



Corrigendum No. – 1

05-10-2021

Tender Enquiry No- TPSODL/OT/2021-22/053

Work Description - Rate Contract for Revenue Recovery of 3 Phase live cases arrears and All Category permanent disconnected cases.

Clause 1.3: Dates in Calendar of events revised as below

(a)	Last Date of receipt of Tender Fee	10.10.2021; 17:00 Hrs
(b)	Date & Time of Pre-Bid Meeting (If any)	Not Applicable
(c)	Last Date of receipt of pre-bid queries, if any	10.10.2021 up to 17:00 Hours
(d)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	12.10.2021 up to 17:00 Hours
(e)	Last date and time of receipt of Bids	16.10.2021 up to 17:00 Hours
(f)	Date & Time of opening technical bids & EMD	16.10.2021 up to 18:00 Hours
(g)	Date & Time of opening of Price of qualified bids	Will be notified to the successful bidders through our website / e-mail.

Revised Schedule of Items

Annexure-I

Sr. No	TPSODL Circles	Approximate Recoverable / Recovered Value of Three phase Consumers in B1 bucket (For Live Cases) In Rs Cr.	Approximate Recoverable Value of All Categories Consumers (For Permanent Disconnected Cases) In Rs Cr.	Approximate Recoverable / Recovered Value of Single-phase Consumers in B1 bucket. (For Live Cases) In Rs Cr.	Service Charges over Amount Recovered for Three Phase Live Cases in (%)	Service Charges over Amount Recovered for Permanent Disconnected All category consumers / meters in (%)	Service Charges over Amount Recovered for Single Phase Live Cases in (%)
		A	B	C	D= %age on A	E= %age on B	F= %age on C
Lot 1							
1	Berhampur	9.7	59	169.9			
2	Aska Circle	6.5	59	96.3			
3	City Circle	11.5	69	41.7			
4	Bhanjanagar	8.0	68	176.3			
Lot 2							
1	Jeypore	17.2	83	399.5			
2	Rayagada	4.2	56	130			



NOTE:

Approximate No of Three phase Consumers for Live Cases having arrears - 41504

Approximate No of all category permanent Disconnected Cases – 250880

Approximate No of Single-phase Consumers for Live Cases having arrears- 1775545

The above arrear details, consumer wise will be provided by TPSODL.

The maximum permissible service charges percentage over recovery amount will be 7% for permanent disconnected cases (all category) and 5% for live cases (both 3 phase & 1 phase) in B1 Bucket.

- The bidders are advised to quote prices strictly in the above format and for all the line items as mentioned above. Failing to do so, bids are liable for rejection.
- The bidder must fill each and every column of the above format. ***Mentioning “extra/inclusive” in any of the column may lead for rejection of the price bid.***
- No cutting/ overwriting in the prices is permissible.
- **The unit price/service charges in percentage to be indicated appropriately in the BOQ sheet. Service charges on Amount Recovered should be exclusive of taxes & duties. GST will be extra and applicable as per govt. prevailing rate.**
- The prices shall be for TPSODL Locations.
- It is mandatory to quote for all the line items and Lots.
- TPSODL reserves the right to assign any LOT to any BA
- **Government cases shall be excluded from the allocation**
- The bids will be evaluated commercially on the **overall all-inclusive lowest cost (D+E+F) respectively for each lot** as defined in the tender BOQ as calculated in Schedule of Items. TPSODL however, reserves right to split the order line item wise and/or quantity wise among more than one Bidder. Hence all bidders are advised to quote their most competitive rates against each line item.
- **For single phase live cases, TPSODL shall exclusively reserve the right to keep these services optional at TPSODL Discretion, during the tenure of contract. However, this will be part of bid evaluation as mentioned in point above.**
- Bidders are advised to quote most competitive rates considering all factors like geographical layout, site conditions, all local conditions and factors, which may have any effect on the execution of the contract safety requirements.

