The BA shall get the required safety inspection / audit conducted by his technical team comprising of safety representative as per the *annexure 8*. The safety representative will be required to conduct the HIRA (Hazard Identification and Risk Assessment) *as per annexure 2* of the process and work undertaken at least two times in a year or every time if a new process / activity / machine is introduced or whenever an accident take place. The risk identified to be addressed suitably with –

- Engineering Control
- Management Control, and
- Personal Protective Equipment.

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The safety representative of BA shall inform and educate for the identified risk and hazard control methods to employees, supervisor and engineer as well as the engineer in-charge and SAFETY group of TPCODL.

**5.9 Safety Performance and Safety MIS:** The BA shall maintain good practice of safety all through the contract duration. Safety shall always be of paramount importance during the contract period. Safety performance will be monitored on yearly basis throughout the period and no relaxation will be given for bad performance. BA with good track record and excellent performance will be rewarded suitably as per clause 6.0 of this document. The BA has to provide monthly "Performance Report – Safety" to engineer in-charge and SAFETY group TPCODL this shall be part of monthly bill along with training details. Performa of the report is enclosed as *annexure 9*.

**5.10 Pre – Employment Medical Check-up and Fitness of employees engaged for the critical works:** The BA shall submit the health fitness certificate for all those workers involved in climbing the pole or working at height for following diseases:

- 5.10.2 Epilepsy
- 5.10.3 Colour blindness
- 5.10.4 Deafness
- 5.10.5 Vertigo & height phobia

Every year BA will give an undertaking stating that all the employees are fit to work and have not developed aforesaid diseases. The Record of such medical check-ups shall be submitted to BA Cell before issue of temporary identity card. The records shall be maintained at BA Cell. All such medical check-ups shall be repeated once in a year for all workers involved in climbing the pole or working on electrical network.

## 6. REWARD AND PUNITIVE MEASURES

**6.1** To support the enforcement of good SHE & DM practices by the Business Associate and to eliminate repeated or continuing safety violations, use of appropriate reward and punitive measures shall be made. Each unsafe act or violation of the safety guidelines as described in the Safety Manual of the TPCODL will be audit criteria of this system. Broadly the measures identified are following:

- 6.1.1 Working without PPE/ Safety Gadgets
- 6.1.2 Working without proper tools and tackles, barricading, Poor condition of Crane / Hydra / Vehicle, using without certification / Licence, Incompetent driver/ Helper
- 6.1.3 Working without creation of effective safety zone
- 6.1.4 Improper Supervision at worksite, Lineman/ Supervisor working without competency
- 6.1.5 Working without adherence to PTW process or authorization/ not adherence to SOPs / W.I. of TPCODL.
- 6.1.6 Improper Working at height equal to or above 1.8 mtrs without taking proper fall protection measures/ Poor condition of Ladder

### 6.2 Measures of Reward and Punitive Measures

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The Engineer In-Charge, NSO, SC, ASOs, CSI / SIs and SHE &DM group will conduct the surprise audits of the work / project and if any non-conformance is found the same will be booked and entered in the format "Safety Violation Record" *annexure 10*. The flow of the information is given below:

Safety Violation Escalation & Monitoring process	
Action	Responsibility
Safety Violation form has been filled and counter foil sent to SAFETY team for information. The main form is to be given to BA supervisor / Engineer in-charge. <i>(Automatically generated if Site audit done through Mobile App.)</i>	Engineer In-charge/ NSO / SC / SAFETY Group /CSI/ ASO/ Any authorised TPCODL official.
↓	
Entry of the violation in the master record and sending the information to concerned Manager, HoG, HoD, Head and Chief (O &S). <i>(Automatically generated if Site audit done through Mobile App.)</i>	SAFETY Group
↓	
Forwarding the information Centralized Account Payable (CAPS) for amount deduction from the current bill of the BA, <i>if any</i> .	Engineer In-charge
↓	
HoG (Safety – II) & HoG (Safety & Quality – Commercial) and CAPS to generate the MIS of the violations and the amount deducted.	SAFETY Group
↓	
The pool of the amount generated after the deduction to be utilized in safety welfare of BA employees.	SAFETY Group with approval of CFO/Chief (O & S) /CEO&MD

The safety violations have been rated from 1 to 5 (figure 6.3) as per the gravity of the violation. If the same violation is repeated it may escalate into a higher penalty. If a particular Business Associate employee violates safety norms three times, he shall not be allowed to work in TPCODL for a period of one year from the date of the 3<sup>rd</sup> violation.

### 6.3 Safety Violation Escalation Matrix

#### 6.3.1

Consequence of Safety Violation Observed (Not related to Incident/ Accident)		Violation				Subsequent Violations
S.No.	Safety Violation	1st	2nd	3rd	4th	
1	Working without PPE (Helmet/Gloves/Safety Harness/ Safety Shoes etc.)	A	B	C	D	Will attract the same penalty as applicable in the 4th violation.
2	Improper Working at Height	A	B	C	D	
3	Working without proper tools and tackles	A	B	C	D	
4	Poor condition of Crane/Hydra/ Vehicle/Incompetent driver/ Helper	A	B	C	D	
5	Violation of SOP/ WI	B	C	D	E	
6	Working without adherence to PTW process or authorization/ Safety Zone	C	D	E		
Legend	Action to be taken	Responsibility	Penalty Amount (in Rs.)	The number of violations are to be calculated cumulatively over the contract period and not on monthly basis.		
A	Warning letter	Engineer Incharge	Nil			
B	Levy of Penalty	Engineer Incharge	2,000			
C	Memo to BA & Levy of Penalty	Head of Group	4,000			
D	Memo to BA & Levy of Penalty	Head of Department	10,000			
E	Memo to BA, Levy of Penalty and termination of Contract	Head of Department	1,00,000			

Figure 6.3 (1a)-Penalty Matrix for Safety violation (Applicable for Minor Contracts)

Consequence of Safety Violation Observed (Not related to Incident/ Accident)		Violation				
S.No.	Safety Violation	1st	2nd	3rd	4th	Subsequent Violations
1	Working without PPE (Helmet/Gloves/Safety Harness/ Safety Shoes etc.)	B	C	D	D	Will attract the same penalty as applicable in the 4th violation.
2	Improper Working at Height	B	C	D	D	
3	Working without proper tools and tackles	A	B	C	D	
4	Poor condition of Crane/Hydra/ Vehicle/Incompetent driver/ Helper	B	C	D	E	
5	Violation of SOP/ WI	C	D	E		
6	Working without adherence to PTW process or authorization/ Safety Zone	C	D	E		
Legend	Action to be taken	Responsibility	Penalty Amount (in Rs.)	The number of violations are to be calculated cumulatively over the contract period and not on monthly basis.		
A	Levy of Penalty	Engineer Incharge	5,000			
B	Memo to BA & Levy of Penalty	Engineer Incharge	10,000			
C	Memo to BA & Levy of Penalty	Head of Group	25,000			
D	Memo to BA & Levy of Penalty	Head of Department	50,000			
E	Memo to BA, Levy of Penalty and termination of Contract	Head of Department	1,00,000			

Figure 6.3 (1b)-Penalty Matrix for Safety violation (Applicable for Major Contracts)

Once the BA reaches the “BLACK” (color – “5”) category, i.e. highest level of safety violation, “Termination” notice to BA will be issued from the office of the Head of Department (equivalent to Addl GM/ GM/ Sr. GM level) and further, *if required*, continuation / extension of contract will only be initiated by Functional Head of the department (equivalent to Sr. GM / VP level) and approved by CEO & MD. Till the extension, the contract will remain suspended.

