



# **BHAGYANAGAR GAS LIMITED**

**(A JOINT VENTURE OF HPCL & GAIL)**

## **BID DOCUMENT FOR**

**Tender for Engagement of an agency for Meter  
Reading, Bill Distribution, Debtor's Management &  
Data verification services at Hyderabad**

## **UNDER OPEN DOMESTIC COMPETITIVE BIDDING**

**Bid Document No.: BGL/543/2022-23**

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## **SECTION – 7**

# **SPECIAL CONDITIONS OF CONTRACT (SCC)**

## **SPECIAL CONDITIONS OF CONTRACT**

### **GENERAL INFORMATION: -**

The special conditions of contract shall be read in conjunction with general condition of contract (GCC), Schedule of rates, scope of work and any other document forming part of contract, wherever Context so Requires. GCC is available at tender issuing office and same shall be referred to by Tendered. Notwithstanding, the subdivisions of the documents in to separate sections every part of each shall be deemed to be supplementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so. Where any portion of the special conditions of the Contract (SCC) is repugnant to or at variance with any provisions of the GCC then provision of SCC Shall be deemed to override the provision of GCC only to the extent of each repugnance or variations. In case of any contradictions the Decision of the Engineer-I In-Charge will be final and binding on the Contractor.

**1. Duration of contract:**

The period of contract shall be two (2) years i.e. 24 months from the date of award of contract. This contract may be extended for six months on the same rates, tender terms and conditions, at the sole discretion of BGL, after requisite approvals. Quoted rates shall remain valid for the tenure of the contract and for extended period (if any).

**2. Price basis:**

Bidders to quote on the basis of **FIRM** prices inclusive of GST and all applicable taxes and duties as per scope of work defined above. No additional payment shall be admissible over and above the quoted price.

**3. Validity of quoted rates:**

The rates quoted and accepted shall remain valid for the entire period of contract and no escalation whatsoever permissible after the award of contract.

**4. Taxes and duties:**

The rates quoted and accepted shall inclusive of GST and all applicable taxes, duties, service tax and other charges as applicable. BGL shall not entertain any such claim whatsoever on this account.

**5. Payment Terms:**

**1. Terms of Payment for SOR item Meter Reading, bill distribution and data verification:**

Payment will be made only against actual Meter readings received (will be verified by BGL representative through billing software's used by BGL, for examples as per customer list shared by BGL with agency consists 40000 nos. of customers, whereas agency is able to complete the entire billing process for 39000 nos. of customer in billing software, then BGL will certify the bill for only 39000 only.) and actual bills distributed. Invoice has to be submitted after successful completion of meter reading and bill distribution exercise for a particular billing cycle to BGL offices at respective GA's. The EIC – BGL will certify the bill in consultation with BGL authorized marketing officer. Payment will be made within 15 days of receipt of the bill and upon acceptance of the same by EIC-BGL. The frequency of Billing

also can be mutually altered depending up on the load, performance & business requirements of BGL.

**2. Terms of Payment for SOR item Debtors Management:**

Sl. No.	Particular	Eligibility of Payment
<b>1</b>	<b>In case partial payment collected is more than 0% but less than or equal to 25 % of O/s amount</b>	<b>20 % of quoted rate on Pro rata Basis wrt amount collected</b>
<b>2</b>	<b>In case partial payment collected is more than 25% but less than or equal to 50 % of O/s amount</b>	<b>40 % of quoted rate on Pro rata Basis wrt amount collected</b>
<b>3</b>	<b>In case partial payment collected is more than 50 % but less than or equal to 75 % of O/s amount</b>	<b>75 % of quoted rate on Pro rata Basis wrt amount collected</b>
<b>4</b>	<b>In case partial payment collected is more than 75 %</b>	<b>100 % of quoted rate on Pro rata Basis wrt amount collected</b>

Note: For long outstanding dues the rate quoted for the respective SOR item will be increased by one (1) unit.

**2.1 Illustration**

<b>Assumptions:</b>		
<b>1) Customer O/s as provided by BGL Rs. 10000/-</b>		
<b>2) Quoted Rate by Contractor 1 % of Collection of Outstanding amount</b>		
Sl. No.	Particular	Eligibility of Payment
1.	<b>In case the contractor has collected Rs. 2000</b>	<b>20 % of (1 % of Rs. 2000) Equal to Rs. 4</b>  (As the contractor collected amount is falling in the range of 0 to 25 % of O/s amount provided by BGL)
2.	<b>In case the contractor has collected Rs. 3000</b>	<b>40 % of (1 % of Rs. 3000) Equal to Rs. 9</b>  (As the contractor collected amount is falling in the range of 26% to 50 % of O/s amount provided by BGL)
3.	<b>In case the contractor has collected Rs. 6000</b>	<b>75 % of (1 % of Rs. 6000) Equal to Rs. 45</b>  (As the contractor collected amount is falling in the range of 51% to 75 % of O/s amount provided by BGL)
4.	<b>In case the contractor has collected Rs. 9000</b>	<b>100 % of (1 % of Rs. 9000) Equal to Rs. 90</b>  (As the contractor collected amount is falling in the range of 76% to 100 % of O/s amount provided by BGL)

**6. Rejection of tender:**

BGL reserves the right to accept or reject the tender and to waive irregularities and formalities at its own discretion. Any attempt for canvassing shall debar the tender resulting in summarily rejection of the tender

**7. Contract Performance Security:**

The Contractor shall furnish to the Employer, within 30 days from the date of notification (FOI, LOI, LOA, WO) of award, a security of 3% of annualized Order/ Contract Value excl. of taxes & duties.

Contract Performance Security which will be valid for 90 days beyond the contract expiry date shall be refunded after the Defect Liability Period. GCC clause 2.13 of Contract Performance Security shall be followed. Defect Liability Period (DLP) is 3 months from the date of completion of the contract.

The Contract performance Security shall be released after completion of defect liability period and issuance of completion certificate by EIC/Officer-In- Charge (OIC) of tender.

**8. Additional Security Deposits:**

1. For POS, QR code, etc. all equipment/s issued by BGL to agency/vendor: per equipment wise security deposit shall be deposit to BGL as decided by BGL from the date of notification (FOI, LOI, LOA, WO) of award.
2. For Cash Collection security deposit shall be deposit to BGL as decided by BGL from the date of notification (FOI, LOI, LOA, WO) of award.

**9. Contract Agreement:**

The bidder has to execute a contract agreement within 15 working days of the award of the work as per the format enclosed in tender Document.

**10.** Bidder should have PF or ESIC, PAN and GST Registration number in its name.

**11.** Bidder shall have to open a local office at Hyderabad and the address details, contact details of the same would have to be submitted to BGL within 15 days of award of contract.

**12. PRICE REDUCTION SCHEDULE & PENALTIES**

**1. Price Reduction Schedule and Penalties for meter reading, bill distribution and data verification SOR item:**

1. In case, any invoice to be delivered to the consumer is misplaced / lost, Agency shall deliver another copy of the invoice to the consumer without any financial implication to BGL/ Consumer.
2. Agency should ensure to complete bill distribution within the time frame given by BGL. For bills delivered after the scheduled time, penalty of two (2) times of the per unit rate quoted by the agency in SOR.
3. It should be the responsibility of Agency that all meter reader shall behave in a proper manner during taking meter reading. Any case related to behavior/wrong act of the meter reader, if communicated to Agency by any means, should be closed within 24

hrs. of reporting and action taken report should also be submitted to BGL in writing. Agency to ensure that if any meter reader is once terminated, he is not to be readmitted in system at a later stage. If any such case is found, penalty of Rs 5000 per instance will be imposed by BGL on the Agency.

