

Revised Scope of Work

Dt. 11-05-2023

**Rate Contract for Site Survey, Revenue Recovery &
Disconnection Activity of ECLCategory Not Paid consumers
across all circles under TPSODL.**

Tender Enquiry No.: TPSODL/OT/2023-24/012

**TP SOUTHERN ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)Corporate office:
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Corporate Identity Number (CIN): U40300OR2020SGC035195**

Scope of Work/Service Level Agreement

Site Survey & SVR Related:

The scope of work includes the following:

1. Site visit of consumers premises in the area allotted spread across the TPSODL area consisting of 6 Circles/19 Divisions (Berhampur City, Berhampur, Bhanjanagar, Aska, Rayagada & Jeypore).
2. Site Visit Report (SVR) need to be filled up in format specified by TPSODL.
3. All the details in the specified format of SVR Form need to be captured through online form using Android Mobile Phone. The online form shall be created and access shall be provided by TPSODL.
4. The photograph of the entire premises and consumer's energy meter must be captured along with GPS coordinates and to be uploaded through prescribed online Forms. The Business Associates (BA) has to ensure smart phones capable of taking clear site photographs, meter & meter readings photographs through mobile devices. If the photos are not uploaded in online Forms because of mobile network issues then the pictures should be stored in phone memory and then to be uploaded along with online form data when network is available.
5. Ownership details of the premises of the consumers need to be captured as per format provided. In case supply found disconnected from pole and Consumer is availing Power from other source, the alternate connection/ source of power to the consumers' premises has to be located and the details of source such as consumer number, Name, Address, Meter No. is to be captured.
6. If the consumer location is identified and unauthorized uses of electricity by the consumer is found, then the same needs to be captured in the SVR.
7. In case the premises of the consumer found locked, then photographs of the premises must be captured and shared through online forms.
8. If in the case where multiple meters found in the consumer premises then the details of other meters need to be captured along with the other details mentioned in the format.
9. All SVR hard copies are to be submitted to RPO of concerned section office.

Revenue Collection Activity Related: -

The Scope of work includes following:

1. Business Associate(s) shall be responsible for Revenue Collection Activities of **Single & Three phase ECL category** consumers across 19 Divisions of TPSODL.
2. The list of consumers balance in ECL category in particular month will be shared at the start of the month by TPSODL (Mr. Rakesh Kumar) for the revenue collection activity.
3. 100% consumer coverage for recovery from ECL consumers to be ensured through multiple knocking.
4. Collection of outstanding arrears of electricity dues from the consumer list should be carried

out **through mPOS Machines** provided by TPSODL. Necessary security deposit (Refundable) amount towards the mPOS machines has to be deposited by the BA for issuance of the mPOS Machines. The amount of security deposit will be informed by TPSODL.

5. The Business Associate(s) will prepare day-wise monthly plan of site visits for collection and will share the plan with concerned local section offices (RPO) and Corporate office (Mr. Biswajeet Biswal) of TPSODL after receiving target list for the month.
6. Adherence to the schedule has to be ensured by the BA.
7. For Ghost / Untraceable consumers (consumers available in billing data but not available at site), it is the responsibility of the Business Associate to submit the list of ghost consumers with the SVR within two days to the concerned authorized local officer (RPO/Section In charge) of TPSODL for re-verification and copy to Corporate office (Mr. Biswajeet Biswal).
8. Monitoring and control of the collection activity shall be ensured by Business Associate(s) by engaging required supervisors.
9. The Payment Collector should accept **bill payments through Cash or in Digital mode**. In case consumer pays bill amount to Payment collector through any of the TPSODL Digital Avenues in his / her presence, then Business Associate(s) can claim commission for those payments upon sharing the transaction details to TPSODL.
10. The BA will ensure the reconciliation of cash collected from field & deposit the collected amount in the TPSODL Bank account by next working day. The evidence of cash deposit in Bank has to be shared with TPSODL designated officer to ensure further wallet recharge for collection.
11. Business associates should ensure to cover 100% consumers for collection as per schedule. Cases where collection was not done due to reasons like premises locked, consumer refusal, billing/other disputes, wrong readings or any other valid reasons shall be communicated through Mail/SVR/Daily MIS to the concerned TPSODL's Officers.
12. TPSODL would not consider cases of "Address Not Traceable" as a valid excuse for missing collection if actual meter reading is captured against those consumers. Such remarks shall be considered as wrong feedback after due verification.
13. In case ECL consumer does not pay the electricity dues, then disconnection to be done by the agency with proper safety measures as per TPSODL safety guidelines/standards under the knowledge of concerned section in-charge and RPO.
14. If consumer is denying the payment because of billing issues such as wrong reading, provisional bill, Average bill then BA will support TPSODL with required consumers meter reading and data to share correct bill to consumer for necessary collection by the BA.