TPCODL encourages the reportage of the safety violation during the contract work by BA. Any TPCODL employee can register a safety violation against the BA in the “Safety Violation Form” *annexure 10*. Initially the observer has to fill the form and handover the counterfoil (lower portion) of the document to the supervisor of the BA, inform the site engineer of TPCODL and send the top portion of the Safety Violation Form to SAFETY group for the further necessary action against the BA. **The cumulative nos. of Safety Violations pertaining to any particular BA shall be calculated on yearly basis.**

Safety violations resulting in incident / accident will be treated as per gravity of the injury / fatality and its impact as well as type i.e. minor or Major. Consequences of incident / accident are shown in the matrix (figure 6.3(2) for major and 6.3(3) for minor) below. In case of any accident, findings and recommendations of Accident Enquiry Committee will be final and binding and will supersede the arbitration clause of GCC.

Consequence Of an Incident / Accident (In case of <b>MAJOR</b> contract)		Incident / Accident				Action Required
Sl. No	Type of the injury	1st	2nd	3rd	4th	
1	Slight injury (First Aid Case)	<b>F</b> (Strengthening of process through continuous improvement in the work procedure)				Take risk reduction measures
2	Minor injury (No or Hospitalization less than 48 Hrs)	<b>F</b>	<b>G</b>	<b>G</b>	<b>H</b>	
3	Major injury (Bone injury or burn or Hospitalization more than 48 Hrs)	<b>G</b>	<b>G</b>	<b>H</b>	<b>I</b>	
4	Single fatality	<b>J</b>	<b>K</b>			Intolerable
5	Multiple fatalities (Two or more fatalities during one event)	<b>K</b>				
<b>Legend</b>	<b>Action to be taken</b>	<b>Responsibility</b>		<b>Penalty (in Rs.)</b>		The number of violations are to be calculated cumulatively over the contract period and not on monthly basis.
<b>F</b>	Memo to BA and levy of penalty	Engineer Incharge		5,000/-		
<b>G</b>	Memo to BA and levy of penalty	Head of Group		20,000/-		
<b>H</b>	Memo to BA and levy of penalty	Head of Group		50,000/-		
<b>I</b>	Memo to BA and levy of penalty	Head of Department		2,00,000/-		
<b>J</b>	Memo to BA and levy of penalty	Head of Department		5,00,000/-		
<b>K</b>	Memo to BA, levy of penalty, termination of contract and black listing of BA	Functional Head		10,00,000/-		

**Figure 6.3 (2) - Penalty Matrix for Incident / Accident in Major Contracts**

(For example: In major contracts, if there is first incidence of major injury say bone injury (Cat. 3) where worker was hospitalized for more than 48 hrs then a penalty of amount Rs.20000/- will be deducted from the current bill produced for the payment. This penalty will be similar for first two incidents. However, it will increment to next higher category i.e. Rs. 50,000/- on subsequent incidents as per the above matrix)

Consequence Of an Incident / Accident (In case of <b>MINOR</b> contract)		Incident / Accident				Action Required
Sl. No	Type of the injury	1st	2nd	3rd	4th	
1	Slight injury (First Aid Case)	<b>L</b> (Strengthening of process through continuous improvement in the work procedure)				Take risk reduction measures
2	Minor injury (No or Hospitalization less than 48 Hrs)	<b>L</b>	<b>M</b>	<b>M</b>	<b>N</b>	
3	Major injury (Bone injury or burn or Hospitalization more than 48 Hrs)	<b>M</b>	<b>M</b>	<b>N</b>	<b>O</b>	
4	Single fatality	<b>P</b>	<b>Q</b>			Intolerable
5	Multiple fatalities (Two or more fatalities during one event)	<b>Q</b>				
<b>Legend</b>	<b>Action to be taken</b>	<b>Responsibility</b>		<b>Penalty (in Rs.)</b>		The number of violations are to be calculated cumulatively over the contract period and not on monthly basis.
<b>L</b>	Memo to BA and levy of penalty	Engineer Incharge		5,000/-		
<b>M</b>	Memo to BA and levy of penalty	Engineer Incharge		10,000/-		
<b>N</b>	Memo to BA and levy of penalty	Head of Group		25,000/-		
<b>O</b>	Memo to BA and levy of penalty	Head of Department		1,00,000/-		
<b>P</b>	Memo to BA and levy of penalty	Head of Department		3,00,000/-		
<b>Q</b>	Memo to BA, levy of penalty, termination of contract and black listing of the BA	Functional Head		5,00,000/-		

**Figure 6.3 (3) - Penalty Matrix for Incident / Accident in Minor Contracts**

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*(For example: In minor contracts, if a worker meets with a non-fatal accident say bone injury (Cat. 3) where he was hospitalized for more than 48 hrs then a penalty of amount Rs. 10,000/-, will be charged from the current bill produced for the payment. This penalty will be similar for first two incidents. However, it will increment to next higher category i.e. Rs. 25,000/- on subsequent incidents as per the above matrix.)*

In case of single or multiple fatalities described under legends J&K of 6.3(2) and P&Q of 6.3(3), the concerned BA may be debarred from extension of contract or participate in new contract. In such event the approval of Chief (O & S) will be necessary for extension or award of new contract to concerned BA.

### **6.3.2 COMPENSATION FOR BA PERSONNEL**

In the event of any untoward incident/ accident, the Business Associate shall ensure prompt medical assistance such as treatment, sickness benefit, etc. is provided to the victim(s) as per the Employees' Compensation Act, 1923 or Employees' State Insurance Act, 1948, as applicable. Also, the BA will be required to take adequate measures for compensating the victim(s) or his/her/their kin as follows:

#### **I. For Death or Permanent / Total Disablement**

The BA shall take an insurance coverage of at least Rs. 15 lakhs for each engaged employee, to cover any incidence of Death or Permanent / Total Disablement (Permanent/Total Disability shall be considered as defined under Employees' Compensation Act, 1923). In the event of any such unfortunate incident, the BA would ensure that adequate compensation is paid immediately to the family of the victim(s) from his own resources. This compensation shall be covered under the insurance policy subscribed by the BA mentioned earlier and the arrangement should be such that it would get reimbursed to the BA by the insurance agency subsequently.

#### **II. For Permanent Partial Disablement and Temporary Total Disablement**

The compensation in this case will be as per provisions of the Employees' Compensation Act, 1923 or Employees' State Insurance Act, 1948, as applicable.

Accordingly, the BA shall obtain a suitable Insurance Policy on award of Contract and submit documentary evidence of the policy to the BA Cell before commencement of work. The BA shall ensure that the Insurance policy is active at all times and all employees are covered in all respects till the conclusion of contract period or till working with TPCODL. The BA shall submit a copy of the policy after periodic renewals to the BA Cell.