4. Agency shall validate/check all meter readings with clear snaps before handing over to BGL. There shall not be any deviation in meter reading entered in application and as in snap. If so, then before sending to BGL, corrective action is to be taken by Agency. Once meter readings are handed over to BGL for billing, any changes shall not be considered, until instructed by the representative of BGL in writing. Any deviation shall be considered as wrong meter reading. In this case such meter reading will not be accounted for invoicing process.
5. Meter reading has to be collected and complete report (as suggested by the BGL from time to time basis) is required to be submitted as per Bi-monthly billing schedule given by BGL. Any delay in completing meter readings as per schedule given by BGL shall attract penalty of two (2) times of the per unit rate quoted by the agency in SOR..
6. BGL may carry out surprise checks in field and if it is found that the meter readers are either not carrying ID card or not in proper uniform, a penalty of Rs 500 per instance (per instance example if two-meter readers are operational in that sub area of Geographical area and found that both of them are not in the attire suggested then the number of instances will be counted as Two (2) numbers) may be imposed on the Agency.
7. If the under performance continues for 3 consecutive billing cycles i.e. 6 months period, BGL may issue a two months' notice to the vendor for termination of services 'or' at its sole discretion offload the total/part work to other bidder without any notice, with the risk and cost of the agency.

**Price Reduction Schedule and Penalties for debtor management of SOR item:**

1. The contractor shall employ only competent persons and suitably qualified persons in sufficient members who shall mean and include those persons who are skilled enough to discharge the works. Contractor will ensure that the field executive communicates the correct information the customers and conduct themselves in a dignified manner while representing BGL. All executives should be in attire as mentioned in SOW. On receipt of any complaint regarding the misbehavior and any other conduct by the persons employed by the contractor which brings disrepute the image of BGL, a penalty of Rs 2000 per case shall be levied & contractor will remove such personnel from job.
2. Contractor shall utilize all the modes to get in touch with the customer which includes personal visits, telephone calls, SMS email etc. to ensure that customers are contacted without fail. CRN wise calling/visit status report needs to be separately furnished by contractor (in a prescribed format) on a periodic basis. In case of observance of wrong/improper reporting a penalty of Rs. 2000/- per customer's wrong/improper reporting. Wrong/False Information provided by customer for each CRN shall be considered as one case for purposed of levying penalty. The contractor shall be required to furnish the calling/visit details along with his RA bills raised.

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3. Any deviation of in policy of gas bill collection modes i.e. cash/cheque/DD (with intimation by BGL to Agency) will attract a minimum penalty of Rs. 2,000/- per incidence in addition to recovery of amount collected.
- I. In case of observance of wrong/improper reporting a penalty of Rs. 2000/- per customer's wrong/improper reporting. Wrong/False Information provided by customer for each CRN shall be considered as one case for purposed of levying penalty. The contractor shall be required to furnish the calling/visit details along with his RA bills raised.
  - II. On receipt of any complaint regarding misbehavior / any other conduct by the persons employed by the vendor, shall attract a penalty of Rs.5,000/- per incident on the Agency.
  - III. In case of any misplacement of customer's cash/cheque/DD from agency end, a penalty of particular customer gas bill/s will deducted from the RA invoices (each customer will be accounted as one (1) incidence) basis and misplacement & incorrect information of customer/s, and incomplete/incorrect/misplacement of documents collected for data verification process a penalty of Rs. 1000/- will be levied on per incidence (each customer will be accounted as one (1) incidence). Also, if such negligence is observed on frequent basis, the services of agency can be terminated without any notice.
  - IV. In case of non-achievement of the target as per the SOW BGL reserves the right to penalize the agency.
    - a. The applicable penalties for non-achievement of the target for current gas bills are:

SI. No.	Particular	Applicable Penalty/ies
1.	Any collection of 85% and above of total billed amount of customer base of the respective GA	0% of the RA bill amount (exclusive of taxes)
2.	Any collection of 60% to 85% of total billed amount of customer base of the respective GA	5% of the RA bill amount (exclusive of taxes)
3.	Any collection below 60% of total billed amount of customer base of the respective GA	10% of the RA bill amount (exclusive of taxes)

- b. The applicable penalties for non-achievement of the target for long pending gas bills are:

SI. No.	Particular	Applicable Penalty/ies
1.	Any collection of 75% and above of total recovery of due amount target assigned by EIC – BGL of the respective GA	0% of the RA bill amount (exclusive of taxes)
2.	Any collection of 60% to 75% of total recovery of due amount target assigned by EIC – BGL of the respective GA	10% of the RA bill amount (exclusive of taxes)
3.	Any collection of below 60% of total recovery of due amount target assigned by EIC – BGL of the respective GA	20% of the RA bill amount (exclusive of taxes)



- V. Failure to produce the documentary evidence of visit / call report at a later stage shall entail a penalty @ Rs. 500.00 per instance per case.
- VI. It is to clarify that if BGL decides to terminate the contract and fortify the performance bank guarantee of the agency on account of non-performance (Non-performance is defined as in SOW), clause no. of GCC is applicable.
- VII. Apart from the above the EIC/OIC of the tender reserves the rights to levy any additional penalty or incentivize. The decision of the EIC/OIC of the tender will be final and binding upon both the parties. Also, any quantity certified by the EIC/OIC of the tender will be final and binding upon both the parties.



Bhagyanagar Gas Ltd.  
Bhagyanagar Gas  
Limited

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**SECTION – 8**

**SCOPE OF WORK**

## SCOPE OF WORK

The Scope of work under this contract broadly includes Meter Reading, Bill Distribution, Debtor management & Data Verification for Domestic Customers of Piped Natural Gas (PNG) in all three Hyderabad Geographical areas of BGL. Billed customers of Hyderabad GA are 10, 000 nos., as on date. Also, these numbers is increasing by addition of 500 nos. (approx..) customers per month in each GA.

Note: Definitions: -

- A. Successful meter reading: In case of Android based mobile app and spot billing, the clear and correct picture of meter reading, meter number and other details as suggested by BGL is uploaded in the billing portal of BGL.
- B. Successful bill distribution: The bill is handed over to the customer and proof of delivery is obtained/ received (as suggested by BGL) is considered as successful bill distribution. For example, Agency agent visits 100 nos. customer houses in a day but only for 80 nos. bills proof of delivery is received from the customers then only 80 nos. will be considered for certification of the payment.
- C. Outstanding Dues: DPNG (Domestic Piped Natural Gas) bill/s of any individual customer/s haven't cleared their outstanding amount mentioned in the present/current gas bill invoice of gas consumed will be considered as outstanding dues. For example, present bill consumption amount which is not paid by the customer till the generation of next bill will come under Outstanding dues.
- D. Long Outstanding Dues: DPNG (Domestic Piped Natural Gas) bill/s of any individual customer/s haven't cleared their outstanding amount for 02 consecutive billing cycles i.e approx. four months.
- A. **Scope of work for SOR item No. 1 – (Meter Reading and Bill distribution of Domestic PNG Customers):**
  1. Billing in all the three (3) GA's has to be done on Bi-monthly basis. Initiation of meter reading should commence from 23<sup>rd</sup> day of the 2<sup>nd</sup> month of the Billing cycle. And Both Meter reading and bill distribution should be completed in 15 days' time for that billing cycle from the day of starting of meter reading.
  2. If any variation in the schedule, timelines and portions for each cycle, the same will be informed to agency from time to time by BGL. BGL reserves the right to revise terms & conditions depending upon the requirements from time to time.
  3. A dedicated Manager/Supervisor 1 no. for Hyderabad who should closely co-ordinate with BGL regarding meter reading and bill distribution activity has to be appointed by the agency. He should provide Daily DPR on meter reading, bill distribution, payment collection, data verification and any other report required by BGL.
  4. Agency shall ensure to appoint minimum one-meter reader per 750 nos. of domestic customers for meter reading, bill distribution, debt recovery and data verification jobs.