15. Consumer detail with collectable amount is shown in the table below-

Circle	Division	Total	
		Count of consumer	TPSODL Arrear (Rs. Cr)
Grand Total		235164	111.05
Aska	AED ASKA-II	6024	4.22
	GSED DIGAPAHANDI	3563	1.67
	AED ASKA-I	3297	2.02
Berhampur	GANJAM NORTH	6768	3.95
	PSED PURUSOTTAMPUR	5319	3.53
	HED HINJILICUT	4764	2.72
Bhanjanagar	PED PHULBANI	17827	9.03
	BoED BOUDH	13191	7.19
	BNED BHANJANAGAR	7663	3.51
City	BERHAMPUR-I	2967	1.98
	BERHAMPUR-III	1357	0.50
	BERHAMPUR-II	683	0.54
Jeypore	NED NABARANGAPUR	57253	25.30
	KED KORAPUT	31792	11.53
	MED MALKANAGIRI	22328	9.97
	JED JEYPORE	19803	9.41
Rayagada	RED RAYAGADA	15359	6.69
	PKED PARLAKHEMUNDI	10258	5.18
	GED GUNUPUR	4948	2.11

Disconnection Activity

1. BA will visit the consumer for collection, if consumer denies to pay the arrear then disconnection needs to be done.
2. Disconnection Order (DO) will be generated by concerned Section office/Division Office/ TPSODL Corporate office.
3. TPSODL will provide mobile application with login credentials to access DO details and also, they have to feed disconnection details through the same app against the disconnection order.
4. BA has to execute the temporary disconnection of supply of the consumer from Pole through his competent lineman and helper. Also, service cable needs to be removed from the pole and same must be retuned/deposited to concerned section office In-charge/RPO.

Minimum Qualification

The Linemen / Technicians to be deployed for disconnection activity shall possess a certificate in Electrical trade from an Industrial Training institute (ITI) recognized by the Central Government or State Government.

For above mentioned Linemen / Technicians, qualification of Higher Secondary (Class XII) pass is not mandatory.

5. Acknowledgement of service cable deposited at section office need to be taken from RPO and same should be shared to the corporate office.
6. During disconnection TPSODL Safety guidelines needs to be followed.
7. Disconnection team will comprise of competent Lineman and Helper.
8. At the end of the day, details of disconnection need to be provided to the RPO of Section office as well as corporate office (Biswajeet Biswal and Rakesh Kumar).
9. All necessary tools and tackles along with safety equipment to be carried at site for disconnection activity.
10. All 3-phase disconnection will be done in presence of Section Head of concerned Section.
11. Photograph as well as video clips will be uploaded through Online form.
12. Single Phase disconnection activity to be done with an intimation to concerned section in-charge/RPO as well as concerned officer at corporate office.
13. If the disconnected consumer agrees to pay the arrear amount then BA has to collect the arrear amount with reconnection charges and also coordinate with concerned section office to facilitate the reconnection.
14. In case of premise Lock, service connection needs to be disconnected from pole and clear photographs with GPS Coordinate of premise and pole details need to be shared.

Terms & Conditions:

All the terms and conditions of GCC shall be applicable. Manpower details shall include verifiable details such as Name, Address, Aadhar No. and Telephone No. Business Associate(s) will not employ person associated with old agencies having disciplinary action/ethical issues in the past without written permission of TPSODL.

Business Associate(s) shall ensure 100% clear & visible photo of meter reading for all consumers, showing the meter no. and site in the same frame, failing which it will attract penalty as per Penalty clause.