However, on occurrence of such unfortunate incident, if it is found that the victim(s) is/are not covered under any insurance policy, the BA shall be liable to pay the entire sum of Rs. 10 lakhs from his own resources.

Further, in case of an accident resulting in Death or Permanent / Total Disablement while on duty, the appointed BA Nodal Officer will ensure that the BA complies with all statutory



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provisions and benefits i.e. PF, Compensation, Gratuity etc., and that all these are made available to the employees' nominee(s) as per the stipulated timelines.

**6.3.3** TPCODL rewards the BA with good track record of safety management. It is proposed that BA complying with Contractors Safety Management, Safety Manual and Safety process will be rewarded suitably as per the procedure, rule and regulations of the TPCODL. In any case major accident is reported during an assessment period BA will not be eligible for this reward scheme. Assessment of contracts will be once in year. Generally the assessment cycle is calendar year and guidelines will be declared time to time.

#### Abbreviations Used in the Document

TPCODL	TP Central Odisha Distribution Limited
BA	Business Associate
HIRA	Hazard Identification & Risk Assessment
JSA	Job Safety Analysis
EHV	Extra High Voltage
SAFETY	Safety, Occupation Health, Environment & Disaster Management
MMG	Meter Management Group
EAG	Energy Audit Group
PPE	Personal Protective Equipment
SOP	Standard Operating Procedures
CSI/SI	Circle Safety In-charge / Safety In-charge
ASO	Area Safety Officer
NSO	Nodal Safety Officer
SC	Safety Coordinator
HoG / HoD	Head of Group / Head of Department
AGM / GM / VP	Assistant General Manager / General Manager / Vice President
CFO / Chief (O & S)/ CEO & MD	Chief Finance Officer / Chief (Operating & Safety) / Chief Executive Officer & Managing Director
COS	Corporate Operation Services
CAP	Centralized Account Payable System
PTW	Permit To Work
GCC	General Conditions of Contract.

- END -

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**Annexure 1 (Refer Para 3.1)**

***Business Associate Safety Management System Questionnaire***

Certification							
The information provided in this questionnaire is a summary of the company's occupational health and safety management system.							
Company Name:							
Turnover and experience:		Name of top officer:					
Date:		Position					
Contract Details							
Contract Name		Contract Number:					
Business Associates Safety Management System Questionnaire				Marks	Yes	No	Score achieved
<i>Safety Policy and Management</i>							
- <b>Is there a written company Safety policy?</b>				1			
- If yes provide a copy of the policy, if No please refer Note 1.							
- <b>Does the company have an Safety Management system</b>				1			
- If yes provide details, if No please refer Note 1.							
- <b>Is there a company Safety Management System manual or plan?</b>				2			
- If yes provide a copy of the content page(s), if No please refer Note 1.							
- <b>Are Safety and occupational health responsibilities clearly identified for all levels of Management and staff?</b>				2			
- If yes provide details, if No please refer Note 1.							
<i>Safe Work Practices and Procedures</i>							
- <b>Has the company prepared safe operating procedures or specific safety instructions relevant to</b>				1			

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Certification				
<b>its operations and relevant work as per contract?</b> - If yes provide a summary listing of procedures or instructions, if No please refer Note 2. - Comments				
<b>- Is there a register of injury or accident?</b> - If yes provide a copy (format)	1			
<b>- Is there a documented incident or accident investigation procedure?</b> - If yes provide a copy of a standard incident report form, if No please refer Note 2. - Comments	1			
<i>Safety Training</i>				
<b>- Describe how occupational health and safety training is conducted in your company</b> If No please refer Note 1.	2			
<b>- Is a record maintained of all training and induction programs undertaken for employees in your company?</b> - If yes provide examples of safety training records, if No please refer Note 2.	1			
<b>- Are regular safety inspections / audits are undertaken at worksites?</b> -If yes provide details (formats), if No please refer Note 3.	1			

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Certification				
<ul style="list-style-type: none"> <li>- Is there a procedure by which employees can report hazards at workplaces?</li> <li>- If yes provide details if No please refer Note 1.</li> </ul>	1			
<i>Safety Monitoring</i>				
<ul style="list-style-type: none"> <li>- Is there an officer / supervisor responsible for monitoring workplace / worksite safety?</li> <li>- If yes provide details</li> </ul>	1			
<i>Safety Performance Monitoring</i>				
<ul style="list-style-type: none"> <li>- Are employees regularly provided with information on company health and safety performance?</li> <li>- If yes provide details</li> </ul>	1			
<ul style="list-style-type: none"> <li>- Has the company ever been convicted of an occupational health and safety offence?</li> <li>- If yes provide details</li> </ul>	NO Marks (Negative mark ONE for each case)			
<ul style="list-style-type: none"> <li>- Has there been any major accident of employee at TPCODL site in past</li> </ul>	NO Marks (Negative mark ONE for each case)			
<ul style="list-style-type: none"> <li>- Has there been any fatal accident of employee at TPCODL site in past.</li> <li>- (Note: Bid evaluation committee has to take cognizance of the incident and shall evaluate the bid only after formal approval of competent authority i.e. CTO.</li> <li>- In case of yes please refer Note 4.</li> </ul>	NO Mark (Negative mark FIVE for each case)			

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Certification			
Minimum of 75% marks is required for qualification.		Total Marks achieved	
Company Reference			
1. Name of company 2. Name of company			

**Note**

1: If company does not have formal procedure on Safety Management System than vendor may submit proposed Safety road map along with safety action plan and brief safety policy on his letter head signed by head of the organization.

2: The vendor may submit the same in the Safety Action Plan.

3: The vendor may utilize the same format of TPCODL or on request SAFETY group will assist the vendor in developing the audit system. For other points also vendor may take the assistance of SAFETY group for development of Safety management system.

4: The vendor may submit the Safety Improvement Plan and Safety Action Plan for his employees based on following points.

- i. Action plan for enhancing safety awareness
- ii. Action plan for safety training of employee
- iii. Action plan for increasing safety audit in field
- iv. Action plan for provision and utilization of safety PPE.
- v. Action plan for fatality reduction.
- vi. Action plan for enhanced supervision at site
- vii. Action plan for making employee more responsible and accountable for safety.
- viii. Action plan for availability and utilization of all required tool and equipment.
- ix. Safety Improvement done in last two years, specially highlighting those which have been taken after the fatal accident along with results.
- x. Safety initiatives planed or started recently.
- xi. Any other point.

Based on above points and documentary evidences vendor will be required to submit a detailed report in support of his bid. The bid evaluation committee and competent authority will scrutinize the facts and the evidence submitted. If found satisfactory competent authority i.e. CTO may accord his approval for bid opening otherwise his tender shall be disqualified.