A1. Explanatory NOTE for 3 Phase Recovery

The arrears recovered will be calculated on bucket concept, defined as below:

Bucket Definition for 3 Phase arrears-

Bucket	Bill Period	Bill/Reading End Date
B1	Upto Mar'20	31-Mar-20
B2	Apr'20-Nov'20	30-Nov-20
B3	Dec'20-Jan'21	31-Jan-21



Bucket	Bill Period	Bill/Reading End Date
B4	01-Feb-21	31-Mar-21
B5	Apr'21	Till Date

It may be noted that the service charges payable will be for Bucket B1 recovery only. The amount recovered will be calculated based on LIFO criteria, i.e. the amount recovered will first be reflected against latest current demand than will nullify arrear in Bucket B5, B4, B3, B2 and finally B1 in sequential manner.

Three Phase bucket wise arrear amount in Rs Cr.

Circle	B1 Total	B2 Total	B3 Total	B4 Total	B5 Total
ASKA	6.5	1.6	0.3	1.2	5.1
BERHAMPUR	9.7	2.3	0.4	2.5	8.5
BHANJANAGAR	8.0	1.9	0.4	1.9	6.7
CITY	11.5	1.5	0.4	1.9	10.4
JEYPORE	17.2	4.9	0.7	4.6	14.9
RAYAGADA	4.2	1.4	0.2	2.0	8.5
Grand Total	57.2	13.6	2.4	14.3	54.1

Circle wise consumer count-

Circle	Consumer Count
ASKA	4499
BERHAMPUR	6788
BHANJANAGAR	6112
CITY	4643
JEYPORE	13612
RAYAGADA	5850
Grand Total	41504

A2. Explanatory NOTE for Single Phase Recovery-

The arrears recovered will be calculated on bucket concept, defined as below:

Bucket Definition for Single Phase arrears-

B1 Bucket- Arrear Before March'2020

B2 Bucket- Arrear from April'2020 to December'2020

B3 Bucket- Arrear after January'2021 onwards.

It may be noted that the service charges payable will be for Bucket B1 recovery only. The amount recovered will be calculated based on LIFO criteria, i.e. the amount recovered will first be reflected against latest current demand than will nullify arrear in Bucket B3, B2 and finally B1 in sequential manner.

Single Phase bucket wise arrear amount in Rs Cr.

Circle	B1_TOTAL	B2_TOTAL	B3_TOTAL
ASKA	96.3	13.9	21.5
BERHAMPUR	169.9	24.1	34.0
BHANJANAGAR	176.3	27.4	44.4
City	41.7	7.7	38.4
JEYPORE	399.5	85.4	103.5
RAYAGADA	130.0	22.2	38.7
Grand Total	1013.7	180.7	280.5

Circle wise consumer count-

Circle	Consumer Count of B1 B
ASKA	171825
BERHAMPUR	217021
BHANJANAGAR	325217
City	132164
JEYPORE	645119
RAYAGADA	284199
Grand Total	1775545

B. PDC (Permanent Disconnected Cases) arrear amount in Rs Cr.

Circle	Consumer Count
ASKA	24679
BERHAMPUR	28010
BHANJANAGAR	38597
City	25177
JEYPORE	78160
RAYAGADA	56257
Grand Total	250880

Circle	Arrear Amount In Rs Cr.
ASKA	59
BERHAMPUR	59
BHANJANAGAR	68
City	69
JEYPORE	83
RAYAGADA	56
Grand Total	394

These cases do not have bucket wise arrears concept and service charges will be calculated on the basis of actual amount recovered.

The service charges payable for both 3 phase arrears and all category permanent disconnected arrears will be for arrear amount before 20th March 2020 only. The payments will be after audit of Statement of account of consumer ledger. No fixed charges will be payable.



REVISED ANNEXURE II

REVISED SCOPE OF WORK AND SERVICE LEVEL AGREEMENT

Introduction:

With TPSODL taking over SOUTHCO utility w.e.f 01.01.2021 for operating in the Energy Distribution Business at Southern Odisha area covering 6 circles including Berhampur, Aska, City Circle, Bhanjanagar, Jeypore, and Rayagada. TPSODL has about 23 Lacs electricity connections. The customer base is a mixture of urban & rural.