Business Associate(s) shall ensure site verification of consumers within stipulated time schedule as specified by TPSODL. In case of termination of any employee by Business Associate(s), same shall be informed to TPSODL specifying reasons for termination. In case of any short coming noticed in the work i.e. taking wrong reading/ site status unethically, the Business Associate(s) will be penalized (As per the Penalty Clause) on this account on receipt of the complaint from the customer or TPSODL's staff after due verification by the Junior Engineer/RPO/TL-MBC/TL – C & R/HOG-Commercial whose decision shall be final.

The Business Associate(s) shall maintain adequate data security so that no data of TPSODL can be changed or transferred to anybody without prior approval of TPSODL. The Business Associate(s) should maintain all the requisite resources in terms of manpower, hardware and consumable etc. at designated offices. All personnel deployed by the Business Associate(s) should be suitably qualified (i.e. with minimum qualification of 12th class pass) and trained for the job intended to be performed by them. Business Associate(s) shall deploy adequate number of qualified, skilled and efficient workmen having minimum qualification of Higher Secondary (Class XII) pass, supervisors having minimum qualification of Graduation Degree/Diploma from a reputed University, having sufficient knowledge of job so as to ensure that job is completed within predefined timeline provided by EIC (Division Head/HOD) and ensure quality to be up to the benchmark level in the industry. Details of such manpower shall be provided to TPSODL.

Suggested Manpower for Site Survey / Revenue Recovery

Suggested manpower to be deployed by selected Business Associate in their respective Circles for Revenue Recovery is as mentioned below:

Circle	Division	Manpower
Aska	AED Aska-I	3
Aska	AED Aska-II	5
Aska	GSED Digapahandi	5
Berhampur	Ganjam North	8
Berhampur	HED Hinjilicut	6
Berhampur	PSED Purusottampur	6
Bhanjanagar	BNED Bhanjanagar	9
Bhanjanagar	BoED Boudh	23
Bhanjanagar	PED Phulbani	28
City	Berhampur-I	4
City	Berhampur-II	1
City	Berhampur-III	2
Jeypore	JED Jeypore	27
Jeypore	KED Koraput	36
Jeypore	MED Malkanagiri	24
Jeypore	NED Nabarangapur	63
Rayagada	GED Gunupur	5
Rayagada	PKED Parlakhemundi	12
Rayagada	RED Rayagada	17
Total		284

Business Associate(s) shall **arrange necessary safety equipment** required for the job for all BA Staff. Necessary safety training also to be given by BA before engaging people on site. Immediately upon completion of any and all jobs under this Agreement, Business Associate(s) shall **submit a daily as well weekly report** to TPSODL detailing the jobs carried out. TPSODLs representative shall, after being satisfied that the jobs under this work order have been properly and successfully completed by the Business Associate(s), certify the same. BA personnel should be conversant to read write and speak in local language and in addition should have working knowledge of English & Hindi also so as to interact with customers. The deputed personnel should be polite with customers. It will be mandatory for employees of Business Associate(s) to display the Identity Card/Authority Letter issued by the Competent Authority of the Business Associate(s)/TPSODL. TPSODL will carry out independent checks, as required.

No payment shall be made for not visited or cases with insufficient detail/where no remark captured by the Business Associate(s). The Business Associate(s) shall provide list and 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 & electro-mechanical meters installed at site along with final SVR data submission.

The payment collectors involved in various unethical practices or habituated of committing multiple mistakes shall be black listed on the advice of the EIC (Division Head/HOD-RCM) of TPSODL. He / She shall not be eligible for any employment with TPSODL / TPSODL BA's.

Business Associate(s) has to ensure regular and prompt uploading/downloading/push loading of collection data to the TPSODL system/server on-line basis every day and in case the areas not covered within the network area of the service provider of SIM (GPRS enabled), the same shall be uploaded to the TPSODL's server soon after the Payment Collectors enters into service coverage area.

No other Application except TPSODL's Collection Application shall be used by the Business Associate(s) for Revenue Collection Activities.

Business Associate shall deploy supervisor as mentioned in tender document (minimum qualification is Diploma holder) having more than 3 years of experience in monitoring of consumer survey / SVR Activity / collection / disconnection activities. He shall be overall responsible for all above mentioned activities and closely co-ordinate with TPSODL officials for achieving revenue collection from ECL consumers.