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**Annexure 2 (Refer Para 3.2 and 5.8)**

***Risk Assessment Form***

Business Associate:
Scope of the work:
BA's Representative:
Telephone:
Signature:
Date:

Specific Task/Activity	Potential Hazards/Consequences	Class of Risk	Control Measures
Working at Height	Fall from height	2	<ol style="list-style-type: none"> <li>1. Mandatory usage of JSA checklist prior to start of work</li> <li>2. Use appropriate ladder</li> <li>3. Use full body safety harness having double lanyard.</li> <li>4. Use Electrical Safety Shoes if working on electrical network otherwise use safety shoes.</li> <li>5. Use Safety helmet.</li> <li>6. Use PPE as per the annexure 7 of this CSM document</li> <li>7. Refer Work instruction related to Working at Height for other details</li> <li>8. Use of metal scaffold to be ensured in height work (cup lock type)</li> <li>9. Deploy competent workforce who are medically fit</li> </ol>
Working on electrical equipment / network	Electric flash / electrocution	3	<ol style="list-style-type: none"> <li>1. Mandatory usage of JSA checklist prior to start of work</li> <li>2. Use Electrical Safety Shoes while working on electrical network.</li> <li>3. Use Electrical Safety gloves of appropriate voltage rating.</li> <li>4. Use face shield / visor attached with helmet.</li> <li>5. Use Safety helmet.</li> <li>6. Use PPE as per the annexure 7 of this CSM document</li> <li>7. Mandatory usage of Insulated tools &amp; tackles on electrical system</li> <li>8. Mandatory compliance for Lock Out &amp; Tag out system. Refer Work instruction related to Working on electrical equipment / network for other details</li> </ol>

Specific Task/Activity	Potential Hazards/Consequences	Class of Risk	Control Measures
Excavation / Civil work	Collapse of soil, Fall in excavated pit leading to Injury	2	<ol style="list-style-type: none"> <li>1. Use safety shoes.</li> <li>2. Use Safety helmet.</li> <li>3. Use PPE as per the annexure 7 of this CSM document</li> <li>4. Hard Barricading of the worksite.</li> <li>5. Refer Work instruction related to excavation / civil work for other details</li> </ol>
Material lifting & Mechanical Erection work	Fall of material/object, Topple of crane,	2	<ol style="list-style-type: none"> <li>1. Mandatory compliance of crane checklist</li> <li>2. Visual condition check of lifting tools and tackles such as wire rope sling, belt sling, chain, pulley block, D-shackles, etc. shall be ensured.</li> <li>3. The operator's physical fitness and alertness should be judged by sup. / EIC.</li> <li>4. Use PPE as per the annexure 7 of this CSM document</li> <li>5. Refer Work instruction related to Material lifting &amp; Mechanical Erection work</li> </ol>
Road Safety	Road Accidents	3	<ol style="list-style-type: none"> <li>1. Mandatory compliance of TPCODL Road Safety policy W07(COR-P-12)</li> </ol>

*Note: This information for the general indication purpose. The detailed risk assessment shall be conducted before start of the work by the authorized representative of the BA. The report of same shall be submitted to engineer in-charge along with annexure 4 of the CSM document.*

### Guidelines for filling the Risk Assessment Form

- **Specific Task/Activity** - The documentation of each major task associated with the contract.
- **Potential Hazards** - The identification of hazards associated with each activity or task to be carried out.
- **Class of Risk** - Each hazard should be evaluated as a level of risk, described as Risk Class 1, 2 or 3 defined above.
- **Control Measure** - The identification and documentation of actions required to eliminate or reduce the hazards that could lead to accident or injury.

Hazard / Risks shall be classified according to the following schedule:

- Class 1: Potential to cause injury treatable with first aid
- Class 2: Potential to cause death or permanent injury
- Class 3: Potential to cause more than one or more lost time injuries.

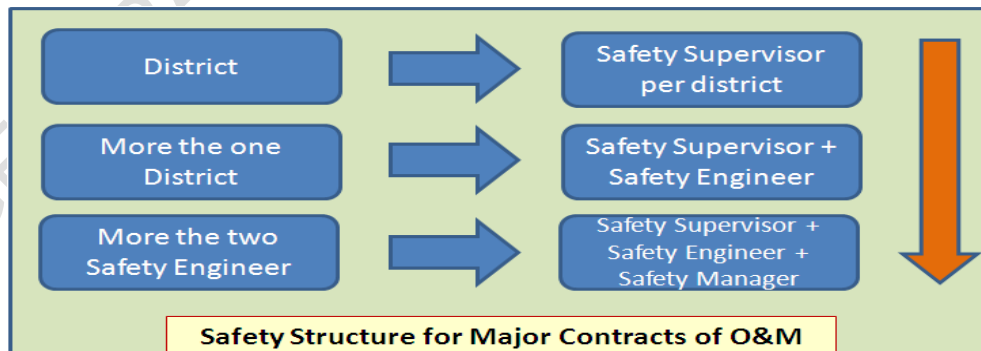
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### Annexure 3.1 (Refer Para 4.0)

#### **General Safety Conditions for the Maintenance of Distribution Network Contracts:**

A BA awarded a contract (O&M) work of maintenance of distribution network will be required to fulfil the following conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment (PPE) as per the TPCODL approved list in *annexure 7*.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA shall ensure to depute a Safety Supervisor for managing a complete safety management system in a district. In case the BA has been awarded work in more than one district, then the following safety structure will be adopted.





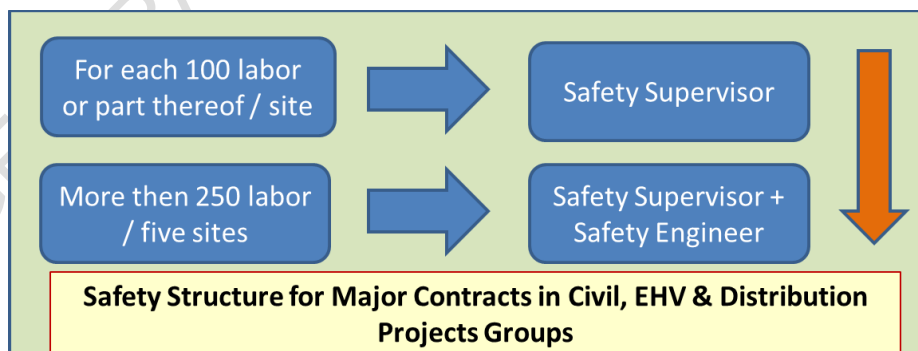
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### Annexure 3.2 (Refer Para 4.0)

#### **General Safety Conditions for the Distribution Projects Major Contracts:**

A BA awarded a major contract work of TS&P in area of a circle will be required to fulfil the following conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1.
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment (PPE) as per the TPCODL approved list in annexure 7.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA shall ensure to depute a Safety Supervisor for managing a complete safety management system in the area. In case the BA has been awarded work in more than one circle, then the following safety structure will be adopted.



