

ANNEXURE VII
SCOPE OF WORK / SERVICE LEVEL AGREEMENT

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1. OBJECTIVE OF INVESTIGATION

To assess the Power theft situation in TPSODL area of operation with the help of available data and discreet field work in order to work out a strategy combining preventive, protective, investigational and effective enforcement response as per Indian Electricity Act'2003 and OERC regulations.

2. INTELLIGENCE / ENFORCEMENT TEAM

- An appropriate enforcement team of people with technical background be constituted and operated under supervision of TPSODL who will carry out field work as explained in scope of work. Support from Energy Police/Local Police would to be arranged by TPSODL for the assignment. BA employees will be available for court hearings/police query along with TPSODL representative as and when required during processing of the booked cases.
- Number of site teams required for this activity will be 50 initially but can be changed as per future requirements.

- **Composition of Teams**

Site Team-

One Supervisor (B.Tech./ Diploma in Electrical Engineering with Minimum 2 years of experience in vigilance & enforcement related activities in power distribution company), with mobile phone to be recharged on monthly basis for contacting consumers for recovery.

One Technician (ITI holder with workman MV License and having at least 02 years of hands on experience in field. He / She should be able to climb the pole and having electrician certificate from Odisha Govt.),

One Helper / Photographer with minimum 7th Standard Pass and able to Read & Write Odia Language.

One Security Assistant (Male/Female)

with minimum 10th Standard Pass and able to Read & Write Odia Language and conversant with all types of risk involved during site inspections and to provide security to team members accordingly.

One Bolero vehicle (Max 3000 KM running per month) having commercial license with vehicle driver.

- Team deployment will be considered only when all team members, vehicle (bolero) having commercial license with vehicle driver, all specified tools, PPE's, ladder and camera will be provided at any particular location. Any deviation should have written permission of respective Enforcement Circle I/C / HoD & Head-Enforcement.



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- All members should be physically fit and healthy with maximum age limit of 40 Years.
- Vehicle (Bolero) should not be more than 7 years old and have proper papers like RC, Pollution and Insurance (Shall full fill all the statutory Compliances).
- Every vehicle must comply to Traffic rules and any challans towards any violation must be borne by vendor, each vehicle must contain a fire extinguisher which is to be audited time to time basis, a stepney must be there in each vehicle.
- Vehicle movement will be decided by Respective I/Cs in any area of TPSODL based on organization's requirement. Fuel cost, Maintenance cost, Insurance cost and any cost incurred for the vehicle will be in scope of BA only. No Retrofitted LPG/CNG vehicles shall be allowed at any point of time. Damage to tools, vehicles, personnel during inspection/mob /public vandalization / electric hazards are to be on Vendor s scope, TPSODL is not bound to compensate the losses during such incidents / accidents / mob attack.
- **Full Time Coordinators-**
- B.Tech. Electrical with Minimum 2 years **or** Diploma Electrical with Minimum 3 years, of Experience in vigilance & enforcement related activities in power distribution company.
- **One full-time coordinator per LOT** will be based at Enforcement Head Office at Berhampur for smooth operation and other work-related requirements.
- All Coordinators shall be given a laptop by vendor with appropriate internet connection (Not more than 1-year-old). All coordinators will be based at TPSODL Head Enforcement office. Coordinators shall be responsible to maintain daily / weekly / monthly / yearly MIS of Teams, to maintain scanned copy of records of each Inspection and other enforcement activity related MIS as per need in prescribed format provided by TPSODL on regular basis. Report should be submitted in time bound manner to respective reporting officers. They will also move in field on two wheelers or vehicle for surveillance purpose to gather theft related inputs as per the instruction of Enforcement officials. Coordinator will assist Enforcement officials in their day to day work like preparation of files of the cases and deliver of orders, bills, notices etc. to consumers through post/courier.
- BA has to depute **Commercial Assistant** with graduation in any stream with Working Knowledge of Computers having Minimum of 02 years of Experience and need to be provided with mobile phone to be recharged on monthly basis for contacting consumers for recovery.
- **Data Entry Operator** with Graduation in any stream with Working Knowledge of Computers having Minimum 02 years of Experience for different offices and location as mentioned in



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Deployment Plan.