All Manpower deployed by the Business Associate(s) should be suitably qualified and trained and authorized for the job intended to be performed by them. The persons to be deputed should not be less than 18 years of age.

Identity Cards shall be issued to all Man powers of the Business Associate(s) to induce the feeling of belongingness & to build trust amongst consumers. ID cards provided to Payment Collectors/supervisors must be duly signed by the TL/ or equivalent authority of concerned division/BA Legal Cell at HQ and the Authorized signatory of the Business Associate so that they may not face any difficulty in carrying out the works as per the requirement of this tender. No Payment Collector/supervisor/Divisional Project Manager is to work without an Identity Card. Cost of all items will be borne by Business Associate.

Business Associate shall ensure deputation of all key manpower well before start of work and submit a work plan indicating, Revenue Collection schedule.

Any Individuals blacklisted or terminated from any Govt./Pvt. organization due to any reason, shall not be deputed for any activity under the scope of this tender.

TPSODL has the right to direct the Business Associate to change any individual deputed by it to carry out works under the scope of this tender. The Business Associate shall comply with the instructions within 15 (Fifteen) working days from the date of receipt of such instructions from EIC (Division Head/HOD).

Sub-letting / Sub-Contracting of this contract is strictly prohibited, violating of this clause will lead to termination of this contract.

Where Business Associate(s) has to depute a vehicle for staff and equipment to move from one location to another, Project Manager of BA shall ensure that Vehicles comply with all requirements as per the Motor Vehicles Act 1988 and are in good and safe state of working.

Business Associate is responsible for solving all disputes at field level for smooth functioning of day to day activities.

If the work executed is not proper and to the satisfaction of TPSODL and if there are any complaints from the consumers, penalties would be imposed at the sole discretion of the EIC (Division Head/HOD). If the work of the Business Associate(s) continues to be unsatisfactory, the

agreement shall be terminated **by giving one month's notice.**

INITIAL DEPOSIT (Apart from PBG): Business Associate(s) are required to make initial deposit of 5% of the consumer's Arrear amount for the areas (each division/ circle) allocation basis for Collection. Business Associate(s) will also later deposit any additional amount if required to enhance the initial deposit with specific bank account with an intimation to TPSODL office. Initial deposit will be reviewed every month and communicated to the Business Associate(s) in case of any increase/decrease in the amount required.

Details of Bank Account for initial Deposit will be provided by TPSODL from time to time. The Deposit Amount may also be submitted to TPSODL in the form of Bank Guarantee also.

The above amount / BG shall be kept with TPSODL as a refundable non-interest-bearing deposit.

Business Associate(s) required to open a current bank account in any schedule bank / nationalized bank in the name & style "Name of your Business Associate(s) Collection Account". This account shall only be utilized for deposit & transfer of TPSODL revenue collected from consumers only. BA cannot operate the above account for any other purpose.

The deposit of amount to the said account is in currency notes & through transfers and remittance there from the above current account to the designated bank account of TPSODL is through NEFT/RTGS/Online only. All revenue collection deposited in this bank shall be transferred to specific bank account of TPSODL as provided from time to time. The Business Associate will also be provided with TPSODL Virtual Account Division wise where the Business Associate(s) may utilize for depositing the amount collected from consumers.

The NEFT / RTGS and cash transaction charges of your bank if any shall be reimbursed by TPSODL on submission of copy of Bank statement.

Business Associate(s) will be allowed to collect revenue from all single and three phase ECL consumers and all revenue collection made by your Payment Collectors shall be deposited on the same or next day to the bank account.

Business Associate(s) have to remit the utilized amount of the wallet on collection of the electricity charges from the consumers to the designated bank account of TPSODL from BA's current bank account. Entire revenue collection shall be deposited with the designated bank account positively within same day or by next date of collection. In case of non-deposit of collected amount in TPSODL account after collection from consumers within T+2 working days, then interest of 18% per annum will be imposed for delay and same amount will also be deducted from monthly bills without any further intimation from TPSODL to Business Associate(s).