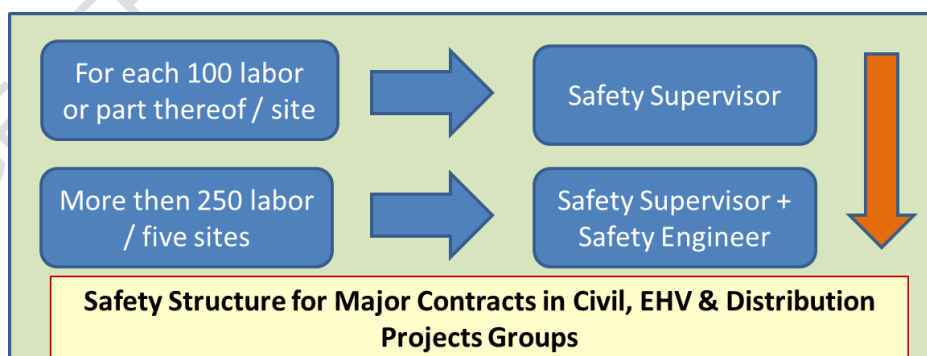
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### Annexure 3.3 (Refer Para 4.0)

#### **General Safety Conditions for the major EHV Projects Contracts:**

A BA awarded a major contract work of EHV projects will be required to fulfil the following conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment (PPE) as per the TPCODL approved list in annexure 7.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA shall ensure to depute a Safety Supervisor for managing a complete safety management system in the area. In case the BA has been awarded work in more than one circle, then the following safety structure will be adopted.
- BA shall refer Construction Safety Manual in TPCODL Safety Manual for details.



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### Annexure 3.4 (Refer Para 4.0)

#### **General Safety Conditions for the Maintenance of Sub – Transmission Network Contracts:**

A BA awarded a major contract work of maintenance of sub – transmission network in area of a power system will be required to fulfil the following conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment (PPE) as per the TPCODL approved list in annexure 7.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA shall ensure to depute a Safety Coordinator for managing a complete safety management system in the area. In case the BA has been awarded work in more than one area power system, then the following safety structure will be adopted.



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### Annexure 3.5 (Refer Para 4.0)

#### **General Safety Conditions for the major contract work in Civil / Generation Projects:**

A BA awarded a major contract work of / in civil or Generation project will be required to fulfil the following safety conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment (PPE) as per the TPCODL approved list in annexure 7.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA shall ensure to depute a Safety Supervisor (for workforce upto 100 at site) / a safety engineer (for workforce upto 250 at site) / safety manager (for more than two safety engineers) for managing a complete safety management system at the project site. In case the BA has been awarded more than one major contracts, then the following safety structure will be adopted.
- BA shall refer Construction Safety Manual in TPCODL Safety Manual for details.



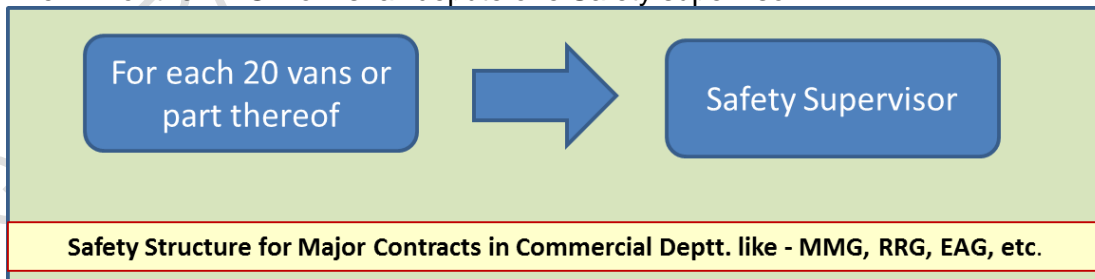
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**Annexure 3.6 (Refer Para 4.0)**

**General Safety Conditions for the major contract work in Commercial Department like - MMG, RRG, EAG, etc.:**

A BA awarded a major contract work in meter management group & energy auditing group will be required to fulfil the following safety conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment (PPE) as per the TPCODL approved list in annexure 7.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA shall ensure to depute a Safety Supervisor for managing a complete safety management system for the work as per the following safety structure.
- The BA for the RRG work shall depute one Safety supervisor.



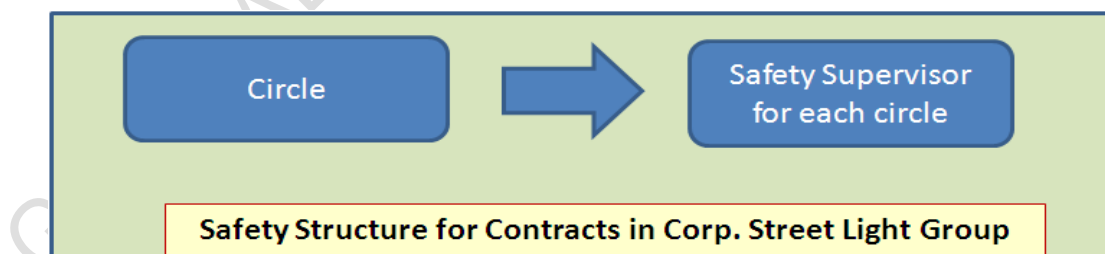
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### Annexure 3.7 (Refer Para 4.0)

#### **General Safety Conditions for the major contract work in O&M of street light group:**

A BA awarded a major contract work in operation and maintenance of street light group will be required to fulfil the following safety conditions:

- BA shall provide Safety Policy and safety objectives of their company.
- BA shall comply with all statutory requirements like: applicable acts, regulations, codes of practice, OHSAS Standards, etc.
- BA shall provide the filled safety management questionnaire as per Annexure 1
- BA shall conduct a job risk assessment and provide information as per Annexure 2
- BA shall abide by Safety manuals, guidelines of TPCODL.
- BA shall provide its organisation structure & responsibilities in terms of Safety Management to TPCODL.
- BA shall document the work practices and procedures in terms of Safety Management.
- BA shall ensure safety training and induction program for the employees
- BA shall conduct safety audits & inspections as per TPCODL procedures provided by SAFETY group.
- BA shall provide and ensure the proper usage of the safety equipment PPE as per the TPCODL approved list in annexure 7.
- BA shall ensure periodic inspection of PPE to ensure its serviceability as per the specification given by TPCODL.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by TPCODL.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident or accident to engineer in-charge and SAFETY team of TPCODL.
- BA shall provide safety performance and Safety MIS (*annexure 9*) to engineer in-charge and SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- Each BA shall ensure to depute a Safety Supervisor for managing a complete safety management system for the work awarded as per the below structure.



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**Annexure 4 (Refer Para 3.3)**

**Safety Undertaking by way of Affidavit**

I \_\_\_\_\_ s/o \_\_\_\_\_ R/o \_\_\_\_\_ (AUTHORIZED REPRESENTATIVE/PARTNER/DIRECTOR/PROPRIETOR ) of M/S \_\_\_\_\_ (name of company/firm) having its office at (Complete address of Company), authorized vide power of attorney dated -----/Board resolution dated----/letter of authority dated----, hereinafter referred to as **Contractor [or Business Associate (BA)]** which expression shall, unless it be repugnant to or inconsistent with the meaning or context thereof, be deemed to include its heirs, executors, administrators, and assigns do hereby affirm and undertake as under :

1. The present undertaking shall remain in force from the date of execution of contract awarded by TPCODL and shall be valid till the date of termination of the said contract by either parties. The undertaking is binding on me (contractor) as well as my sub-contractor and its employees, representatives etc.
2. That I(the contractor) will be responsible and liable to comply and abide by all the safety rules, instructions and regulations as may be specified and laid down by TP Central Odisha Distribution Limited (TPCODL) so as enable TPCODL to achieve its goal of Zero On site incidences.
3. That the Contractor shall be fully responsible for ensuring occupational health and safety of its employees, representatives, agents as well as of its subcontractor's employees, at all times during the discharge of their respective obligations under the contract including any methods adopted for performance of their tasks / work.
4. That Contractor shall ensure ,at its own expense to arrange for and procure, implement all requisite accident prevention tools, first aid boxes, personal protective equipment, fire extinguisher, safety training, Material Safety Data Sheet, pre-employment medical test, etc. for operations & activities including as & when so specified by TPCODL specifically. , failing which TPCODL shall be entitled, but not obliged, to provide the same and recover the actual cost thereof from the Contractor's payments.
5. That the Contractor shall engage adequate and competent Safety – Supervisor / Engineer / Manager / Skilled persons at site as per the Para 5 (Qualification and experience of safety personnel) and Annexure 3 of Contract Safety Management.