5. Agency should share the complete details of manpower appointed by the agency for meter reading and bill distribution, such as employee name, employee parent details, contact nos., GOI issued ID card xerox copy (to be verified by BGL authorized person with original proof), employee address proof (Aadhar card/bank passbook/passport/driving license: anyone of these documents on the employee name) and copy of police verification report (original copy to be submitted to BGL office). All the documents will be verified by BGL authorized person.
6. Agency has to submit declaration and all other details on their letter head as per BGL requirement.
7. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender.
8. The dedicated executive should liaison with the societies for smooth meter reading activity.
9. The Meter readers have to visit each & every consumer premise in person and perform the meter reading, bill distribution, and data verification task as instructed by the BGL. The status of the all the activity to be shared with BGL. The dedicated manager/supervisor has to submit report for all the activity as Daily Progress Report and Monthly progress report in the format as required by BGL.
10. The Supervisor/ Manager shall be responsible for answering BGL queries related to the tender. The person shall be available at BGL/agency office for all reconciliation, related internal, external co-ordination & administrative work as per the requirement of BGL.
11. While visiting the consumers premises the agency representative must wear the complete set of uniform/ caps and ID-cards etc. as approved by BGL. The Cost of these items shall be borne by the agency only. ID-cards must be worn in such a manner which is easily displayed to the consumers. Bags may be carried in addition to the above to accommodate meter reading and bill distribution accessories.
12. The dates, timelines and geographical areas for each cycle will be informed to agency from time to time by BGL. BGL reserves the right to may vary terms & conditions depending upon the requirements from time to time.
13. The customer data base will be provided by BGL to the agency before the start of each Bi-monthly billing. Agency has to finish Meter readings within specified dates and the same to be provided back to BGL in formats specified by BGL (Electronic & Hard format) from time to time along with a covering letter.
14. In case consumers premise is found locked at the time of visit of meter reader or if the meter reading could not be taken for any other reason, minimum 3 attempts to be made by the meter reader for obtaining meter reading at different times & different dates. A documented log containing details like date & time of each attempt along with the meter readers name & signatures to be maintained for every visit to the consumer's residence. The visits should generally be in minimum gaps of not less than 24 hours per visit (Agency has to ensure their meter readers shall visit these cases on holidays like Saturday, Sunday and any public holiday during that billing cycle period). The meter readers will have to maintain individual log sheets wherever required containing date & time of all meter readings whether taken or not taken. **'Sorry to have missed you' cards to be pasted at doors of locked flats with meter reader/agency details i.e. Whatsapp number and contact number of meter reader should be mentioned in the sticker (the picture for the same with the time stamp only shall be submitted to BGL for verification), the format of it will be provided by BGL on time to time basis (if any changes are there). The cost of "sorry to have missed you" sticker has to be borne by the agency. Format will be given by EIC-BGL.**

15. SMS, calling, whatsapp and email facility for RCNT cases to be ensured by the agency to arrange meter readings at his own cost. The same has to be considered while quoting against SOR item 1.1. The proof all these activities shall be submitted for bill processing for RCNT cases.
16. BGL should be informed about the assignment of the Meter readers prior to the Meter Readers sent on field. Every meter reader will have an alternate meter reader. If any change is done in the assignment of the meter reader, it has to be intimated to BGL well in advance or in case of changes done in emergency, BGL has to be intimated as soon as the readers are sent on field.
17. Meter reader has to be more than 18 years of age and should have minimum High School standard qualified should write and speak English, Hindi and Telugu language/s and be proficient in using the Smartphone. The meter reader should have a provision of making outgoing & incoming calls for urgent communication.
18. The Proper verification of credentials of all people appointed to work on BGL project will be the sole responsibility of the agency. The agency will maintain all records of people employed by them for the project. Prior to their engagement, brief particulars of all employees including meter readers shall have to be provided to BGL.
19. Meter Readers should be available to work on holidays also including Saturdays and Sundays, as to avoid any delay in execution of assigned activities.
20. The Meter Readers should be polite & courteous with consumers. In case of any complaint received from BGL consumer on misbehaviour etc. of meter reader; the Supervisor/Manager has to visit the consumer's house along with the concerned meter reader to resolve the entire situation & handover the incident report within 24 hours to BGL. In all such cases the agency concerned will be solely responsible for the incident.
21. Agency should collect the bills generated by BGL, print and distribute the same to the individual consumers. Bills have to be folded and kept in envelopes properly. The cost for bills printing is to be borne by the agency.
22. In case deliberate inaccurate Meter readings were found, the BGL reserves the right to penalize the agency as applicable. If any type of fraudulent activities or doubtful character integrity comes to notice of BGL the person involved shall have to be immediately removed forthwith & BGL advice shall be binding in this matter. BGL may exercise its rights for recourse to other actions, legal action, if deemed necessary by BGL.
23. In case of consistent non-performance for any three (3) billing cycles, BGL reserves the right to reduce the work, apply penalties, terminate the contract and put that agency on holiday period after evaluating the performance and approval of competent authority of BGL.
24. Details of meters "Not read" with specific reason has to be compulsorily reported in the covering letter to BGL along with the completed Meter readings.
25. Book Walk sequence to be followed for ease in meter reading.
26. Agency has to log all complaints related to MRBD on a daily basis and resolve all billing issues (complaints should be closed within 24hrs) in consultation and approval of BGL OIC/EIC
27. Meter reading and bill distribution activity has to be carried out in any one of the following three categories or in mixed combination of any of these three categories.

- a. **Category – I – On SPOT Meter reading through Android based Mobile app and SPOT Bill distribution:**
- b. **Category – II – Meter reading through Hand-held Device (HHD)/Hand Held Unit (HHU)/Walk by system (WBS) and Spot/manual Bill distribution (at same/different intervals of time):**

28. Agency has to quote for above categories as mentioned in SOR item No.1.1. Rate will be same for all categories.

**A.1 – Category – I – On SPOT Meter reading through Android based Mobile app and SPOT Bill distribution:**

1. The Agency shall obtain the portion wise relevant data i.e. list of customers whose readings are to be collected from BGL prior to start of meter reading.
2. Mobiles handset with android OS with Bluetooth printer/APOS device (Hand held device) device is used for meter reading collection, Mobile handset to be provided by agency to their agents at their own cost. It is the responsibility of the agency to get the devices integrated with BGL Billing applications.
3. Meter reader should take meter reading through android based mobile app/APOS device, generate bill in the app and print it on spot through blue tooth printer/APOS device and hand over it to customer. Vendor to arrange required items like spot bill printer, thermal paper etc. for spot bill printing without any extra cost to BGL.
4. Incase if agency has to arrange items/materials for spot bill printing, prior approval from EIC-BGL has to be taken with regard to the specifications of the devices and materials used for spot bill printing. After receiving prior approval only from EIC, these items/materials should be used by the agency.
5. If BGL arranges thermal paper for spot bill printing, cost for the same should be recovered from the agency from running RA bills.
6. The agency has to pay security deposit for each device arranged by BGL as decided by EIC/OIC of BGL for the tender.
7. Agency shall capture following details through BGL mobile app/APOS device
  - a. Meter photo
  - b. Meter reading
  - c. GPS Location of customer premises: Latitude and Longitude
  - d. Any remarks
8. It is the responsibility of the agency to give proper training to meter readers regarding the mobile app/APOS device, as per the BGL requirements/instruction of the EIC/OIC of BGL for tender. BGL will train the Supervisor on the mobile app.
9. Agency shall hand over spot bill to customer. Proof of delivery of bill shall be updated in mobile app/ hand written sheet and final report should be submitted to BGL in the prescribed format given by BGL.
10. Agency shall engage sufficient manpower to capture meter reading of all customers falling under a billing cycle. Mobile phone, SIM, internet facility, stationeries and other required accessories which are required to collect meter readings should be arranged by the agency so that the exercise could be successfully completed within stipulated time frame. All data related to assigned job should be submitted to BGL within the timeline given for any area.