- BA has to take concurrence of Head of group (I/C) at their respective circles before induction of team members and coordinator, all of whom will be interviewed by Vendor and vetted for their relevant work experience of enforcement activities by In-Charge.
- BA shall maintain record of his employees' ID (issued by Govt. dept.) and address proof including permanent address proof which may be required during processing of cases.
- BA will provide I Cards to his team members within 15 days of issues of RC/RO/LOI in coordination with BA legal cell-TPSODL. BA has to follow organizational quality and safety standards.
- BA will not replace any team member on its own and shall give prior notice of minimum 15 days. Any new team member can be deployed by concurrence of head of group only.
- All tools, PPEs, 2 or 3-fold FRP ladder to mount on bolero, digital camera (New > 20 MP of Kodak / Sony / Cannon / Samsung make) shall be provided by the BA as per safety audit requirements of TPSODL
- Replacement of faulty/damaged PPES, Tools will be in scope of Vendor only. It should be replaced immediately. Coordinator must conduct safety / tool / PPE audit and immediately should replenish any damaged tool is noticed; he must conduct training of the staff 10hrs / month / employee.
- All team members and vehicle drivers will adhere to official working hours of TPSODL. Payment shall be made as per team basis and other quoted prices only.
- Any deviation would require prior approval of Head (Enforcement).
- Persons engaged in rendering the above services will be Bidders employees and TPSODL shall have no responsibility towards their employment or the requirement to be insured under Employees state Insurance Act, 1948 or medically covered under Employees Provident Fund Act, 1952 and all other relevant labor laws such as Minimum Wages Act, Payment of Wages Act, Contract Labor Abolition Act etc., it will be your responsibility to obtain necessary code nos. and shall keep TPSODL completely indemnified against all claims, costs and charges arising out of personnel injury or death of your employees caused by any reason. In the event of any claims, you will be solely responsible to meet claims, costs, charges and expenses arising out of such claims.



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Team Structure-

A- Site team

Each site team will comprise of:

- 1 Supervisor (B. Tech. / Diploma in Electrical Engineering with Minimum 2 years of experience in vigilance & enforcement related activities in power distribution company).
- 1 no. of Technician (ITI holder with at least 2 year of hands on experience in field and having workman MV license). He should be able to climb the pole with all PPEs and having electrician certificate from Odisha Govt.
- 1 no. of Helper/Photographer with Minimum 7th Standard Pass and able to Read & Write Odia Language.
- 1 Security Assistant (Male/Female)
with minimum 10th Standard Pass and able to Read & Write Odia Language and conversant with all types of risk involved during site inspections and to provide security to team members accordingly. Minimum 50% of the total Security Assistant strength must be of women candidates with prior knowledge of security services is expected.
- 1 Bolero vehicle (Max 3000 KM running per month) including having commercial license with vehicle driver.
- Tools, PPES, CMRI, Ladders as per the list attached.
- **One employee of Enforcement Site Team should be female.**

B- Employees for Back Office Activities

BA will also depute **One full-time coordinator per lot** with technical background (B. Tech Electrical with Minimum 2 years' experience or Diploma Electrical with Minimum 3 years of Experience in vigilance & enforcement related activities in power distribution company) at Enforcement Head office at Berhampur for smooth operation and other work-related requirements. BA has to take concurrence of Head Enforcement before induction of team members and coordinator all of whom will be interviewed for their relevant work experience of enforcement activities.

BA will also depute **Commercial Assistants** with Graduation in any stream and Knowledge of working on Computers having Minimum 02 years of Experience and **Data Entry Operators** with Graduation in any stream with Knowledge of working on Computers having Minimum 02 years of Experience for different offices of Enforcement I/Cs, HoD and Head-Enforcement.

BA shall maintain record of his employees' ID (issued by Govt. dept.) and address proof including permanent address proof which may be required during processing of cases.

BA has to follow organizational quality and safety standards.

BA will not replace any team member on its own and shall give prior notice of minimum 15days.



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Any new team member can be deployed by concurrence of head of group only.

All tools, PPEs, 2-3-fold ladder to mount on bolero, digital camera shall be provided by the BAAs per internal audit requirements.

All team members and vehicle drivers will adhere to official working hours of TPSODL.