Business Associate(s) will be provided with the wallet top-up recharge immediately after verification of receipt of amount with the TPSODL designated Bank account.

In the event there is any variation in the sum total of the amount collected by BA Payment Collectors and amount transferred to TPSODL account, no wallet top-up shall be allowed till the differential amount is deposited. (BA cannot claim to top-up whatever amount deposited since the adjustment with the consumer ledgers cannot be done in that manner).

In the event of any transit loss including consequential loss, to TPSODL due to theft/fire/burglary or any other untoward incidence etc., Business Associate(s) required to deposit the amount with TPSODL within 3 days as per the principle mentioned above, failing which equivalent amount shall

be deducted from BA Security Deposit by TPSODL without prejudice to its other rights as may be available to it under law. However, Business Associate(s) may lodge FIR and raise claim to the Insurance Company for the loss amount.

Security and Key control of the Payment Collectors and its assets remains the responsibility of Business Associate(s).

Business Associate(s) is required to take a consolidated insurance policy for cash in transit & cash in safe with any IRDA certified general insurance company for an amount equivalent to average monthly collection of the designated area of your operation.

Business Associate shall maintain and bear the expense of all required insurance coverage in relation to the Cash collected and other service provided. Maintain a detail of transaction volumes within its System for at least 3 months or till reconciliation is done. If any irregularities noticed, TPSODL reserves the right to take legal action / terminate the contract without assigning any reason thereto.

Safety related requirements as mentioned in our safety Manual put in the Company's website which can be accessed by: [http:// www.tpsouthernodisha.com](http://www.tpsouthernodisha.com) All Associates shall strictly abide by the guidelines provided in the safety manual at all relevant stages during the contract period. All jobs related to this tender have to be executed strictly in compliance to the Safety terms and Conditions of TP Southern Odisha Distribution Limited.

BA shall **conduct the disconnection work** with highest safety standards. TPSODL gives highest priority to Safety of working staff and associated groups while working. TPSODL will follow Contractor Safety Management System for these works and suggests BA to read and understand TPSODL Safety Standards clearly. Detailed guidelines of Contractor Safety Management System are also attached as an Annexure to the GCC which is an integral part of this document.

It is to be noted that TPSODL may revise Contractor Safety Management System with an objective to improve the overall Safety standards being followed within the organization. Such revisions as done time to time by TPSODL shall be effective from the date of such communication to BAs and will be binding on the BAs.

BA shall ensure timely availability of **all necessary Safety Personal Protective Equipment(PPE), tools, tackles, other equipment & resources for carrying out the assigned job safely**. BA shall ensure that adequate resources are deployed as required to carry out tasks defined in the scope of work and meet the performance-based criteria. BA shall ensure carrying out Safety Audits, Safety Training, Safety Talk at site and submission of Safety related reports. The agency shall provide the tools and tackles to each team as per specifications /job requirement or through any other notification as shared by TPSODL.

Contract Riders:

Terminate the contract without assigning any reason thereto.

All Employees of Business Associate(s) shall follow TPSODL code of conduct & TPSODL ethics policy. Company shall reserve the right to change the number of Customers in any division, (if required) considered in the contract /during the contract period.

TPSODL reserves the right to award more than 1 or all circle to one bidder keeping in view least cost, its credentials, performance and capacity to ensure SLA. Business Associate(s) would have to establish an official set ups at Head Quarter office for the duration of the project with requisite communication facilities with adequate number of staffs for smooth execution of the project.

Business Associate(s) will employ a Circle in-charge at each circle for effective and efficient coordinating and monitoring the SVR activity at all divisions falling under that circle and also take guidance / assistance from EIC/person deputed by TPSODL for continuous improvement. BA Shall ensure 100% accuracy of data.

The Business Associate(s) will submit the site verification report in hard copy & excel sheet after proper Quality Check and duly corrected as per the specified formats by TPSODL. The Business Associate(s) shall extend all reasonable support to TPSODL in recording any other statutory information required which TPSODL deems necessary to be collected from the consumer premises as instructed during course of work to enrich database and billing performance improvement like meter type- Mechanical / Electronic, supply status, category use, meter location etc., Consumer updated contact number, Email and consumer availability details need to be submitted. The BA must collect correct mobile numbers from the consumers where mobile numbers are not available in database, punching of any wrong mobile numbers shall attract a penalty @ Rs 100/- per mobile number per consumer.