11. The meter reader shall make premise to premise visit of all the installations and record the meter reading through mobile application installed in their mobile handset

12. The meter reader, upon visiting the customer's premises, would observe mainly the following cases:

- a. **Normal Case** – The meter reader is able to collect the meter reading of the customer successfully.
- b. **Door Lock Case** – The meter reader finds the customer's premises locked/doesn't have access to the meter.
- c. **Temporary Disconnection** – The customer has opted for temporary disconnection. The meter reader shall nevertheless collect the meter reading.
- d. **Permanent Disconnection** – The customer has requested permanent disconnection of the PNG installation at his/her premise. The meter reader shall report such cases to BGL in their exception report.
- e. **Meter Change Cases** – The customer's meter has been changed recently. The meter reader shall collect the meter reading and note the new meter number for rectification of records.
- f. **Wrong Meter Number/ Meter number not clear** - If the actual meter number is not clear/legible, the meter reader shall forward the list of such cases to BGL for rectification.
- g. **Meter defective** – The customer's meter is found to be defective by the meter reader. The meter reader must report the same to BGL appropriately.
- h. **Tampering with Meter/ Malpractices** – The customer's meter is found to be tampered with.
- i. **Meter inaccessible**- if Customer meter is installed at a location which is hard to reach.
- j. **Meter Damage**- The customer's meter is found to be damaged. The meter reader shall forward the details of such customer to BGL immediately in writing with customer details.
- k. **Leakage in Pipeline Installation** - While collecting the meter reading, if the meter reader observes or customer complaints of any leakage in the pipeline stream of BGL, then the meter reader shall immediately report such cases to BGL representative.
- l. **Not legible** - The meter reader is unable to take the meter reading due to in accessibility/smoky glass/glass broken of the meter.

13. Detailed Meter reading collection process by meter reader at customer premise through android app/ APOS device should be as under:

- a. Reader to search with meter no installed at customer premise.
- b. Reader will confirm the name of the customer.
- c. Confirm and Update mobile no. (if required)
- d. Update email id if available
- e. Update address if it is incorrect
- f. Update MRU if it is incorrect
- g. Capture the meter snap (Meter No. and meter reading should be clearly visible).
- h. Manual entry of meter reading. After that



**Following drop down options will be available. Need to update as per the case may be**

**A. Meter Status – RCNT**

**a. Reader Status:**

- a. Permanently Disconnected
- b. Disconnected
- c. Meter Not Installed
- d. No Connection
- e. Consumer Refused
- f. Address Not Found
- g. Permanently Locked
- h. Door Lock

**B. Meter Status - Faulty**

**a. Reader Status:**

- a. Meter Faulty

**C. Meter Status - Normal**

**a. Reader Status:**

- a. Meter Number Mismatch
- b. Gas Not in Use
- c. Actual Reading

**D. Any other information to be provided should be updated in Remarks field.**

**E. GPS co-ordinates of customer premises shall be captured, & and submitted.**

**F. Upload/ Send the reading data**

**G. Print the spot bill and handover to customer**

14. The meter reading shall only be treated as complete if both the meter reading photo quality and the meter reading punched is clear and correct. If any incoherence is observed between the two, or any one of them is missing, such cases will be treated as faulty meter reading cases (these cases won't be considered for billing purposes until it is rectified and get approved from the EIC/OIC of the GA).
15. Agency should have sufficient additional resources to deal with urgent cases/wrong meter reading complaint cases other than regular/portion readings. On such cases, the meter reading is required on the same day.
16. The Agency shall maintain the records of all existing customers and continuously update the customer database as per the list provided by BGL for newly converted customers.
17. Premise visits by the meter reader should be made between 7am – 7pm on all days for all cases until and unless customer has given a specified time for the visit.
18. Any normal case that has been wrongly reported needs to be re-submitted with correct reading, within 24 hrs., with proper reasoning for wrong reporting.
19. Before submitting any case under "Consumer refused" head, special efforts (like calling/visiting that customer again) should be made by Agency to do the meter reading. If still the reading could not be obtained, proper reason for the refusal should be submitted for each case in writing (bill for these cases won't be processed).



20. No cases will be entertained under "Address not found" head. If in case Agency finds any error in the address mentioned, meter reader needs to call the customer and take corrective measures along with obtaining the meter reading activities/corrections should be intimated to BGL in writing as and when they are noticed/carried out.
21. In order to ensure the clear photo of meters, the meter readers should carry a cloth to clean the index panel of meter.
22. In case of any loss of data, Agency needs to revisit the customer premise again to get the photo reading of that customer.
23. The photo/meter reading data submitted by the meter reader should be routinely checked and validated before forwarding to BGL. A supervisor at vendor's end should validate & check the correctness of the data. If data once sent to BGL does not meet the quality standards, such cases may not be considered for payment.
24. It should be the responsibility of Agency that all meter reader shall behave in a proper manner during taking meter reading. Any case related to behaviour/wrong act of the meter reader, if communicated to Agency by any means, should be closed within 24 hrs. of reporting and action taken report should also be submitted to BGL in writing. Agency to ensure that if any meter reader is once terminated, he is not to be readmitted in system at a later stage. If any such case is found, penalty per instance will be imposed by BGL on the Agency.
25. The Agency shall ensure that only properly trained meter readers are deployed in the field for meter reading work.
26. Agency shall coordinate with designated employees of BGL for carrying out the meter reading, will be notified to agency on time to time basis. Also, the Agency shall keep himself abreast of the developments in the mobile software, if any, for meter reading collection and ensure that only prescribed version is used for the meter reading exercise.
27. The Agency shall maintain data security to avoid any theft of data for any misuse. The entire data available with Agency shall be the sole property of BGL and should not be shared or misused in any form, if any such instance is reported penalty will be levied by BGL on per customer basis.
28. Cost of mobile handset, monthly usage expenses will be borne by the Agency. Any issue related to quality of photo will not be entertained. The Agency shall be solely responsible for the maintenance/repair/loss due to theft/etc. negligence in use of mobile handset required for the meter reading.
29. For all cases that have been billed estimated (average) for the first time, additional efforts such as calling customers before visiting them, visiting customers on weekends or in early/late hours, obtaining customer availability details from the neighbours/RWA etc. have to be put in by meter readers to get the photo reading and billing of that customer in upcoming billing cycle. Agency must ensure that the number of repeated estimated (Average) consumption cases shall be as low as possible, preferably not more than 2 billing cycles. If it repeats, then it should be notified to BGL immediately.
30. In case of Door locked cases, the meter reader shall call the customer and visit the customer's premises at a convenient time as per the customer and record the meter reading. The meter reader shall visit the customer's premises for a minimum three times and make reasonable endeavour to collect meter reading before submitting the "Door lock" status to BGL, upon which the customer shall be billed on estimation basis. 3rd visit by meter reader on premise lock cases should be made on public holidays / weekends to increase the possibility of finding the customer. In case customer sends meter pic through what's app number provided in Door lock sticker/Consumer care mobile app, agency should update the reading during validation of meter reading. Agency should ensure to put what's app number of Validator in Door lock sticker for updating the readings soon after receipt of meter picture.

31. The meter reader shall visit the BGL office to collect the relevant data / format & update the list accordingly. The Agency shall generate reports in formats as desired by BGL.
32. If there is any mismatch of customer details found during meter reading like Name, Mobile no., email ID, address or if there is incomplete address found during meter reading, it is the responsibility of the agency to gather correct details/full details of such customers and update in mobile app/ submit to EIC/OIC - BGL in proper format without any extra charges.
33. Agency has to make arrangement and efforts to collect 100%-meter reading with clear snap
34. Agency shall validate/check all meter readings with snaps before handing over to BGL. There shall not be any deviation in meter reading entered in application and as in snap. If so, then before sending to BGL, corrective action is to be taken by Agency. Once meter readings are handed over to BGL for billing, any changes shall not be considered, until instructed by the representative of BGL in writing. Any deviation shall be considered as wrong meter reading and may attract penalty, as applicable.
35. Meter reading has to be collected and complete report is required to be submitted as per Bi-monthly billing schedule given by BGL. Any delay in completing meter readings as per schedule given by BGL may attract penalty as applicable.
36. BGL may carry out surprise checks in field and if it is found that the meter readers are either not carrying ID card or not in proper uniform, may attract penalty, as applicable.
37. It shall be responsibility of Agency that all meter reader shall behave in a proper manner during taking meter reading. Any case related to behavior/wrong act of the meter reader, if communicated to Agency by any means, should be closed within 24 hrs. of reporting and action taken report should also be submitted to BGL in writing. Agency to ensure that if any meter reader is once terminated, he is not to be readmitted in system at a later stage. If any such case is found, may attract penalty, as applicable.
38. Spot bill amount collection from customers has to be done by the agency. Portable Handheld devices for spot Card swiping/cash collection/QR Code devices shall be arranged by the vendor and integrate with the billing software and link with respective BGL bank accounts. These devices can be arranged by BGL against the security deposit. If vendor requires the devices to be issued by BGL the vendor has to submit the request letter for issue of such devices with declaration stating any damages to such devices BGL reserves the right to recover the amount from vendor by forfeit the security deposit for the device/s. Also, along with the requisition letter vendor has to submit the complete details of their executives as per format required by BGL for monitoring purpose/s.
39. Apart from spot bill distribution, agency should ensure to deliver hard copy (A4 size) of bill also to consumers but it should be within the time schedule given by BGL as mentioned in scope of work.