Summary of Qualification Requirement of Man-Power is as below:

Sr. no.	Man-Power details	Minimum requirements
1	Supervisor (B. Tech/ Diploma in Electrical Engineering with Minimum 2 years of experience in vigilance & enforcement related activities in power distribution company)	1. Should be physically fit for enforcement activity. 2. Must fluent in Odia, Hindi and English language proficiency. 3. Able to handle the stress and conflict management skill. 4. Excellent analytical skill. Strong Knowledge about energy meter working principle and Electrical load and Energy. 5. Knowledge about Electricity distribution act and other standards 6. electrical safety Standards.
2	Technician (ITI holder with at least 2 years of hands on experience in field having MV license. He should be able to climb the pole with all PPEs and having electrician certificate from Odisha Govt).	1. Should be physically fit for enforcement activity. 2. Must fluent in Odia Hindi and English language proficiency. 3. Able to handle the stress and conflict management skill. 4. Excellent analytical skill. Strong Knowledge about energy meter working principle and Electrical load and Energy. 5. Knowledge about Electricity distribution act, other standards and electrical safety Standards
3	Helper/ Photographer With Minimum 7th Standard Pass	1. Should be able to Read & Write Odia Language. 2. Having Basic Knowledge of working in Power distribution with emphasis on safety.
4	Security Assistant (Male/Female) with minimum 10th Standard Pass. Minimum 50% of the total Security Assistant strength must be of women candidates with prior knowledge of security services is expected.	1. Should be physically fit for enforcement activities. 2. Must fluent in Odia Hindi and English language proficiency. 3. Able to handle the stress and conflict management skill. 4. Should be conversant with all types of risk involved during site inspections and to provide security to team members accordingly



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		5. Knowledge about Electricity electrical safety Standards
5	Bolero vehicle, Non AC (Max 3000 KM running per month, 12 hrs. running per day during day time) including having commercial license with vehicle driver. Valid RC, fitness certificate, PUC certificate.	Vehicle should not be older than 7 years, should be in good condition and it should be neat and clean, fire extinguisher needs to be provided in the vehicle. Well conduct of driver is required. During break down of vehicle the vendor needs to provide alternate vehicle within 30 mins of notice. A log sheet for travel with main destinations to be signed from TPSODL user on daily basis and to be submitted during billing of that month. A conduct sheet for vehicle and driver is also to be submitted along with bill monthly. Can be used during odd hours once in a while as per requirement. It should have arrangement for fixing foldable FRP ladder on its roof.
6	Commercial Assistant (Graduation in any stream with Minimum 02 years of Experience)	1. Must be fluent in Odia, Hindi and English language proficiency. 2. Able to handle the stress and conflict management skill. 3. Knowledge about Electricity distribution act, guidelines and other standards. 4. Should have very good Knowledge of working on Computers.
7	Data Entry Operator (Graduation in any stream with Minimum 02 years of Experience)	1. Must be fluent in Odia, Hindi and English language proficiency. 2. Knowledge about Electricity distribution act, guidelines and other standards. 3. Should have very good Knowledge of working on Computers.
8	Back-End Support / Full-time coordinator (B. Tech Electrical with Minimum 2 years or Diploma Electrical with Minimum 3 years of Experience in vigilance & enforcement related activities in power distribution company) with each Circle Enforcement Cell for six locations and one with each lot at Enforcement back office at Berhampur for smooth operation and other work related requirements. Coordinator needs to move for site inspection or for intelligence purpose during need. Decided by I/C Enforcement Cell /Head.(Lot wise quantum is attached)	1. Should be physically fit for enforcement activity. 2. Must be fluent in Odia, Hindi and English language proficiency. 3. Able to handle the stress and conflict management skill. 4. Excellent analytical skill. Strong Knowledge about energy meter working principle and Electrical load and Energy. Knowledge about Electricity distribution act and other standards electrical safety standards. 6. Should have very good computer knowledge.



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3.0 SCOPE OF WORK

Operational strategy will involve inspection of meter retained during meter replacement, suspected disconnected meters retained under Temporary Disconnected category, Misuse, detection of power theft in live meters and direct theft from TPSODL's network based on overt information (records such as bills computer data etc.) and intelligence gathering through covert means of surveillance, source work and detection of direct theft. It also involves raids being conducted during night and early morning hours whenever planned by TPSODL. Work includes booking of theft and misuse cases under supervision of TPSODL's Engineer, replacement of tampered meters & tampered service cables, seizure of evidences and extend support while visiting police station, attending courts etc. in connection with inspections/raids.