Since this activity 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 TPSODL.

Responsibility Matrix:

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

Submit a Weekly report to the OIC 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 names of persons prior to starting the site verification in a particular designated area. The Business Associate(s) shall be responsible for errors and necessary penalties will be levied for the Number of slippage in schedule/timely completion of the site verification with all pre-specified detail in standard format.

The Business Associate(s) shall also specify the particulars of personnel deployed by him. The personnel engaged by the Business Associate(s) shall be deemed always as their employees and the TPSODL 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 TPSODL at any time and furnish the same to TPSODL before commencing the Contract.

In case of wrong / non-reporting of site verification report, with any type of connivance between deployed manpower and consumer, TPSODL shall ask to the agency for legal action against such employee & terminate the Contract. On the receipt of written complaint from TPSODL, the Business Associate(s) shall act against the particular employee within 7 days of receipt of such complaint. The site report 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) shall employ such persons having working knowledge of electrical meters. Timing for working for office staff & field staff will be on decision of OIC/designated person nominated by OIC. 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 support in Continuous Updating of Database from feedback received from Site. 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. Necessary Temporary identity cards will be issued to the persons engaged for Site verification by the Business Associate(s) till the time TPSODL issues ID cards/Authority Letter to BA field staff.

Depending on the number of consumers and (person engaged for the site verification), the Business Associate(s) might have to appoint more than one In-Charge.

During the course of the engagement, TPSODL is not liable for any injuries occurring to the Business Associate(s) staff during site verification. Moreover, TPSODL would not be paying any compensation in such a case, however minor or grave the injury might turn out to be.

TPSODL may also conduct the Cross Verification or Quality Check of Site Visit Report through Own Staff/Agency and may impose penalty if the details found wrong/incomplete.

Targets

Business Associate to achieve below mentioned monthly Coverage Commitment (SVR/Collection):

Sl. No.	Month	Monthly Target (% of Total Consumer Allotted)
1	1 st Month	10%
2	2 nd Month	20%
3	3 rd Month	20%
4	4 th Month	20%
5	5 th Month	20%
6	6 th Month	10%

The Disconnection targets will also be same as mentioned above.

In case, Business Associate fails to achieve committed Monthly Targets as mentioned above, TPSODL reserves the right to levy penalty as per tender conditions for any shortfall in meeting the targets committed.

Following are the penalties & Incentives for deficiencies in Site verification:

Incentive entitled for collection on the basis of amount collected will be:

Amount of incentive per consumer/per receipt - 10% of the collected amount/per receipt

If the collected amount/receipt <= Rs. 500, No incentive shall be payable.

Category of manpower to be deployed for Site Survey / Revenue Recovery activities are to be minimum Semi Skilled type.

Penalty for Non-Coverage:

Sl. No.	Percentage of Monthly Target of Coverage	Deduction
1	Above 90%	NIL
2	Between 80% to 90%	5% of the invoice amount of SVR for shortfall in coverage from actual up to 90%.
3	Between 70% to 80%	10% of the invoice amount of SVR for shortfall in coverage from actual up to 90%
4	Below 70%	15% of the invoice amount of SVR for shortfall in coverage from actual up to 90%

Penalty for Not Achieving Disconnection Target:

Sr. No.	Percentage Disconnection Orders Executed (Either Disconnection or Full Recovery)	Penalty amount for Dis connection Squad for Non-completion of Disconnection Orders (DO) issued
1	>=95 & <100%	No Penalty
2	>=90 & <95%	Rs 20 Per DO
3	>=85 & <90%	Rs 50 Per DO
4	<85%	Rs 75 Per DO