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6. That the Contractor shall engage the competent Site – Supervisor with each group of workers for safe and correct workmanship, proper co-ordination of material and site work as per contract.
7. That the Contractor shall immediately replace supervisor in case it is found to be not up to the level of skill and experience required as in skill and experience required in *annexure 5* of this document, but any such replacement shall be only with the prior concurrence of TPCODL .
8. That the Contractor and its subcontractors shall abide by all the safety guidelines as per Safety Manual, Contract Safety Management and other guidelines issued from time to time by TPCODL during the contract period.
9. That in case the Contractor and/or any of its Subcontractor fail to ensure the compliance as required in terms of this undertaking the Contractor shall keep and hold TPCODL / its directors / officers / employees indemnified against any / all losses / damage / expense / liability / fines / compensation / claims / action / prosecutions or the like which might be suffered by TPCODL or to which TPCODL might get exposed to as a result of any breach /wilful negligence /deliberate default on the part of the Contractor /Subcontractor in complying with the same. Contractor shall also furnish any press release, clarification etc. if sought by TPCODL for any near miss or safety violations, accidents, which are attributable to fault of Contractor.

DEPONENT

VERIFICATION

Verified at Bhubaneswar on this \_Day of \_\_\_\_\_20\_\_ that the contents of the above affidavit are true and correct and nothing material has been concealed therefrom

DEPONENT



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**Annexure 5 (Refer Para 5.4)**

**SKILL / QUALIFICATION REQUIRED FOR ELECTRICIAN AND ELECTRICAL SUPERVISOR**

**Skill / Qualifications Required for Electrician (*Certificate of Competency Class-II*):**

1. Formal education in ITI – Wireman/ Electrician trade.

OR

2. Working experience of minimum three years of practical wiring.

OR

3. Have completed three years apprenticeship course through Apprenticeship Advisor, Govt. of NCT of Odisha / other state Govt. in the trade of Lineman / Wireman / Electrician.

4. A candidate must have attained the age of Eighteen years.

**Skill / Qualifications Required for Electrical Supervisor (*Certificate of Competency Class-I*):**

1. Have at least five years' experience of practical wiring after passing the certificate of competency class-II i.e. electrician.

OR

2. Recognized Degree or Diploma or equivalent qualification in Electrical Engineering from any Technical institute / College or University recognized by the Board.

AND

Must have completed the training/job in rectifying the common defects in electrical line and power installation for a period of one and three years after passing Degree or Diploma respectively

OR

3. Possessing the valid certificate of certificate of competency class – 1 (Electrical Supervisor)

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## **Annexure 6 (Refer Para 5.6)**

### **Training Module for BAs Worker & Supervisor**

#### **Training for BA Supervisor**

**Duration – 02 Hrs / Month**

**Methodology:** Lecture and Practical Demonstration of Safety Zone Creation

#### **Session: 1**

**Topic:** Electrical Safety Aspects

#### **Sub Topics:**

1. Learning specifics of HT & LT Network of zone
2. Major type of HT / LT / service lines / street light maintenance works
3. Understanding the need of Safety
4. Understanding the safe process of maintenance :
  - Planning of the maintenance job
  - Availability of men, material & machine, PPEs, Safety gear and approved PTW
  - Briefing of the job by the supervisor of the TPCODL
  - Identification of Risks associated with the maintenance work and planning for controlling measures by TPCODL supervisor
  - Creation of safety zone by TPCODL supervisor and satisfying that the network is dead – Use of Neon Tester, Shorting Chain and Safety Tagging
  - Start of the work – Right person for the right job
  - Alert supervision
  - Completion of the job – Check points
  - Energization of network
  - Actions to be taken in case of some accident

#### **Session: 2**

**Topic:** Use of Electrical Testing Equipment

**Methodology:** Lecture and Practical Demonstration

#### **Sub Topics:**

1. Meggar, Hi Pot, Clamp On Meter, Neon Tester, Discharge Rod, Line tester etc.

#### **Session: 3**

**Topic:** Awareness of Electrical Safety Aspects

- A. Understanding the need of this Training and Safety
- B. Learning specifics of HT & LT Network
- C. Major type of work to be carried out in zones
- D. Switching Operations (Do's & Don'ts) including Street Light Switching
- E. Working on Height (*practical demo also*)
- F. Understanding the Safe Process of Maintenance / Working:
  - Planning of the job
  - Availability of men, material & machine, PPEs, Safety gear and approved PTW
  - Briefing of the job by the supervisor

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- Permit to Work
- Safety Tagging and Lock Out Tag out
- Identification of Risks associated with the work to be carried out and planning for controlling measures by proper supervision
- Concept of "**Safety Zone**"
- Identification and use of Neon Tester, Shorting Chain, Clamp On Meter, Hi Pot, Meggar etc.
- Completion of the job – Check points
- Accident Theory & Incident Reporting
- Actions to be taken in case of some accident

#### **Session: 4**

**Topic: Identification, Demonstration and Usages of Tools, PPEs and other Safety Gears and demonstration of working on HT pole**

#### **Session: 5**

**Topic: Practical demonstration of Safety Zone creation**

### **FREQUENCY**

#### **Regular Safety Training Program**

- It will be conducted for all field & supervisor staff of BA in such a manner that all BA Personnel attend at least two hours safety training during every month.

#### **One Day Induction Safety Training Programs:**

- This training will be for the new BA's personnel, who have been cleared by the Cross Functional Panel to undergo Safety training and who are likely to be deployed at various work sites of TPCODL by the BA, as a part of AMC / Work Contract.

#### **Duration / Periodicity:**

- Duration and periodicity has been defined above. However, this is subject to change at the discretion of TPCODL.