**A.2: - Category – II –Meter reading through HHD/HHU/WbS and Spot/Manual Bill distribution (at same/different intervals of time):**

1. BGL will issue HHD/HHU/WbS (Provided by BGL) Device containing Domestic Consumer data prior to start of billing cycle. Accordingly, agency shall take meter reading at consumer's premises through HHD.
2. If due to any reason, Smart meter server is not working then agency has to provide service under Category – I until issue is resolved.

3. Bidder shall submit the meter readings collected through HHD/HHU/WbS in (soft copy and hard copy both) at BGL's local office in case of **Vijayawada, Kakinada** and Corporate office in case of Hyderabad.
4. For Meter readings which are out-sorted and Implausible, re-reading has to be carried out and same has to be re submitted and distribute the Invoice before the completion of billing cycle.
5. Refer Scope of work of Category -I (Part – B) for bill distribution after completion of meter reading by HHU/HHD/WbS.

All other terms and conditions for this scope of work remain same as mentioned in Category I.

**B. Domestic PNG Bill Distribution to Customers:**

1. Agency should collect soft copy of invoices, along with booklet for mode of payment instructions or any other pamphlets to be given to consumers before starting bill distribution. The cost of printing and distribution of booklet for instruction to customer/s for payment of bills shall be borne by vendor under meter reading and bill distribution SOR item.
2. Agency should be responsible for printing of the domestic invoices, folding of the invoices, insertion of invoices in envelope and delivery of bills to customers. Agency to consider the same while quoting the price against this particular SOR Item.
3. Agency to store, handle and deliver the bills in good condition.
4. Agency is required to hand -deliver the bills at the address mentioned on the bill. Proof of bill delivery is to be taken from customer in Mobile app/hand-written sheet whichever is suggested by BGL (Any changes done will be updated to agency on time-to-time basis), along with instruction of payment booklet.

**B.1 Bill distribution- Mobile app:**

1. App will have option to search with Customer Relationship Number (CRN)
2. Details such as customer name, house address, GPS co-ordinates and contact no. will be available for display to bill distributor for each search
3. After customer delivering the bill, meter reader should enter the name of person to whom bill is delivered, relationship such as owner, tenant etc. and digital signature should be taken with date and time of delivery.
4. Few cases should be under drop down:
  - a) House Lock
  - b) Customer refusal
  - c) Customer has moved to another address
5. Application will automatically capture the date, time of bill delivery and GPS coordinates of customer once data is uploaded/sent to web portal
6. Agency shall update bill delivery in mobile app. For traceability, it is compulsory to receive the acknowledgement /Proof of Delivery (POD) with digital signature, full name of the receiver & relation, date, time and GPS co- ordinates of customer premises. Delivery of bill without POD can be made only on written request from BGL. PODs to be preserved for entire

duration of contract and shall be available in web application for ready reference and downloadable form.

7. Agency to deliver the bills to customers on a regular basis in all GA's of BGL. The number of customers is increasing day by day and details will be updated to agency on timely basis before bimonthly billing. The Agency should ensure deployment of adequate resources to meet the revised quantum of work accordingly (minimum one-meter **reader per 750 nos.** of customers is to be ensured)
8. Any insertion of notices, HDFC denomination slips, etc. shall also be delivered to PNG consumers along with the bills from time to time for which no additional charges shall be payable.
9. Agency has to ensure the education of customer to pay bills by online methodology such as google pay, phone pay, PayTm, etc. for which no additional charges shall be payable.

**Delivery Schedule of PNG domestic bills shall be as under:**

1. Whole bill distribution for a particular billing portion and for that particular billing cycle should be completed in 7 days' time from the day of start of bill distribution.
2. The bill delivery process to be completed in time frame as instructed by BGL which is including Public holidays, Saturdays and Sundays.
3. Agency shall engage suitable number of individuals for this work to complete it within the time schedule. If bill distribution is delayed, it shall attract penalty as per deduction clause mentioned in price reduction schedule.

**Brief overview on Mobile app and Web app for meter reading and Bill distribution:**

**Android App: Meter Reading**

1. Android app based on android should be suitable of mobile used.
2. Latest version of Android
3. Mobile camera has to be 8MP or above.
4. Minimum 4G compatible
5. 4.5 ' ' or bigger screen
6. GPS enabled
7. App will have option to search with meter no installed at customer premise.
8. Reader will confirm the name of the customer.
9. Confirm and Update mobile no.
10. Update email id of customer if any
11. Capture the meter snap.
12. Manual entry of meter reading (Numeric)

**Few Cases will be in drop down to be updates as required.**

1. Address not found
2. Wrong address
3. Customer refusal
4. House Lock
5. Wrong meter no.

6. Permanent Disconnection (PD)
7. Temporary Disconnection (TD)
8. Meter Change
9. Defective meter
10. Any kind of tempering/Mal practice
11. Meter inaccessible
12. Any information in Remark field.
13. GPS Co-ordinates of customer premises will be captured
14. Send /Upload data

**Note:** BGL has the right to give inputs for app development from time to time which needs to be in-corporated & implemented for better customer services.

**Following reports should be submitted by the Agency after completion of Bimonthly Billing for each portion**

**Meter Reading**

After sending the meter reading data with snap, process should be as under:

All data should be recorded in web-based application.

Following report shall be required.

**Report-1** (Selection should be FY/City/Cycle/FN wise) (FN, City, Cycle, FN in drop down)

CRN No.	Meter No.	Meter Reading Status		GPS Coordinates of Customer Premises	Meter Photograph	Meter Reader Details
		Date	Time			Name and Contact No.

**Report-2** (Selection should be FY/City/Cycle/FN wise is case of Meter no update) (FN, City, Cycle, FN in drop down)

CRN No.	Meter No. in data base	Meter No. at site

**Report-3** (Lock Report more than three times)

CRN No.	How many billing cycle	

**Report-4** (Status of a single customer)

CRN No.	Meter no.	1st reading	Reading date & Time	Meter photograph	Meter Reader Name
CRN No.	Meter no.	2nd reading	Reading date & Time	Meter photograph	Meter Reader Name



Bhagyanagar Gas Ltd.  
Limited

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CRN No.	Meter no.	3rd reading	Reading date & Time	Meter photograph	Meter Reader Name
CRN No.	Meter no.	4th reading	Reading date & Time	Meter photograph	Meter Reader Name
CRN No.	Meter no.	5th reading	Reading date & Time	Meter photograph	Meter Reader Name
CRN No.	Meter no.	6th reading	Reading date & Time	Meter photograph	Meter Reader Name

**Bill Distribution:**

Following report shall be required.