Team will always work under direct supervisions / leadership of TPSODL Enforcement Engineer.

a. Brief scope of work includes: -

1. Providing teams with stationary, photographs, CD/DVD, tools and tackles.
2. Inspection of meters retained during meter replacement and suspected disconnected meters retained under TD category. This inspection will be carried out based on data received regularly from TPSODL
3. Identification of theft in live meters and its inspection.
4. Inspection to be carried out thoroughly including testing and resealing of meter if required.
5. Identification and booking of direct theft/hooking case.
6. Preparation of complete inspection reports / Physical verification Report/Meter Verification Report/Seizure report.
7. Seizure of material, preparation of seizure memo & handing over seized material in TPSODL designated stores.
8. Collecting evidences by taking photographs and videography, providing prints of photographs and preparing DVDs (2 sets) and attaching the same with inspection reports / Physical verification Report/Meter Verification Report.
9. BA shall be responsible to maintain and share MIS of cases checked and booked in prescribed format provided by TPSODL on daily basis. Fortnightly/Monthly MIS also to be prepared to submit it with TPSODL and with monthly Bill.
10. BA shall be responsible to assist TPSODL officer for submitting sized meters from site at meter testing laboratory as and when required.
11. BA shall be responsible for managing consumer issues at site & manage strong network in the area.
12. BA shall do door to door checking of at least 30 premises / day / team in absence of any theft related information.



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13. BA shall also assist TPSODL in recovery of revenue in Booked cases.
14. Enforcement Teams can be operated for some special drives like de-hooking, disconnection of supply, recovery etc. to eliminate theft of electricity and for recovery of assessment amount.
15. BA shall recommend Subdivision / division for network safeguard / in-accessibility, whenever team found any theft prone area. They shall also assist during network in-accessibility drive as and when required.
16. Minimum 200 kW load (Meter tampered/bypass, direct hooking under section 135 of IE Act'2003) /month/team to be booked, 50kw/month/Team Load to be under misuse and assessment (Under section 126 of IE Act'2003). Minimum 100 numbers of cases / month / team to be booked.
17. All the team needs to adhere high moral standards of TATA core values and needs to conceal the information at every stage work from outsiders.
18. Facilitate to POLICE in investigation like site identification, user and material evidence identification, to present the material evidence at police stations and court if required.
19. The involved team member needs to be present physically in order to proceed the witness for court compliances. Any expenses like (DA +TA for presenting witness) needs to borne by the vendor.
20. If the any member employee left the vendor service agreement, it is the responsibility of vendor to produce at court to present material and case witness.
21. Serving consumer copy of all report (Inspection, show cause, seizure) at site with proper signature of inspection team and consumer.
22. All documents (inspection report, Seizure, show cause, Action report, photo identities and other supportive documents in attached with photographs DVDs) to be submitted by 10am of next day of the date of inspection.

b. Detailed SLA/scope of work of each team includes:

-For retain/live meter inspection: -

1. Connecting retain meter to live circuit and checking meter parameters. (meter means energy meter of all make and class type including single phase, Whole current/ LT CT/HTmeter)
2. Accuracy check of the meter. Meter means energy meter of all make and class type including single phase, Whole current/ LT CT/HT meter.
3. Physical inspection of meter/MU, meter box and its seals.
4. Data downloading with CMRI wherever necessary. (CMRI to be provided by Vendor – 02 no. per Circle, Specification attached).
5. Taking photographs, videography of suspected meter, users /owners representative, their ID, meter location, premises to collect evidences. Any suspected device which interfering the

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working of meter to be investigated properly and necessary photographs with evidence to be collected from site like seizing of Permanent magnet/jammer/ESD devices/any other such devices.

6. Verifying usage of the premises for any misuse (Unauthorized extension, Category misuse, Load enhancement, unauthorized reconnection etc.)
7. Seizing of suspected meter/evidences in the gunny bag with proper tagging system for future tracing of the case evidence. The gunny bag to be tied by nylon shelf locking ZIP tie with good quality adhesive plastic sticker sheet (Gunny bag, plastic tag /permanent marker/ nylon tie to be given by Vendor)
8. Inspection of all connected electrical load/gadgets inside the consumers' premises, verifying their ratings/wattages, taking photographs and videography to collect evidences.
9. Preparing Inspection reports, Seizure memo, meter test notice, action report and other reports duly signed and received by user's representative.
10. Pasting of all reports on premises wall if user refuses to sign it and accept reports with proof of photograph. (pasting material to be provided by Vendor).
11. Pasting of paper seal on tampered meters (pasting material to be provided by Vendor).
12. Submission of gunny bag of seized materials in meter test lab with seizure memo, meter test notice and receiving sign.
13. Downloading of all photographs and videos in the back office computer, preparing its DVD, developing photographs in the lab for all booked cases.
14. Attachment of all photographs and DVDs with reports, marking it with all relevant information.
15. Submission of complete reports for Quality check and further to Enforcement back office once receiving clearance from QC.
16. Preparing notice 163 Under section of IE ACT'2003 for cases where consumer deny entry for inspection, serving it or pasting it on wall with photographs and submission for supply disconnection."
17. Submission of material evidence in the TPSODL's store. It must be deposited next day of the date of inspection.

