

Tender No : TPSODL/OT/2024-25/016

Package Name: Rate Contract for Meter Data Downloading Through CMRI & Non CMRI, Bill Printing, Bill Distribution and Site Verification of Permanent Disconnected Three Phase Consumers.

Reply to Techno Commercial Pre Bid Querie

Sr. No.	Detailed Reference to TPSODL Tender Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL Response
1	2	3	4	5
1	3. SOW & SLA (Annexure -2)/Clause No-1/ Page No-2	LT 3 phase consumer meter readings download through MRI / TAB / Smart phone application or through Manual mode shall be carried out on monthly basis as perschedule provided. The meter reading activity shall be carried out monthly on the scheduled date for the particular set of consumers. Variation of +/-3 days is allowed in case of deviation due to any issue. Meter reading of all consumers shall be completed as per schedule. Meter reading schedule shall be shared monthly for all consumers under the scope well in advance.	<p>I am writing to seek clarification on the CMRI payment process in scenarios where we encounter technical issues during data downloads from 3-phase meters. Recently, while downloading data from several 3-phase meters, we successfully obtained some load survey and tamper data. However, we noted that in the MRI report, the load survey data was not visible for certain meters.</p> <p>Given that the meter reader has spent the required 10 minutes downloading the data at each meter site, we seek clarification on the following points:</p> <p>Full CMRI Payment: Are we entitled to receive the full CMRI payment despite the technical issue that resulted in the load survey data not being captured in the MRI report?</p> <p>Technical Issues: In cases where technical reasons prevent the capture of the load survey data, do we still qualify for the full CMRI payment considering the meter reader's time and effort?</p>	<p>Tender condition prevails.</p> <p><b>LT 3 phase consumer meter readings download through MRI / TAB / Smart phone application does not include tamper &amp; load survey data, so full payment would be made for all successful MRI Data downloads.</b></p>