SL. No	site survey/revenue collection	Penalties for deficiencies in Siteverification
1.	Incomplete Site report	Rs.100 per case where the incomplete detail provided
2.	Fake/Wrong site report	Rs.200 per case where the fake remark found.
3.	In case of Unethical activity is proved	Penalty of Rs 3000/- along with termination of concerned employees for the first instance of the BA, for second instance of unethical activity penalty of Rs 25000/-along with termination of concerned employees for the second instance of the BA. For 3rd instance the BA contract will be terminated and any further loss incurred shall be recovered by TPSODL from the Business Associate(s)
4.	Non-Submission or Unclear Photo	Rs.50/- per case,
5.	In case of Data Security breach found	TPSODL reserves right to act as per prevailing lawsincluding contract termination with security amount infringement.
6.	Wrong/incorrect reporting of each Mobile No	Rs. 100/- per case. (TPSODL will check randomly 10-20% of collected mobile numbers, if any wrong mobile no. foundpenalty will be imposed as per penalty clause)
7.	Amount embezzled and bribe taken by any of the employee of BA,	Immediate termination & Blacklisting of the employee for allTPSODL works and Penalty of four times of the amount embezzled /bribe to the agency.

Note: Maximum penalty under above clauses shall be limited to 10% of monthly invoice value.

Payment Terms:

Payment will be made within 30 days from the date of submission of bills/invoice along with specified documents and compliances.

Other Terms & Conditions:

Bidder has to submit bid for the Amount Per Site Visit considering their efforts, geographical challenges, project management charges, Other costing/Miscellaneous part as per project requirement and profit margin for BA.

Site Verification Activity shall need to be completed within three to four Months and Collection Activity should be completed in Six Months from the date of award of the contract or any other timeline give to the Agency by TPSODL.

TPSODL 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.

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 3 days prior to the commencement of work. Training of all BA employees is a must. Business Associate(s) will organize training of manpower. The training program and agenda will be prepared in collaboration with TPSODL and implemented in the presence of TPSODL representative.

Authority letter/I cards will be issued by TPSODL and in case of misuse of I-Card/authority letter, any loss/damage/expenses borne by TPSODL shall be recovered from the Business Associate(s). Contractor Safety Management System along with its amendments as issued time to time by TPSODL 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 BA by TPSODL whichever is later.

If the work entrusted is not proper and to the satisfaction of TPSODL and if there are any complaints from the consumers, penalties would be imposed which would be at the sole discretion of the OIC. If the work of the engaged Business Associate(s) continues to be unsatisfactory, the agreement shall be terminated by giving 15 days' notice. Unless communicated by TPSODL in writing for any extension, the contract shall automatically stand terminated after the expiry of its validity period without serving any notice thereof.

ITEMWISE BREAK UP					
CONSUMER SURVEY RELATED			Recovery & DC ACTIVITY RELATED		
S/N	Circle Name	Survey Counts	Consumer Counts for Recovery & DC	Category Wise	
1	CITY	1901	5007	1-PH	4965
				3-PH	42
2	BERHAMPUR	6080	16851	1-PH	16239
				3-PH	612
3	ASKA	4336	12884	1-PH	12494
				3-PH	390
4	BHANJANAGAR	19923	38681	1-PH	37000
				3-PH	1681
5	JEYPORE	37787	131176	1-PH	127036
				3-PH	4140
6	RAYAGADA	11963	30565	1-PH	29974
				3-PH	591
	TOTAL	81990	235164	1-PH	227708
				3-PH	7456
					235164

The Rate Contract (RC) will remain **valid for a period of 06 months** from the date of issuance of RC. Release Order shall be issued on actual requirements. TPSODL reserves the right to make changes to the scope of work with a view to optimize on the overall cost to TPSODL. The vendor shall fully cooperate with TPSODL in making such changes with an aim for overall cost optimization. The revised charges shall be jointly agreed upon between TPSODL and the vendor in such case.

Bidders shall be required to establish and open its own office at Circle(s) for which the Contract is awarded. Vendor shall provide the details of an authorized person who shall fulfil all the required information as per SOW and coordinate timely with TPSODL Commercial Department Team. Any change in statutory taxes, duties and levies shall be borne by TPSODL and supported by necessary documents, whereas any benefits arising owing to such statutory variation in taxes and duties shall be passed on to TPSODL. All statutory compliance as per Odisha Govt. norms. shall be complied by BA. Unless communicated by TPSODL in writing, the contract shall automatically stand terminated after the expiry of its validity period without serving any notice thereof.