For direct theft inspection: -

1. Coordination with concerned Security/Vigilance /Division /Sub divisions /Section for planned raid in advance.
2. Visiting concerned police station for coordination regarding planned raids and site inspection.
3. Visiting concerned police station for assisting TPSODL for lodging of FIR.
4. Coordination with section staff for theft material removal from TPSODL LT network and seizing it in gunny bag with proper labelling to submit it in either police station or TPSODL's office.
5. Removal and collection of all theft material, meter, service line etc.



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6. Taking photographs, videography of user's/owner's representative, their ID, premises to collect evidences.
7. Verifying usage of the premises for any misuse (Unauthorized extension, Category misuse, Load enhancement etc.)
8. Complete photographs and videography starting from beginning point of the direct theft till end point inside the premises indulged in theft, meter location.
9. Inspection of all connected electrical load/gadgets inside the consumer's premises, verifying their ratings/wattages, taking photographs and videography to collect evidences.
10. Preparing Inspection reports, Seizure memo and action report duly signed and received by user's representative.
11. Preparation of site sketch clearly showing geographical location of the theft premises for future correspondence of legal action.
12. Pasting of all reports on premises wall if user refuses to sign it and accept reports with proof of photograph.
13. Submission of seized material in the concerned Division/ Sub divisions/ Section with seizure copy and receiving sign.
14. Downloading of all photographs and videos in the back office computer, preparing its CD/DVD and developing photographs in the lab.
15. Attachment of all photographs and CDs with reports and marking it with all relevant information.
16. Submission of complete reports for Quality check and further to concerned Subdivision / Division / Enforcement back office once receiving clearance from QC.
17. Submission of material evidence and store must be deposited next day of the date of inspection.
18. To Break open, digging and removing of plaster to expose of tapping if required under the direction of TPSODL's representative.

c. SLA/scope of work for Security Assistant:

1. To provide security to the TPSODL's teams during Enforcement Activities.
2. Effectively facilitate in the safe evacuation of TPSODL officials from the raiding site, in the event of any unforeseen incident.
3. To ensure safety and security of all TPSODL equipment/vehicles deployed with the raiding teams.
4. To maintain composure while dealing with public, especially women and children.
5. To refrain from violent misbehavior/misconduct with the public.



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Responsibility / obligation / service level

- (a) The BA shall deploy well trained, equipped, medically & physically fit in all aspects and at least matriculate Security Assistant. Further, the antecedents of the security personnel provided / deployed must be properly verified / certified by the police department as well as by the BA. The security assistants should be deployed after qualifying in physical tests, interview and training in protection on providing security services. They should be fully trained in fire-fighting techniques and first aid. They should have at least one years experience in similar line of operations. The minimum physical standard of these security personnel should be as under:
A,,HEIGHT,,Male-170 Cms. Female-157 cms,, B,,CHEST,,Male-90-95 Cms.,,
C,,WEIGHT,,Male-80 Kgs, Female- 50 Kgs,,
D,,AGE- The Security Assistants must not be less than 18 years of age. Maximum considerable age shall be 40 years.
- (b) The security Assistants deployed shall also be responsible for taking care of any agitation at the site.
- (c) The security personnel deployed by the agency shall ensure the following activities are strictly prohibited in the assigned areas.
1. No direct interaction with the media, public, police by the security assistants on any reason.
 2. Carrying any weapon, hazardous, explosive and inflammable materials during the raid or TPSODL premises.
 3. Consumption of liquor/drugs and gambling during duty timings.
 4. Leakage of information about the raid / team / persons / place.
 5. Any other objectionable activity.
- (d) The list of Important telephone numbers such as police control room, local police station, TPSODL security control room, nearby hospitals etc. shall be kept with each security assistant.
- LIABILITY**
- While checking, if any personnel is found not having these information,deduction at Rs. 100/- per such instance shall be made from the monthly bills becoming due with TPSODL.
- (e) The business associate shall ensure that all deployed personnel should be trained and briefed for physical protection to the raiding teams especially at the raiding site, to avoid the mishap during the raid operations and to effectively facilitate in the safe evacuation of TPSODL officials from the raiding site.
- (f) The business associate shall ensure that the personnel deployed at TPSODL(Enforcement duty) shall strictly maintain the confidentiality of the information provided or gathered during the course of duty. They shall not commit any misconduct or act in contravention to this agreement.
- (g) The following conditions as per Private Security Agency Regulation Act-2005 should be followed:
- i. Security Assistant must have undergone necessary security training(like Fire fighting, first Aid, Physical Fitness Training, wearing of Uniform, crowd control, Access control, Disaster management,