As per the provisions of EA 2003, the utility carries out Meter reading, Generates Bill, provides sufficient period for making the payment. In case Consumer defaults on making payment, follow-up is done with Consumer. Disconnection notices are issued to defaulting consumers and power supply of consumers who refuse to pay even after notice expiry is disconnected. If a consumer does not pay even after 2 months of being disconnected, permanent disconnection is carried out with removal of Meter. Over the years there have been large number of defaulting Consumers who have been either temporarily or permanently disconnected.

A. Technical Job Scope:

Tender is being floated to appoint a Business Associate who will follow up on **the Delinquent Temporarily and Permanently Disconnected Three phase Consumers** for outstanding revenue realization. The Business Associate is expected to recover from the given set of accounts on a commission basis (Percentage of recovery) actually made net of taxes etc. BA shall also be responsible to help with documentation, feedback and other formalities needed to present cases where dues were non recoverable.

B. Revenue Recovery:

Recovery Aids to be shared as per availability

- a) List of accounts defaulting in payment along with due amount of Temporary & Permanently disconnected Consumers shall be assigned to BA
- b) Copy of last Bill served to Consumer
- c) Copy of Legal documents served to Consumer if any

Deliverables by Recovery Agents

- a) Follow up with defaulting Consumers and ensure recovery of 100% Dues of TPSODL.
- b) Issuing Bill copies and Legal notices
- c) Identifying Unauthorized Use of Electricity and reporting to Divisional Officer.
- d) Identifying Consumer has taken new connection while continuing to default on old dues.
- e) Identification of theft and misuse of Electricity
- f) Identification of sealed properties and details of Financial institution that has sealed the property
- g) Bill correction in coordination with Divisional Officers, In case Consumer insists he has been billed wrongly and the same has been agreed by TPSODL for review.



- h) Collecting Consumer details & explore the feasibility of bringing dues by other means in case Consumer / premises is not available
- i) Encouraging defaulters for one-time settlement within the framework of policy in the matter, or such other means as BA may decide in consultation with Divisional officers, in order to ensure recovery of dues.
- j) Immediately after awarding of the contract, Business Associate(s) should agree for submission of a detailed execution and resource deployment plan to TPSODL at least 15 days prior to commencement of work.
- k) The Business Associate(s) shall not further sublet the contract to any other BA / Vendor / Individual / Organisation.
- l) Performance Bank Guarantee amounting to 5% of the contract value shall be submitted by the BA for a period equivalent to contract validity period plus one months or full & final settlement of financials, whichever is earlier.
- m) Business Associate(s) shall support in Continuously Updating of Database as per feedback received from Site.
- n) To verify physical visit to Consumer, GPS coordinate mapping is compulsory along with site photographs, nearby meter cabin photographs etc.

C. COMMON TERMS & CONDITIONS

- Bidder to submit all relevant documents to confirm they meet the Pre-Qualification Requirement (PQR). Only bidder who meets the PQR shall be considered for further evaluation.
- The scope of contract shall include effective deployment of skilled personnel required to carry out the jobs detailed in this document.
- Before submitting quotation, the Vendor shall visit TPSODL Corporate Office, Berhampur make his own assessment of Scope of work by thorough study of available documents, seek clarification during Pre-Bid Meeting and Pre-Bid Queries.
- Company reserves the right to terminate the order / orders fully or partly with one month's notice in case of non-adherence to Terms & Conditions of order. In case of statutory violation, malpractice, order will be terminated without any notice. In case TPSODL/ Vendor need to exit the contract, three months' notice shall be served.
- The Vendor will have to make his own arrangement for transportation of his employees to consumer location/site for carrying out activity under this contract.
- Prices quoted shall be firm for one year and will exclude taxes & duties applicable which shall be indicated separately.
- All workers / employees working with TPSODL on this assignment, once awarded by TPSODL must follow TPSODL Safety Policy Rules & Procedures and all safety instructions given by Job in-charge.
- TPSODL shall not be responsible for any loss/damage/accident to vendor's employee during the course of execution of work.
- Vendor shall be solely responsible for the safety of their employees including the payment of compensation in case of any accident to their employee as well to the general public during the course of work.
- TPSODL shall not be responsible for compensation under workman compensation act for any accident (Fatal or Non-Fatal) and injuries arising out of during the course of contract to the personal of agency.
- Any litigation expenses arising on account of BAs action / Behavior shall be borne by BA. TPSODL or its officers shall not be considered as a party to any of these litigations.
- This is a Principle to Principle contract, which means an Employer is entering a contract with another Employer for certain services.