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**Annexure 7 (Refer Para 5.7)**

**LIST OF PERSONAL PROTECTIVE EQUIPMENT AND TESTING FREQUENCY**




Sl. No.	Name of PPE	IS / EN Standard	Testing Frequency	Remarks	Ref Brand & Model
01	Leather Safety Shoes (Color – Black) with PU toe cap.	IS:15298 (Part-2)	Monthly and visual check every day for any crack or damage in the leather or sole.		BATA (Model No.- Endura L/C) Liberty (Model No. – 7198-01 HT Barton Black – Warrior)
02	HDPE Safety helmet with chin strap and ratchet type for adjustment.	IS:2925-1984	Monthly and visual check every day for any crack in shell.		Karam (PN Safetech ) Joseph Leslie Accent Industries Honeywell
03	Full body harness (Safety belt)	EN 361	Monthly and visual check every day of the bends and the harness.		Karam (PN Safetech ) Joseph Leslie Accent Industries
04	Electrical Safety Gloves	EN: 60903 CE marked	Weekly and visual check for any crack and blow test before every work.	Manufactured not beyond 12 months.	Make Sparian / Sumitech / CATU supplied with inner cotton glove with over glove of split leather.
05	Full face visor with safety helmet	EN: 166 CE marked (Visor)	Monthly and visual check every day for any crack in shell.	Clear acrylic visor attached with safety helmet.	Karam (PN Safetech ) Joseph Leslie Accent Industries Honeywell
06	Fire Proof jacket for chest protection		Monthly and visual check every day.		
07	Safety Chain for shorting cum earthing.	As per TPCODL standard	Weekly and visual check before every work.	Made of brass, Total length – 5.5 meters and made of 12 SWG.	

*Note:*

1. Any other Personal Protection Equipment required beyond above list will be according to BIS or EN Standards.

2. All Personal Protection Equipment will be checked by the engineer in-charge or SAFETY group of TPCODL.
3. Safety Representative of the BA has to maintain the record of the availability, condition and checking of the PPEs.
4. All tools required as per the contract must be according to respective IS / EN standards.
5. TPCODL may revise or add the above list of PPE and their specifications as and when feel necessary. The information about new specifications /models will be circulated by the Engineer In-charge (EIC), which shall adhere by the business associated in the shortest possible time. The EIC shall issue a memo / instruction to BA with timeline for implementation. Any delay will be treated as non- compliance / safety violations. Refer picture of each PPE given in next page.

**Pictures of PPE for reference purpose.**

Sl. No.	Name of PPE	IS / EN Standard	Picture
01	Leather Safety Shoes (Color – Black) with PU toe cap.	IS:15298(Part-2) and with test report of electrical resistance.	
02	HDPE Safety helmet with chin strap and ratchet type for adjustment.	IS:2925-1984	
03	Full body harness (Safety belt)  The straps at shoulder and thigh shall have full pad for comfort. The back shall be so designed that harness straps do not tangle with each other.	EN 361:2002 EN 358 : 2000 IS: 3521:1991/2002	

04	Electrical Safety Gloves – Composite type Soft electrical gloves as per size of individual.	EN: 60903 CE marked	
05	Full face visor with safety helmet	EN: 166 CE marked (Visor)	
06	Fire Proof jacket for chest protection		
07	Safety Chain for shorting cum earthing.	As per TPCODL standard	
08	Reflective jacket to each workmen	As per TPCODL standard	

Note : Picture shown are for indicative purpose only. Actual product may differ.

**Annexure 8 (Refer Para 5.8) LIST OF AUDITS TO BE CONDUCTED**

Audits	Responsibility	Freq.	Ref. Doc.
Permit to Work & Field Audit	BA Safety Representative	Weekly	F04 (COR P - 12)
Tool Bag & PPE's Audit		Weekly	F06 (COR P - 12)
First Aid Box Maintenance Record		Fortnightly	F08 (COR P - 12)
Fire Extinguisher Record <i>(Applicable for the BA involved in major construction works and have storage of flammable material at worksite)</i>		Monthly	F09 (COR P - 12)
Safety Talk Register		Weekly	F18 (COR P - 12)
Site Safety Audit		Daily	F29A (COR P - 12)

Note:

1. (BA Safety Representative has to use the formats as per Safety process COR – P – 12 of TPCODL)

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**Annexure 9 (Refer Para 5.9)**

**PERFORMANCE REPORT – SAFETY**

**FOR THE MONTH OF.....**

Name of BA : .....

Name of the Project and Purchase order No: .....

Date of commencement of work: .....

Man Hour Worked in this month (No. of employees X 8 Hrs + Overtime): .....

Cumulative Man Hour worked: .....

Total Number of

Minor Injury (this month): ..... Minor Injury (Total) .....

Major Injury (this month): ..... Major Injury (Total): .....

Detail of the Incident / Sub Standard Acts and Condition

Activity	This Month	Cumulative (Total)	Day Lost (this month)	Days Lost (Cumulative)
No. of the Incident				
No. of lost time injuries				
No. of dangerous occurrences				
No. of near miss reported				
Substandard Act/Conditions observed			Attach details of observation of this month	
Safety Violation Notice received (from TPCODL) (both in numbers and in Rs.)	No.	No.	No. of violation letter received and compliance report for the TPCODL.	
	Rs.	Rs.		

*Note: Cumulative means total from date of commencement of work according to the contract.*

Detail of the Accident / Near Miss Incidents:

Date and Time	Type of the incident	Name of Employee	Brief Description	Corrective and Preventive actions recommended

Details of the Safety Violations:



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Date and Location	Brief Description	Name of employee involved	Action Taken

Detail of the Safety Talk / Tool Box Talk / Safety Training

Date and Location	Topic (s)	Total Number of employees (Worker / Supervisor)	Number of participants (Worker / Supervisor)

Detail of the Safety Meeting

Date and Location	Number of participants	Topics discussed	Major Observations / Innovation

Detail of the Safety Inspection /Audit: (as per TPCODL site audit checklist F29A(COR-P-12))

Date	Area / Location	Major Observations	Recommendations	Action Taken

Any other Safety, Occupational Health, Environment & Disaster Management Promotional Activity (During this month):

Date	Location	Activity	Level of Participation	Number of participation

Signature of the BA Safety Representative  
HoG

Signature of ZM /

Name, E. No. and Date

Name, E. No. Date.

*Note: The original form to be deposited with Engineer in-charge and a copy to SAFETY group on or before 5<sup>th</sup> of every month along with bill. List of training of the current month and status of PPE to be also mentioned individual wise.*

*BA may include additional lines if required. The TPPDL may revise the format as and when deemed required.*

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**ANNEXURE-L**  
**VENDOR APPRAISAL FORM**

<b>TO BE SUBMITTED BY VENDOR (To be filled as applicable)</b>		
<b>VENDOR:</b>		
<b>1.0</b>	<b>DETAILS OF THE FIRM</b>	
	1.1	NAME (IN CAPITAL LETTERS) :
	1.2	TYPE OF CONCERN (PROPRIETARY) Partnership, Pvt. Ltd., Public Ltd. etc. :
	1.3	YEAR OF ESTABLISHMENT :
	1.4	LOCATION OF OFFICE POSTAL ADDRESS TELEGRAPHIC ADDRESSES, TELEX NO. FAX NO. :
	1.5	LOCATION OF MANUFACTURING UNITS :
		i) UNITS 1 :
		ii) OTHER UNITS :
<b>2.0</b>	<b>PRODUCTS MANUFACTURED</b> :	
<b>3.0</b>	<b>TURNOVER DURING THE LAST 3 YEARS (TO BE VERIFIED WITH THE LATEST PROFIT &amp; LOSS STATEMENT).</b> :	
<b>4.0</b>	<b>VALUE OF FIXED ASSETS</b> :	
<b>5.0</b>	<b>NAME &amp; ADDRESS OF THE BANKERS</b> :	
<b>6.0</b>	<b>BANK GUARANTEE LIMIT</b> :	
<b>7.0</b>	<b>CREDIT LIMIT</b> :	
<b>8.0</b>	<b>TECHNICAL</b>	
	8.1	NO. OF DESIGN ENGINEERS (INDICATE NO. OF YEARS EXPERIENCE IN RELATED FIELDS) :
	8.2	NO. OF DRAUGHTSMAN :
	8.3	COLLABORATION DETAILS (IF ANY) :
		8.3.1 DATE OF COLLABORATION :