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Material management / check) etc.

ii. The security Assistant will have to successfully undergo the training prescribed by the competent authority from the recognized institute or organization.

iii. Fulfill physical / medical standard.

iv. Verification of mental status and antecedent of all security personnel.

(h) Vendor needs to Furnish First-Aid box as per TPSODLs specification also replenishing the medicines as and when required.

4.0 VEHICLE SPECIFICATION

Vehicle requirements	
Sr no.	Vehicle requirements
1	Vehicle type should be Bolero, Non AC
2	Not more than 7 year old (and not run more than 60,000 KMs)
3	Vehicle having valid pollution certificate , Insurance certificate and valid RC/fitness certificate
4	Vehicle movement as per need in the whole TPSODL area
5	Vehicle should have the facility to carry the foldable ladder.
6	Diesel cost in the scope of vendor
7	Up to 3000 KM running in a month
8	Challans, Toll will be in vendor scope
9	5 Kg ABC Type Fire extinguisher with proof of audit on regular basis
10	Vehicles should be comfort and in good condition with clean interior.
11	It should be having skilled driver with commercial license.
Note	During any breakdown of vehicle, the vendor must arrange any alternate vehicle within 30 minutes of his notice.
	Vehicle must /can be run to any location within the TPSODL's boundary as per direction of Enforcement I/C for official work.
	The vehicle must available 7x12hr basis, 9 am to 9pm. And can be called at any point of time in odd hour also (night /early morning)

5.0 SEIZURE PROCESS

Seizure process
Carry gunny bag at the time of inspection for seizure purpose of the material used in theft of electricity. Seized materials to be kept in gunny bag and same is to be sealed. Consumer no. should have written on that and bag is to be submitted in respective subdivision and receiving to be obtained. A paper having details of case like date of inspection, Consumer/user name no., address, Section/Sub division/Division, with polythene cover to be stapled with gunny bag. The gunny bag is to be tied with nylon self-locking tie. An adhesive plastic tag with details of the case to be fixed on that tie.

Sample Seizure-Tag -

PAPER SEAL NOT TO BE DISTURBED	 TATAPOWER-DDL	PAPER SEAL NOT TO BE DISTURBED Book No. 169 Serial No. 33894
		1. Date of Inspection..... 2. Date of Seizure 3. Date of Testing 4. Seizure Memo No. 5. CA/K. No.

6.0 TOOLS & TACKLES LIST

Tool List	
Sr. No.	Tool List
1	Bag for tools with separate compartments
2	Plier Nose 125 MM
3	Plier 8 inch
4	Wire Cutter
5	Knife insulated
6	Hammer 0.5-2 Kg with Fibre Handle
7	Chisel
8	Line Tester
9	Screw driver big 14"
10	Screw driver Small 8 "
11	Screw driver 10"
12	Cleaning Brush
13	Lens Convex
14	Mirror 4"x 6"
15	Hacksaw Big
16	Hacksaw Small



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Tool List	
Sr. No.	Tool List
17	Double test lamp secured in Cage
18	Heater/heating element 2 KW Single phase
19	Torch big 4 cell rechargeable
20	Torch small
21	Digital Clamp On meters –Multifunction (0 to 400 Amp)
22	Dhoti for cleaning
23	CMRI (Specification attached)
24	PVC tapes
25	Magnifying Glass
26	Fevibond -250ml
27	Pen drive 256GB (2 per team)
28	Camera digital at least 20 MP
29	Ladder 2 or 3-fold FRP EXTENDABLE- 9-12 M for fitting at Bolero
30	Water proof bags for carrying REPORTs
31	Four head screw drivers (insulated screw driver set is desirable)
32	Spy camera of good quality with min 128 GB memory card
33	Permanent Marker-01 black and 01 white
34	Rain Coat 1 Per person
35	Umbrella 2 per Team
36	Gum Boot 2 per team
37	Mobile phone with monthly recharge to be provided per team