**Report-1**

CRN No.	Bill received from BGL for distribution on date	Bill delivered to (Name, relation ship etc)	Bill Delivery date & time	GPS Coordinates of customer premises	Digital Signature	Bill Distributor name
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**Report-2 : Bill undelivered Report (FY/City/Cycle/FN wise)**

CRN No.	Customer Name	Bill Distributor visit date	Reason for non-Delivery

**Report- 3 Status of bill delivery for individual customer**

CRN No.	Bill received from BGL for distribution on date	Bill delivered to (Name, relation ship etc.)	Bill Delivery Date & time	Digital Signature	Bill Distributor name	Reason for Refusal to receive Bill (if any)
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**Note:** the above-mentioned formats are sample, the format for reporting shall be obtained from the EIC/OIC of the tender from time-to-time basis.

**QUALITY OF METER READING/SNAP:**

- Agency shall use good smart phones of at least 8 MP mobile Camera, and GPS location facility which should take clear photograph of meter and capture the Latitude and Longitude of the customer address. Meter No. and meter index reading shall be clearly visible. In case of



unclear/hazy photograph, meter reading shall not be considered and payment against such cases will not be processed.

2. No manual intervention in photograph such as photo shop etc. is not allowed, if such cases are observed, meter reading shall not be considered and payment against such will not be processed.

**INCENTIVE BASED ACTIVITIES:**

1. If agency found any customer who is using gas but not registered with BGL then Rs. 1500 per instance shall be given if the case provided is proved to be genuine. Bidder should provide full details of such customers like name, full address, mob no. etc. in writing to BGL before claiming incentive amount. The report of confirmation should be collected by agency from the respective EIC/OIC of the tender and should be enclosed with the invoice for processing of payments.
2. If bidder identified any cases where domestic connections are being used for commercial purposes such as small tiffin centres, small canteens etc. then Rs. 2000 per instant incentive shall be given. Bidder should provide full details of such connection such as customer name, full address, mob no. etc. in writing to BGL before claiming bill amount.

**C. Scope of work for SOR item no. 2 & 3– Debtor's Management and Data Verification:**

1. Recovery of outstanding amount from DPNG customers (which includes current billing cycle bills, long pending dues, EMI Security deposit (if any)) as per list provided by BGL and maintaining proper records for the same in the format given by BGL. Outstanding consumer list will be given by BGL to agency from time to time.
2. BGL intends to recover the outstanding amount through soft recovery process. Soft recovery process involves every activity other than disconnection of PNG connection. However, if the customer does not pay the outstanding amount, he/she will graduate to the next level of PNG disconnection. The Vendor shall put all its efforts in soft recovery and should deter from imminent process of disconnection cases.
3. KYC/Verification & updation of various customer details
  - a. Name, Meter No., Address, Mobile No., Email ID etc.
  - b. Submitting all the above collected data to BGL
  - c. Preparing proposed Disconnection list of consumers and handover the disconnection notices to customer
  - d. Support in implementation of Legal verdict and action
  - e. Providing assistance to BGL office by deploying one no. of manpower for updation/extraction of/from records in BGL Portal, cost of which shall be considered to be included in the rates quoted by bidder against SOR items and therefore no extra amount shall be payable on this account.
4. Vendor should ensure to comply with following points:
  - a. Centralised/Site wise Tele calling facility to call the customers/receive the call from the customer to be ensured.

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- b. Log record mentioning date and time of logging and closing of the complaints to be maintained. If necessary, vendor should arrange his own CRM portal for maintaining these records and shall share the data with BGL whenever it is required.
  - c. If complaint received by agency is not related to Meter reading, Billing, Debt recovery and data verification, same should be forwarded to BGL CRM team for resolution.
  - d. Tele calling team should work in close co-ordination with BGL-CRM team for complaint rectification.
  - e. Computers or configuration as prescribed by BGL for compatibility with BGL soft wares. (4GB RAM, 5 MBPS INTERNET, WINDOWS10, MOZILA (Latest Version), GOOGLE CHROME latest Version)
  - f. Internet connection with adequate internet bandwidth and data coverage (as required for smooth operations).
5. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender. Agency should appoint one dedicated supervisor for each city who should closely co-ordinate with BGL regarding debt recovery and data verification activities. He should facilitate BGL to provide Daily DPR on debt recovery and data verification activities and also provide reports required by BGL.
  6. Vendor would coordinate with BGL on a daily basis for obtaining updated payment report for payments received at BGL for defaulters being followed up for payments.
  7. Vendor needs to set up office / tele-calling facility, at least one, each operation area, i.e., Hyderabad depending on his approach to handle customers spread across operation areas (list of nos. of customers, GAs /Cities / Area wise under each of the Ops area).
  8. Vendor must ensure that adequate manpower is deployed so that the debtor activities are undertaken in time bound manner. Adequate and separate teams for tele calling, door to door visits etc. must be deployed for smooth operations. A list of personnel deployed by Vendor performing different activities must be submitted to BGL for records. Any subsequent change must also be communicated to BGL in prior. BGL has the discretion of instructing the Vendor to augment the resources for execution for tendered scope of work.
  9. Vendors will make reminder calls/send SMS to all defaulting customers for making payments and will also send representatives for collection of outstanding amounts and keep a regular follow-up for the same. However, vendor shall ensure that no disconnection to be carried out for the customers until and unless specifically asked by BGL.
  10. Vendor shall utilize all the modes to get in touch with the customer which includes personal visits, telephone calls, SMS email etc. to ensure that customers are contacted without fail. CRN wise calling/visit status report needs to be separately furnished by vendor (in a prescribed format) on a periodic basis. In case of observance of wrong/improper reporting will attract penalty as applicable. Wrong/False Information provided by customer for each CRN shall be considered as one case for purposed of levying penalty. The vendor shall be required to furnish the calling/visit details along with his RA bills raised.
  11. While visiting at customer's premises, vendor representative needs to ensure that all relevant details are obtained in their first meeting in the prescribed format (will be shared by BGL on time to time basis) for updating of their records at BGL.



12. Reports of daily payments collected by the vendor are to be submitted in payment annexure format (will be shared with agency on time to time basis by BGL). Vendor will submit the annexure along with payment details (for example but not limited to Cheque details, DD details, Cash collected details, transaction details, transaction screenshot etc.), payment instrument at BGL office on daily basis without fail (the format for the same will be shared by the BGL on time to time basis). The vendor shall also obtain the collection details which are received by BGL directly from time to time.
13. Data/s regarding the payment details which has been collected directly at BGL counter/cheques/DD payments at banks/online payment in will be shared in soft copy to vendor on T+1-day basis. It is responsibility of the vendor to collect those details from BGL and update in their records.
14. Vendor shall be fully responsible for all the cash/cheques/DD payments collected from the customers till it is received at BGL' end. In case any lapse is established in between on vendor's part, the vendor has to either rearrange the payment from the customer 'or' pay on equivalent amount to BGL from his end.
15. The vendor shall explain the customer for realization of Outstanding amount simultaneously the representative of vendor shall try to know the customer's issues / grievances pertaining to the following aspects (as applicable).
  - 15.1 Incorrect levy of Delayed Charges
  - 15.2 Incorrect Updation of Payment
  - 15.3 Wrong Billing on account of Meter reading related issues
  - 15.4 Wrong Billing due to leakage after Meter or meter malfunctioning etc.
  - 15.5 Incorrect capturing of Customer data in system
16. If the non-payment is related to any of the issues mentioned above then vendor shall collect sufficient proofs from the customers to justify his claim. The proofs so collected with justification shall be submitted to EIC - BGL for its resolution.
17. BGL shall resolve the issue, update/rectify the details & shall inform the vendor as per revised invoice. The vendor shall collect the revised amount & submit the payment instrument or payment details along with predefined format to BGL on next of collection of payment. The vendor shall be paid prorata amount on the basis of quoted rate for the amount realized by BGL
18. Personal visits by vendor representative are to be made on the list provided by BGL. All payments are to be collected in any of the modes listed below (BGL reserves the right to add or eliminate any of the listed mode, and the same will notified to Agency on time to time basis):
  - 18.1 Cash
  - 18.2 Cheques
  - 18.3 DD payable at par at respective city only, in favour of Bhagynagar Gas Limited (BGL).
  - 18.4 BBPS (Bharat Bill Payment System)
  - 18.5 Mee-Seva Counters
  - 18.6 Payment Gateway attached on BGL website home page
  - 18.7 PoS (point of sale terminal) (The terminals will be provided by BGL and the issued terminals should be handover to EIC-BGL of the GA in as it is operating and non-damaged condition. Whereas if found damaged or non-operational at any point of time during the contract these machines should be replaced with new machines by agency as per the BGL requirement at their own cost)