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		8.3.2 NAME OF COLLABORATOR	:
		8.3.3 RBI APPROVAL DETAILS	:
		8.3.4 EXPERIENCE LIST OF COLLABORATOR	:
		8.3.5 DURATION OF AGREEMENT	:
	8.4	AVAILABILITY OF STANDARDS / DESIGN PROCEDURES / COLLABORATOR'S / DOCUMENTS (CHECK WHETHER THESE ARE LATEST/CURRENT	:
	8.5	TECHNICAL SUPPORT, BACK-UP GUARANTEE, SUPERVISION, QUALITY CONTROL BY COLLABORATOR (WHEREVER ESSENTIAL). (THIS CLAUSE IS RELEVANT WHEN VENDOR'S EXPERIENCE IS INADEQUATE)	:
	8.6	QUALITY OF DRAWINGS	:
<b>9.0</b>	<b>MANUFACTURE</b>		
	9.1	SHOP SPACE, LAYOUT LIGHTING, VENTILATION, ETC.	:
	9.2	POWER (KVA)	:
		MAINS INSTALLED	:
		UTILIZED	:
		STANDBY POWER SOURCE	:
	9.3	MANUFACTURING FACILITIES (ATTACH LIST OF EQUIPMENT AS APPLICABLE)	:
		9.3.1 MATERIAL HANDLING	:
		9.3.2 MACHINING	:
		9.3.3 FABRICATION	:
		9.3.4 HEAT TREATMENT	:
		9.3.5 BALANCING FACILITY	:
		9.3.6 SURFACE TREATMENT PRIOR TO PAINTING/ COATING, POLISHING, PICKLING, PASSIVATION, PAINTING, ETC.	:
	9.4	SUPERVISORY STAFF	:
	9.5	ADEQUACY OF SKILLED LABOURS (MACHINISTS, WELDERS, ETC.)	:

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	9.6	NO. OF SHIFTS	:
	9.7	TYPE OF MATERIAL HANDLED (SUCH AS CS, SS, ETC.)	:
	9.8	WORKMANSHIP	:
	9.9	MATERIAL IN STOCK AND VALUE	:
	9.10	TRANSPORT FACILITIES	:
	9.11	CARE IN HANDLING	:
<b>10.0</b>	<b>INSPECTION / QC / QA / TESTING</b>		
	10.1	NUMBER OF PERSONNEL (INDICATE NO. OF YEARS OF EXPERIENCE)	:
	10.2	INDEPENDENCE FROM PRODUCTION	:
	10.3	AVAILABILITY OF PROCEDURAL WRITE UP/QUALITY PLAN	:
	10.4	INCOMING MATERIAL CONTROL AND DOCUMENTATION	:
	10.5	RELIABILITY/REPUTATION OF SUPPLY SOURCES	:
	10.6	STAGE INSPECTION AND DOCUMENTATION	:
	10.7	SUB-ASSEMBLY & DOCUMENTATION	:
	10.8	FINAL INSPECTION AND DOCUMENTATION	:
	10.9	PREPARATION OF FINAL DOCUMENTATION PACKAGE	:
	10.10	TYPE TEST FACILITIES	:
	10.11	ACCEPTANCE TEST FACILITIES	:
	10.12	CALIBRATION OF INSTRUMENTS AND GAUGES (WITH TRACEABILITY TO NATIONAL STANDARDS) (ATTACH LIST)	:
	10.13	STATUTORY APPROVALS LIKE BIS, IBR, ETC.(AS APPLICABLE)	:
	10.14	SUB-VENDOR APPROVAL SYSTEM AND QUALITY CONTROL	:
	10.15	DETAILS OF TESTS CARRIED OUT AT INDEPENDENT RECOGNIZED LABORATORIES	:
		i) FURNISH LIST OF TESTS CARRIED OUT AND THE NAME OF THE LABORATORY WHERE THE TESTS WERE CONDUCTED	:

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	ii) CHECK AVAILABILITY OF CERTIFICATES AND REVIEW THESE WHEREVER POSSIBLE	:
11.0	EXPERIENCE (INCLUDING CONSTRUCTION / ERECTION / COMMISSIONING) TO BE FURNISHED IN THE FORMAT INDICATED IN APPENDIX)	:
12.0	SALES, SERVICE AND SITE ORGANIZATIONAL DETAILS	:
13.0	CERTIFICATE FROM CUSTOMERS (ATTACH COPIES OF DOCUMENTS)	:
14.0	POWER SITUATION	:
15.0	LABOUR SITUATION	:
16.0 *	APPLICABILITY OF SC/ST RELAXATION (Y/N) IF YES, SUPPORTING DOCUMENTS TO BE ATTACHED	:
17.0	<b>ORGANIZATIONAL DETAILS</b> 1. PF NO 2. ESI NO 3. INSURANCE FOR WORK MAN COMPENSATION ACT NO 4. ELECTRICAL CONTRACT LIC NO 5. ITCC / PAN NO 6. SALES TAX NO 7. WC TAX REG. NO	:
18.0	<b>DOCUMENTS TO BE ENCLOSED:</b> 1. FACTORY LICENCE 2. ANNUAL REPORT FOR LAST THREE YEARS 3. TYPE TEST REPORT FOR THE ITEM 4. PAST EXPERIENCE REPORTS 5. ISO CERTIFICATE –QMS, EMS, OHAS, SA 6. REGISTRATION OF SALES TAX 7. COPY OF TIN NO. 8. COPY OF SERVICE TAX NO. 9. REGISTRATION OF CENTRAL EXCISE 10. COPY OF INCOME TAX CLEARANCE. 11. COPY OF PF REGISTRATION 12. COPY OF ESI REGISTRATION 13. COPY OF INSURANCE FOR WORK MAN COMPENSATION ACT NO 14. COPY OF ELECTRICAL CONTRACT LIC NO 15. COPY OF PAN NO 16. COPY OF WC TAX REGISTRATION 17. DOCUMENTS IN SUPPORT OF SC/ST RELAXATION AT S.NO.16.0 18. GSTN CERTIFICATE	:

\* Classification of BA s under SC/ST shall be governed under following guidelines:

- **Proprietorship/ Single Ownership Firm:** Proprietor of the firm should be from SC/ST community. Governing document shall be Proprietorship Deed.

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- **Partnership Firm:** Only such firms shall qualify which have SC/ST partners holding equal to or more than 50% of the total ownership pattern of the firm. Governing document shall be Partnership Deed.
- **Private Limited Company:** Only such firms shall qualify which have SC/ST directors holding equal to or more than 50% of the total ownership pattern of the firm. Governing document shall be Memorandum of Understanding (MoU) and/or Article of Association (AoA).

**NOTE: Certification from SC/ST Commission shall be required for deciding upon SC/ST status of a person.**

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