***Note-** All tools must be of insulated for avoiding any electric shock/electrocution of user.

7.0 PPE's LIST

PPEs LIST				
Sr. No.	PPEs	Quantity	IS Standard	Make in Bharat only
1	HDPE Safety helmet with chin strap and ratchet type for adjustment. (E class- Electrical grade)- Yellow In colour	Each Employee	IS2925, EN397	Udyogi, Joseph & Lesli,PERF,MSA
2	Electrical certified safety shoes with double density PU sole with composite toe cap. (EN +ISI Mark on shoes)	Each Employee	IS 15298 Part 2	Acme/Bata/Tata International/HighLife, Liberty
3	Arc face visor with safety helmet. 8cal/ cm square-(E class- Electrical grade)- Yellow In colour	1 Per Skilled Person	EN166	Udyogi, Karam, Abrigo, MSA
4	Full body harness non padded (Safety belt with Double Lanyard with Shock-Absorber & Pole Grab Arrestor) and adjustable Work positioning belt	1 Per Skilled Person	IS3531-2021, EN358, EN361,Class-P	Udyogi, Karam, Abrigo, MSA
5	500V Electrical Safety Gloves – Composite type Soft electrical gloves as per size of individual . (EN +ISI Mark on gloves)Class-02with swet absorbing (inner) cotton gloves	1 Per Skilled Person	IS13774-2021,	Jayco, Raychem, Abrigo,MN rubber
6	Cut resistance / abrasion /PU coated Cotton hand gloves is required everytime while working for every one.	Each Employee	IS-6694	Action, Udyogi, Frontier, Leslico, abrigo
	FR (Fire-Resistance 8CAL/cm square) jacket for chest protection - FR jacket to be of Full Sleeves and 100 % cotton material. The reflective tapes to be added/stitched to the FR Jacket. Colour Orange- Skilled	1 Per Skilled Person	IS-15742	Utkal Industrial & Safety Product, Tara Lohia, APS Industrial Solution, Udyogi where fabric from Arvind Mills, Grasim, Moffatlal, Viman, Raymond or Siyaram
	High visibility Cotton bledned T-shirt with Reflective stips for all employees. 1. For Highly Skilled Person Gray Colour 2. Skilled Person- Navy Blue 3. Unskilled Person : Fluorescent Green	Each Employee	IS15809	As per the specification by discom
	FRP Ladder up to 7 Mtrs. (Collapsible Ladder)	1Per Vehicle		Young man, Ladder man, Aktion



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PPEs LIST				
Sr. No.	PPEs	Quantity	IS Standard	Make in Bharat only
	Safety Googles (Black safety goggles for all while working under direct sun light)	Each Employee	IS-5983	Udyogi, Karam, 3M, Leslico, Abrigo
	First Aid Box	1Per Vehicle		FA box as per factories/BOCW act for 25 person. Make Thadani or equivalent
7	Rubber Mat 1.5 feetx1 foot			
PPEs should be as per standard provided in Contractor safety management (CSM)				

Note- : 1. Any other equivalent brand with prior approval from Head-Safety of the company.
2. Vendor Shall maintain minimum of 5% of the total PPE & Tools in stock for immediate replacement at site as & when required.

1. CMRI (Common meter reading instrument) SPECIFICATION

CMRI Specification
DOS based Common Meter Reading Instrument Model-1010, Internal Memory of 512MB & 16GB SD card memory with -15 lines*40 characters-Graphical Display with LED Backlit With DLMS and following accessories one each. It should be compatible to download the meter data (any make).
Universal Optical Probe (to read IEC-1107, ANSI and PACT Protocols)
RS 232 Communication Cable.
USB cable
Fast Charger
User Manual & CD
Carry Case
HSN Code:84713010

8.0 SAMPLE MIS FORMATS

MIS-1 Team Details(This MIS will be submitted to I/Cs/Head office at the time of recruitment of vendor's employees and in case of any change of manpower)																	
SL NO.	DATE OF JOINING	WORKING LOCATION	NAME OF THE EMPLOYEE	FATHER NAME	CURRENT ADDRESS	PRESENT ADDRESS	SIGNATURE	ALLOCATION	ORGANISATION	DATE OF POSTAL	ALLOCATION	PRESENT EXPERIENCE	CONTACT NO.	LANDLINE NO.	ADDRESS PRO.	MAIL ID	REMARKS