- During the activity of follow-up with the consumers for recovering the dues, the BA should maintain appropriate behavior. BA shall use soft mode of communication during their interaction with consumers and refrain from using harsh words.

D. PERIOD OF CONTRACT AND RATE VALIDITY:

The period of the contract shall be for one year. All the cases shall be allocated within a period of one year and the Incentive/Penalty shall be applicable within this period. However, if the Vendor feels that sufficient follow-up has been done with Consumers and there is likelihood of recovering the arrears with further follow-up, TPSODL reserves the right to extend the contract on a year to year basis for a period of further one year as per the agreed rates & terms & conditions.

TPSODL reserves the right to terminate the contract before completion of contract period if the BA performance is not found suitable during the period of contract.

E. TERMS OF PAYMENT:

1. The quantities indicated in Schedule of quantities are indicative. Payment will be made on basis of actual amount actually recovered from consumer net of taxes / duties.
2. Bills to be submitted monthly in the name of TPSODL on the basis of amount recovered from consumers as per the contract terms and conditions and as per scheduled Rates of contract.
3. Payment will be made within 30 days of submission of correct bill and upon the Verification of the bills.
4. The quarterly bill will be subjected to the following deduction before payment
 - a) TDS
 - b) Any other taxes / duties as applicable
 - c) Penalty as per SLA
5. Performance Bank Guarantee will have to be submitted as per TPSODL requirement. Bank Guarantee shall be forfeited in case of non-performance
6. Bank Guarantee shall be returned to vendor on successful completion of the contract.

F. GENERAL & STATUTORY CONDITIONS

The Vendor shall follow the provisions of following Acts / Rules.

- a) The Contract Labour (Regulation – Abolition Act), 1970
- b) The Indian Electricity Act, 1910 & Rules
- c) The Employees State Insurance Act, 1948 & Rules
- d) The Motor Vehicle Act 1988
- e) The Workmen's Compensation Act, 1923 & Rules
- f) The Child Labour (Prohibition Regulation) Act, 1986
- g) Any other Act / Rules applicable to Particular Place/ /Activity /Operation.
- h) Standard of performance as guided by Odisha Electricity Regulatory Commission.

The Vendor shall also be responsible to observe / ensure the following contracts terms & conditions:

TPSODL

- 1) Vendor shall supervise his workforce on regular basis to achieve desired deliverables specified in the contract. Vendor shall be solely responsible for delivery of the results.
- 2) Vendor shall submit a declaration before 15th of each month giving details of the workmen planned to be employed by him in next month.
- 3) Vendor shall issue a Photo Identity card and an Employment cum attendance card to all his workmen.
- 4) Payment shall be made to workmen deployed by Vendor before 7th of each month by Vendor.
- 5) Vendor shall inform date and time of payment one day in advance for the same and submit the relevant Bank statement as evidence of disbursement of payment to the workmen.
- 6) Vendor shall display Circular / Notice of payment of remuneration to his workmen every month on Vendors Notice Board.
- 7) Vendor shall obtain labour license as per statutory requirements if more than 20 workmen are employed by him and for every 20 workmen employed thereafter.
- 8) Records shall be maintained and kept updated in Wages cum Muster roll and all other registers as required by statutory authorities. These registers shall be kept in Company's premises in designated area.
- 9) The Vendor shall submit PO Checklist with muster Xerox copy every month after payment of wages.
- 10) PF payment shall be made on or before 15th of every month and Xerox copy of PF Challan shall be submitted to TPSODL office before 20th of each month along with forwarding letter.
- 11) ESIC Challan shall be made on or before 21st of every month and Xerox copy of Challan shall be submitted to TPSODL office before 25th of each month through a forwarding letter.
- 12) Vendor shall make Payment of Bonus, HRA, Labour Welfare Payment, Leave Wages, and Gratuity as specified by statutory authorities and applicable laws. Xerox copy of Annual returns filed by Vendor pertaining to the above compliances shall be submitted to TPSODL Office by Vendor.
- 13) Vendor shall make an entry in Office register before and after taking/bringing records after updating.
- 14) Vendor shall make records available for inspections and audits, both internal and by Labour Commissioner's Office.
- 15) Vendor shall keep records and comply with all new rules, acts, regulations or amendments to the existing ones whenever they come into effect.
- 16) Vendor shall be fully responsible for the due compliance by him / his sub Vendors with all statutory requirements and with all applicable labour laws including contract labour Abolition & Regulation Act, Workmen's Compensation Act, PF / ESI Act, payment of minimum wages as may be applicable to the Vendor, the sub-Vendors and their employees.
- 17) Vendor need to have PF registration and ESIC number (wherever required) to obtain the contract.
- 18) An Abnormally Low Bid is one where the Bid price (during any stage of Tender Process), in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the Bidder to perform the Contract for the offered Bid Price. In the event of identification of a potentially Abnormally Low Bid, TPSODL shall seek written clarifications from the Bidder, including detailed price analyses of its Bid price in correlation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document. After evaluation of the price analyses, in the event that TPSODL determines that the Bidder has failed to demonstrate its capability to deliver the contract for the offered tender price, TPSODL shall summarily reject the Bid.



- 19) TPSODL abides by Tata Code of Conduct in all its dealing with their stake holders and Vendor has any concerns you are requested to bring the same to the notice of our Chief Ethics Counsellor. Email ID: mp.kulkarni@tpsouthernodisha.com
- 20) Vendor shall obtain & submit Police verification report for each of the employee engaged in contract with TPSODL.
- 21) In case of consumer's complaint regarding behavior of any of your associate, concerned person will be terminated. Based on the severity of the incident termination of contract is also possible.

G. Scope of Work

1. After award of the contract a bucket of disconnected consumers will be handed over to the vendor. This list will be reviewed and updated every quarter, however the performance on the cases included in the list shall be reviewed on monthly or shorter duration as per the need and discretion of the competent authority.
2. Collecting details & exploring the feasibility of recovering dues.
3. Submitting a report on detailed feedback of such consumers in terms of possibility of recovery of principal and statistical amount, time for such recovery with details of issues / disputes, details of any other connections with TPSODL, in case of non-recoverable case details of payment refusal, possibility of settlement etc.
4. Vendor shall suggest further course of action to TPSODL and execute the same after concurrence like
 - a) Assisting in sending legal notices & Bills to defaulter consumers and follow up for dues.
 - b) Educating consumers, the actions and implications to consumers having outstanding dues.
 - c) Recommend issuance of legal action on consumers for Recovery.
5. In case of readiness of consumer for settlement, bringing them for one-time settlement, such other means as the BA may decide in consultation with TPSODL Divisional officers.
6. The vendor will also be responsible to help with documentation, feedback and other formalities needed to present non-recoverable cases for legal proceedings.
7. Vendor shall advise consumers to make payment through any of the various channels provided by TPSODL on digital media or through CRC / BCC of TPSODL. Vendor can also collect cheque / DD from consumers during the collection and deposit the same to TPSODL office within 24 hours of collection of such instrument of payment.
8. Vendor is not authorized to collect cash against the due amount under any circumstances whatsoever. This may please be noted carefully.
9. The vendor is expected to perform as per SLA as attached.
10. Vendor representatives should not manhandle any Consumer during the process of recovery.
11. Vendor should deposit an indemnity bond for handling of Legal cases on behalf of TPSODL in case any legal lodged during the process of recovery.
12. Vendor shall quote their fees in terms of % of incentive on recovered amount per case.