- 18.8 QR code (Quick Response code) scanning machine (The terminals will be provided by BGL and the issued terminals should be handover to EIC-BGL of the GA in as it is operating and non-damaged condition. Whereas if found damaged or non-operational at any point of time during the contract these machines should be replaced with new machines by agency as per the BGL requirement at their own cost) Etc. The vendor shall collect a copy of payment receipt. The payment collection report should be sent to BGL in the prescribed format, as prescribed by BGL on time to time basis.
19. In case of cash/cheque/DD methodology of collection BGL will issue a chalan slip book to the agency. Book will be issued by the Authorized BGL representatives of all three (3) GA's along with the letter consisting of all the details of chalan. Agency has to ensure under no circumstances the chalan issued should be misused. Whereas in case of other modes of payment the agency has to submit the amount collected along with the reference number/transaction ID/transaction no. in the format as suggested by BGL on time to time basis.
20. Agency should submit the completely used copy of chalan book to BGL office of all three (3) GA's as instructed by the EIC – BGL for verification purposes. In case of any discrepancy, the agency should be liable to settle the mismatched amount.
21. In case of reissue of new chalans the agency has to put up a formal requisition to the EIC's of respective sites of BGL.
22. EIC – BGL of respective site will verify the utilization of earlier issued receipt.
23. Agency need to update EIC's of respective sites of BGL about the collections completed on daily basis.
24. In case of cash collection (refer Note of point no. 15 of Scope of work (part – 3 Debtor's management and Data verification) agency has to submit the cash collected along with chalan issue copy and collection report (soft copy and hard copy (as per the instruction of EIC – BGL)) on daily basis to BGL office of all three (3) GA's or as instructed by the EIC – BGL of respective GA's.
25. In case of cash collection, counter of BGL will be manned by BGL. Whereas, if agency set up any cash counter, it should be manned by agency only and details of such cash collection counter (such as address, latitude, longitude, landmark, manpower deployed details, etc.) should be given to EIC-BGL. Agency is fully responsible to manage those counters, the cost pertaining to it should be considered while quoting in respective SOR item. BGL should not be held responsible for any incidence/s.
26. Consolidated Report of tele calling and field visits made to be submitted by the Vendor on weekly basis in the prescribed format. In addition, the vendor shall submit the report as & when demanded by EIC (Engineer-In- Charge). Further, the vendor shall be paid only for amount which is directly collected by vendor's representative through Cash/DD/cheque/PoS. The details of such payments to be provided by vendor in the prescribed format. If any customer pays through any other mode UPI, PAYU, BBPS etc. or any other payment channels, vendor shall provide relevant reference no. of the aforesaid payment. Thus, vendor shall be paid only for the collection which is directly collected by his representative and the payment for which he has provided reference number (in case of payment mode other than cheque/DD).
27. If cheque/DD is not realized, vendor should follow up with the concerned customer and get the new cheque/DD.
28. Agency has to work on target-based and time bound manner, for current gas bills, 85% and above billed amount should be collected within the due date period given in invoices. EIC – BGL of the respective site will share the monthly based target for long pending due amounts, and agency should achieve 75% and above target assigned to them. In case of non-achievement of the target, BGL reserves the right to penalize the agency as applicable.

29. Vendor will make reminder calls and SMS both (Minimum 3 times) to all defaulting customers for making payments and will also send collection agents (Minimum 2 visits) on field for outstanding payment collection and keep a regular follow-up for the same. The call recording and field visit proofs must be preserved with Vendor, BGL has discretion to check and demand for produce as and when required. Such supporting documents may also be required to be submitted along with every bill raised by Vendor with due certification. In case of where customer contact details are not available or found incorrect vendor need to start his efforts with visit, collect the contact details and update BGL through reports.
30. Repeat calls should be done preferably on weekends, holidays or evening hours to ensure availability of customer. 2<sup>nd</sup> and 3<sup>rd</sup> visit should be done preferably on weekends, holidays or evening hours.
31. Vendor shall carry out calling with the customers and will communicate in local language, standard payment options and other defined instructions provided by BGL shall be provided to customer over phone and SMS, WhatsApp, email etc.
32. Vendor would coordinate with BGL on daily/weekly/fortnightly/monthly basis for obtaining updated payment report for payments received at BGL (through other modes) for onward updation.
33. In case the House is found locked at the time of visit, a sticker mentioning date & time of visit, contact details of Vendor should be pasted on the door of customer. The location of the sticker should be such that it must be easily visible to customer on his return (preferably near the lock of the door). Photograph of the door having sticker with date and time stamping must be maintained and produced on demand. Stickers are to be arranged by the vendor. Design will be provided by BGL. This will help customer to revert whenever he returns, also this will provide evidence of visit.
34. Vendor will provide a list / report of customers who's outstanding is not recovered in spite of completing the efforts and proposed for disconnection. Details of efforts made by Vendor and reasons for no recovery are to be put up in remark column.
35. Vendor will identify cases for sending disconnection notices based on the below criteria: -
  - 35.1 Those cases where information for outstanding payment is given to the customer and in spite of the same customer fails to clear all pending dues
  - 35.2 Customer house is found locked and visits have been made three (3) time at the customer premises. The second and third visit to the customer should be made preferable on a weekend or holiday. Also, the vendor shall put a sticker at customer premises mentioning the contact no and details so as to facilitate the customer to call back.
36. Disconnection order would be served by BGL on the basis of report submitted by the Vendors.
37. BGL may ask vendor to deliver the disconnection notices to customers during their visit to customer site.
38. For outstanding collection of already disconnected cases (defaulter, permanent disconnected, temporary disconnected):
  - 38.1 The cases disconnected in the past as well as new disconnected cases should be forwarded for collection/resolution.
  - 38.2 Vendor needs to make at least 3 calls, 3 SMS & 2 visits within the span of 21 days.
  - 38.3 The Vendor should also check whether the past defaulter case is not using PNG vide unauthorized connection & shall immediately inform BGL through separate MIS.
  - 38.4 For defaulter disconnection, Vendor need to provide onsite support to BGL team to ensure that BGL infrastructure like pipelines & meter, regulator etc. are removed from site. The Vendor must assist BGL technical team to conclude this activity. Any balance payment after

disconnection including disconnection and adjustment of SD/CSD (if available) charges shall be recovered from customer. The Vendor shall be paid commission as per SOR item for all such resolved cases excluding disconnection charges.