MIS-2 Team attendance(This MIS will be shared on daily basis)													
Division Name Team wise	Date	Staff				VEHICLE DETAILS							
Division Name	Date	Executive	Technician	Helper	Remarks	Vehicle 1	Vehicle 2	Driver name	Driver code	Starting	Ending	Running	Remarks

MIS-3 Inspection MIS(This MIS will be shared on daily basis)										
Circle	Division	No. of Premises Checked	No. of Cases Booked in 135			No. of Cases Booked in 126	Load Booked In KW	No. of Meter Defective	No. of load Enhancement	No Action Cases (Nos)
			No. of Tampered Case	No. of Direct Theft Case	Load Booked In KW					

MIS-4 (This MIS will be shared on fortnightly)														
Division	Theft(Direct & Meter tampering)				Misuse, Assessment and Load enhancement					No Action Cases (Nos)	Total Load Booked (A+B)	Amount Raised (Rs)	Amount collected (Rs)	FIR Lodged (Nos)
	No. of Tampered Case	No. of Bypass Case	No. of Hooking Case	Load In KW (A)	No. of Tariff Change	No. of Resell power Case	No. of Meter Defective	No. of load Enhancement	Load In KW (B)					

MIS-5 (This MIS will be shared on Monthly)														
No. of Premises Checked	Theft(Direct & Meter tampering)				Misuse, Assessment and Load enhancement					No Action Cases (Nos)	Total Load Booked (A+B)	Amount Raised (Rs)	Amount collected (Rs)	FIR Lodged (Nos)
	No. of Tampered Case	No. of Bypass Case	No. of Hooking Case	Load In KW (A)	No. of Tariff Change	No. of Resell power Case	No. of Meter Defective	No. of load Enhancement	Load In KW (B)					

Note- MIS formats can vary and will be shared if any changes done. Coordinator will share Enforcement activity related MIS as per need in prescribed format provided by TPSODL on regular basis.

2. INCENTIVE & PENALTY

- In the event of failure by BA to provide a Team on particular day for non-availability of Vehicle or BA employees etc. a **penalty of Rs 7500 will be imposed.**
- In case Team is operated without any of the 4 members i.e. Supervisor or Technician or Helper/Photographer & Security Assistant due to their absenteeism without suitable replacement **penalty of Rs. 1,000 / Day / employee** shall be levied.
- Report should be submitted in concern sub divisions or division by next working day, in case of Delay in submission of report due to any reason attributable to vendor, **a penalty@ Rs. 200/day/ Report.** Vendor will submit the report and will take receiving for record purpose.
- If Replacement of vehicle not provided within 30 mins - **Rs 1000 per hour** will be charged after lapse of 30 mins.
- Non-compliance in terms of safety like non- availability of PPEs or any unsafe act- **Rs. 2000** per incident.
- Monthly baseline Target for each BA's team is set as average of **200 kW** of theft load under section 135 of IE Act 2003. Proposed Incentive 1% of Contract price for every 5 KW or part thereof increase **above 225 kW** of load booking. Proposed Penalty 1% of Contract price for every 5 KW or part thereof decrease **below 150 kW** of load booking.
- The incentive and penalty will be calculated on 3 months average basis and shall be taken as average of all the team working under the BA. The average of 3 months across teams is considered for incentive / penalty calculations to mitigate variations due to geography and time.
- The incentive and Penalty scheme will be not be applicable for first month after issue of RO considering mobilisation and meeting on ground challenges before settling. However, TPSODL's EIC (Head-Enforcement) will be the approving authority for all applicable Incentives / Penalties and will review the Penalty clause owing to situation not in control of BA like natural calamity, Pandemic, teams are engaged in any other works due to unforeseen circumstances or business requirement, performance is not up to the mark due to long holidays, strike, non-availability of TPSODL's officer, cyclonic/bad weather condition etc.

Head enforcement shall be final authority for consideration of BA's request of non-levy of penalties.

- Ceiling of Incentive / penalty - 10% of Contract Price.

3. CONFIDENTIALITY

Confidentiality should be maintained in this assignment and all matters should be dealt through one or more of our authorized persons for purpose of coordination/liaison action for this assignment.