SLA: -

SR. No.	KEYSERVICE REQUIREMENTS	SERVICE LEVEL PARAMETERS	COMMENTS	Penalty / Incentive
1	The BA (Recovery Agent) has to follow-up 100 % Cases as per service level parameters and revert with the status of Payment and feedback duly captured in detail in writing in a prescribed format of allocated cases.	All cases assigned for the month to be covered for feedback and collection during the month.	The vendor needs to arrange attempt on 100% cases and revert with the status of payment potential	Penalty of Rs. 1000/- per case for if feedback not shared in required detail prescribed format.
2	Monthly Minimum Recovery to be made of the overall Allocation.	20% of the aggregate value of all cases allocated for the month	The vendor needs to attempt 100% recovery on all the allocated cases and ensure minimum 20% Recovery of the total Move Out Recovery allocation.	Penalty of Rs. 5000/- shall be levied if 20% Recovery is not achieved wrt Monthly aggregate of cases allocated.
3	Depositing of Cheques collected from consumers with TPSODL office within 24 working hours.	100% within 24 hours	Depositing Cheques collected from consumers with TPSODL office within 24 working hours.	Penalty of Rs.500/- per case beyond 24 hours
4	Accurate feedback for all the attempted cases along with GPS coordinates and site photographs to be shared with TPSODL team and all documentation and formalities needs to be completed.	100%	Accurate feedback and documentation need to be submitted.	Penalty of Rs 500/- per case where proper feedback is not provided.
5	Reporting of Theft/Misuse to TPSODL Enforcement team	Constructively assisting TPSODL Enforcement team in booking theft cases	Accurate feedback with evidence and documentation need to be submitted to TPSODL enforcement team.	Incentive of 5 % of theft penalty amount realized

SR. No.	KEYSERVICE REQUIREMENTS	SERVICE LEVEL PARAMETERS	COMMENTS	Penalty / Incentive
6	Bill revision for disputed cases	Assisting Divisional team in bill revision in disputed cases	Providing Accurate data and evidence for carrying out Bill revision in disputed cases	TPSODL team to examine and convey their decision within 15 days of the BA referring the disputed case

H. VENDOR SAFETY MANAGEMENT AND SITE SAFETY PLAN

DUTIES & RESPONSIBILITIES OF VENDORS

The Vendor shall take full responsibility for HEALTH and SAFETY of his employees during all site operations & in methods adopted on site in accordance with expected risks. He shall at his own expense arrange for the Accident Prevention First aid boxes, personal protective equipment, pre-employment medical test, etc. in his operations & activities as & when required. In case the Vendor fail to provide/arrange the above, the Site in charge of Tata Power Co., shall be entitled to provide the same & recover the cost there off from the Vendor.

SUPERVISION & DEPLOYMENT OF COMPETENT PERSONS

The Vendor shall engage required competent site supervisors with each group of workers for safe and correct workmanship, proper coordination of site work as per schedule. The Vendor shall also deploy Safety Officer/ steward for taking care of Safety requirement.

The Vendor shall assign a competent supervisor satisfactory to the Purchaser who shall be in attendance at the site during the progress of all work under the Agreement, except at such times as agreed to by the Purchaser and shall be our authorized representative for all purposes under the Agreement. The Vendor shall promptly replace a supervisor unsatisfactory to the Purchaser but shall not otherwise replace the supervisor during the duration of the work without Purchaser's concurrence and approval.

The Vendor shall provide the Police verification certificate for the labour and supervisors employed at TPWODL.

VENDOR SITE MANAGEMENT SUPERVISION

Vendor management reports to and is accountable to the TPSODL Site supervisors. Each Vendor Management Team shall at all times comply with, and ensure that its employees, agents and sub Vendors comply with, all Site Safety Plan, rules, regulations and safe work practices. Specifically, Vendors / Sub Vendor shall comply with all applicable provisions of the following:

- Safety Hand Book & Rules and Procedure.
- Indian Safety regulations& Procedures

Scope of Work for Single phase Live cases recovery

For single phase live cases, TPSODL shall exclusively reserve the right to keep these services optional at TPSODL Discretion, during the tenure of contract.



1. After award of the contract a bucket of Live consumers will be handed over to the vendor. This list will be reviewed and updated every quarter, however the performance on the cases included in the list shall be reviewed on monthly or shorter duration as per the need and discretion of the competent authority.

2. Collecting details & exploring the feasibility of recovering dues.

3. Submitting a report on detailed feedback of such consumers in terms of possibility of recovery of principal and statistical amount, time for such recovery with details of issues / disputes, details of any other connections with TPSODL, in case of non-recoverable case details of payment refusal, possibility of settlement etc.

4. Vendor shall suggest further course of action to TPSODL and execute the same after concurrence like

- a) Assisting in sending legal notices & Bills to defaulter consumers and follow up for dues.
- b) Educating consumers, the actions and implications to consumers having outstanding dues.
- c) Recommend issuance of legal action on consumers for Recovery.

5. In case of readiness of consumer for settlement, bringing them for one-time settlement, such other means as the BA may decide in consultation with TPSODL Divisional officers.

6. The vendor will also be responsible to help with documentation, feedback and other formalities needed to present non-recoverable cases for legal proceedings.

7. Vendor shall advise consumers to make payment through any of the various channels provided by TPSODL on digital media or through CRC / BCC of TPSODL. Vendor can also collect cheque / DD from consumers during the collection and deposit the same to TPSODL office within 24 hours of collection of such instrument of payment.

8. Vendor is not authorized to collect cash against the due amount under any circumstances whatsoever. This may please be noted carefully.

9. The vendor is expected to perform as per SLA as attached.

10. Vendor representatives should not manhandle any Consumer during the process of recovery.

11. Vendor should deposit an indemnity bond for handling of Legal cases on behalf of TPSODL in case any legal lodged during the process of recovery.

12. Vendor shall quote their fees in terms of % of incentive on recovered amount per case.

SLA: -

TPSODL

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1	The BA (Recovery Agent) has to follow-up 100 % Cases as per service level parameters and revert with the status of Payment and feedback duly captured in detail in writing in a prescribed format of allocated cases.	All cases assigned for the month to be covered for feedback and collection during the month.	The vendor needs to arrange attempt on 100% cases and revert with the status of payment potential	Penalty of Rs. 1000/- per case for if feedback not shared in required detail prescribed format.
2	Monthly Minimum Recovery to be made of the overall Allocation.	20% of the aggregate value of all cases allocated for the month	The vendor needs to attempt 100% recovery on all the allocated cases and ensure minimum 20% Recovery of the total Move Out Recovery allocation.	Penalty of Rs. 5000/- shall be levied if 20% Recovery is not achieved wrt Monthly aggregate of cases allocated.
3	Depositing of Cheques collected from consumers with TPSODL office within 24 working hours.	100% within 24 hours	Depositing Cheques collected from consumers with TPSODL office within 24 working hours.	Penalty of Rs.500/- per case beyond 24 hours
4	Accurate feedback for all the attempted cases along with GPS coordinates and site photographs to be shared with TPSODL team and all documentation and formalities needs to be completed.	100%	Accurate feedback and documentation need to be submitted.	Penalty of Rs 500/- per case where proper feedback is not provided.
5	Reporting of Theft/Misuse to TPSODL Enforcement team	Constructively assisting TPSODL Enforcement team in booking theft cases	Accurate feedback with evidence and documentation need to be submitted to TPSODL enforcement team.	Incentive of 5 % of theft penalty amount realized
6	Bill revision for disputed cases	Assisting Divisional team in bill revision in disputed cases	Providing Accurate data and evidence for carrying out Bill revision in disputed cases	TPSODL team to examine and convey their decision within 15 days of the BA referring the disputed case



Rest of the tender document remains unchanged.

Regards,

Rajkishore Tripathy | Contracts

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TP SOUTHERN ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

Courtpeta | Berhampur | Ganjam | Odisha - 760 004

Note-This document does not require signature