- 38.5 For all those cases against which Vendor will be unable to recover the outstanding, shall be forwarded to BGL CRM team for further action. In case of non-payment, Vendor needs to furnish the report in the prescribed manner corresponding to each visit undertaken / efforts put in and reasons for non-recovery. Also, Vendor liaison/convince the customer for permanent disconnection and recover the balance amount after adjusting from security deposit (if any). BGL may ask the Vendor to also support in implementation of Legal verdict and action. Cost pertaining should be considered by Vendor while quoting, under any circumstances BGL is not liable to pay any extra charges.
- 38.6 Customer wise calling details along with call recording/visit status report needs to be separately furnished by Vendor (in a prescribed format) on a periodic basis. BGL may verify the feedback submitted by Vendor and if the same is found to be non-satisfactory / out of order, such cases shall be dealt under 'Improper Reporting' head.
39. While visiting at customer's premises, field agents need to ensure that current contact details Like Mobile No., email ID, or correct address (in case not available in CRM) are obtained in their first meeting in the prescribed format for updating of their records at BGL.
40. The calls are to be recorded automatically in standard voice format. Call Records to be stored in a secured environment with appropriate security controls. All the calls need to be monitored for quality and consistency purposes. The call records should be identifiable basis "Number Called To" or "Number Called From". Additional information like, time of call and date of call should be available with each call record. The facility for call recording should be arrange by vendor.
41. The system of Recording of Calls should be checked on periodic basis to ensure that calls are being recorded; a log to demonstrate that Call Recording System was checked must be maintained. The evidence of such call monitoring to be maintained by the Vendor for record purposes.
42. If any failure in Call Recording mechanism is detected, it must be documented with reason and notified to BGL in writing within 24 hrs. During such period, Vendor should arrange the alternate arrangement put in place to record calls.
43. The access to call records should be limited to authorized individual(s).
44. Vendor is required to maintain audit trail of all customer interactions.
45. The record of calls shall be maintained for at least one year and shall remain property of BGL. The call recordings have to be handed over to the BGL, as and when requested. Vendor shall make arrangement for transferring the recorded calls to BGL, at its own cost.
46. Vendor shall provide feedback to BGL GA office in the pre-defined excel format each day to the GA office to the designated email/person and on demand the call recording evidence shall be provided within 3 hours over email for specifics as communicated by BGL.
47. If Vendor does not complete calling activity within above mentioned time period, penalties will be levied as per the criteria mentioned under section penalties and incentives. Also, such incident shall be treated as non-compliance of terms and conditions that could invoke termination clause of the contract.
48. Issues raised by customers need to be noted and to be escalated to the designated officer of BGL. Based on the update from BGL same needs to be communicated to customer and checked whether he is satisfied with the response.

49. The feedback and coaching sessions should also be provided to the tele-callers. Regular training to be provided by the vendor wherein gaps are identified in the behaviour. Vendor should be able to produce such records.
50. Visit report electronic & hardcopy should be generated for each visit.
51. Vendor shall appoint smart, presentable representatives as required. All representatives shall be in proper uniform as per design provided by BGL with ID card of the Vendor.
52. Vendor shall deploy representatives with minimum qualification as 12<sup>th</sup> pass
53. Vendor will fill customer visit report and submit to BGL GA Office, as and when required
54. Vendor will deploy adequate, professional and experienced resources to complete activities mentioned.
55. Submit report on various activity(s) carried out by the VENDOR during the month along with supporting documents/evidences/photographs to GA/location office along with monthly bill
56. Vendor has to follow BGL policy, procedures, guidelines to perform the job
57. Vendor shall take care of all relevant legal compliances (Like Provident Fund/Employee State Insurance (ESI) / Labor License and any other mandatory requirements.)
58. In case of customers who's outstanding is not recovered following information is to be provided — call details, visit details, reason for non-payment, in case of change of contact / incomplete address — revised contact details and complete address
59. In case of disconnected customer if outstanding is not recovered — following additional information is to be provided — status if customer is residing on the address, reason for not using PNG, whether he using other fuel, reason for non-payment, he is not using PNG in unauthorized manner
60. Vendor will not be entitled for commission once cycle for recovery effort is completed, unless until reallocated by GA in-charge again
61. Vendor will submit daily/ weekly/fortnightly/monthly progress report to BGL/GA in defined format. Report formats and any other formats referred in the document will be provided at the time of commencement of work post award of contract.
62. The list of the customers shall be provided by BGL to the vendor on every bimonthly basis or period decided as BGL from time to time. It is the responsibility of the vendor to visit the houses as per information provided by BGL and collect the relevant data from individual customers and also to recover the outstanding amount (includes present cycle bills, long pending dues and security deposit EMI (if any)) as per information provided by BGL. However certain high value cases may also be included additionally, as and when required.
63. The vendor shall employ only competent persons and suitably qualified persons sufficient members who shall mean and include those persons who are skilled enough to discharge the works. Vendor will ensure that the field executive communicates the correct information the customers and conduct themselves in a dignified manner while representing BGL.
64. While visiting the consumers premises the agency representative must wear the complete set of uniform, caps, ID-card etc. as approved by BGL. The Cost for these items shall be borne by the agency. ID-cards must be worn in such a manner which is easily displayed to the consumers.
65. Agency should share the complete details of manpower appointed for debtor's management and data verification purpose such as employee name, employee parent details, contact nos., GOI issued ID card xerox copy (to be verified with original by BGL authorized person), employee address proof (Aadhar



card/bank passbook/passport/driving license: anyone of these documents on the employee name) and copy of police verification report (original copy to be submitted to BGL office). All the documents will be verified by BGL authorized person.

66. The vendor shall exclusively be liable for non-compliance of the provisions of any act, laws, rules and regulations having bearing engagement of workers directly or indirectly for execution of work and the vendor hereby undertake to indemnify BGL against all actions, suits, proceedings, claims, damages, demands, losses etc. which may arise under Minimum Wages Act, Payment of Wages Act, workman Compensation Act, Personnel Injury (Compensation Insurance) Act, E.S.I. Act, Fatal Accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and Deposit Linked Insurance Scheme or any other act or statutes no therein specifically mentioned but having director indirect application for the persons engaged under this contract. The vendor needs to provide police verification certificate and medical fitness certificate for all his employees.
67. The Vendor shall perform his duties and obligations in a legal and authorized manner. Bidder shall not indulge in any unethical, unauthorized and illegal activities, in the performance of his duties.
68. It is the responsibility of vendor to provide uniform and ID card to its employees.
69. If the vendor collects partial bill amount w.r.t. the O/s amount of the consumer, payment terms will be applicable as mentioned in SCC(Special Conditions of Contract). You can refer the illustration mentioned in SCC for detailed understanding on this aspect.
70. The vendor shall deploy its team and setup necessary infrastructure as mentioned in clause No. 7 of SCC at respective GAs within 15 days from the date of Contract Award.
71. In case of fraud or malpractices BGL reserve the rights to penalize.

**72. Data Verification:**

- 72.1 EIC – BGL will share the list of customers for which data verification (the list shared with EIC – BGL should only be considered for invoicing purposes) is needed pertaining to KYC details, meter number, phone number (in operation), alternate phone number, phone number (what's app number), email address and address of correspondence. In case of tenant then complete details of owner and tenant both should be collected.
- 72.2 Agency should collect all these details from the customers and Agency will submit the collected details in soft and hardcopy to EIC – BGL & upload the images of the documents on the BGL portal.
- 72.3 Post collection of verified data BGL authorized person with re-verify the data collected.
- 72.4 Also, EIC – BGL may assign for physical verification of meters installed as directed by EIC as and when required. Agency agents has to submit documents suggested by EIC – BGL for proof and certification of bills raised against the services provided.
- 72.5 In case of fraud or malpractices BGL reserve the rights to penalize.
- 72.6 Payment for data verification & updation shall be done customer wise to Vendor upon the submission of requisite data of that particular customer to BGL along with KYC documents and meter picture etc.

**73. The scope and quantities mentioned against all SOR items are not limited to the details included in this tender document but may be liable for changes, to which BGL reserves the right and vendor should perform the revised scope and quantity at the rates quoted in SOR only. In case if the contractor fails**

to execute the revised scope and quantity, BGL reserves the right to take any decision and get the work done at the risk and cost of agency.

74. In case of consistent non-performance for any three (3) billing cycles, BGL reserves the right to reduce the work, apply penalties, terminate the contract and put that agency on holiday period after evaluating the performance and approval of competent authority of BGL.
75. Apart from the above the EIC/OIC of the tender reserves the rights to modify the scope of work. The decision of the EIC/OIC of the tender will be final and binding upon both the parties. Also, any scope of work certified by the EIC/OIC of the tender will be final and binding upon both the parties.



Bhagyanagar Gas Ltd.  
Bhagyanagar Gas  
Limited

**Tender for Engagement of an agency for Meter Reading, Bill  
Distribution, Debtor's Management & Data verification  
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**SECTION – 9**  
**SCHEDULE OF RATES (SOR)**



REFER E-TENDER NO.: BGL/543/2022-23 IN E-  
TENDERING WEBSITE /PORTAL -  
(<https://petroleum.euniwizarde.com/>) ) FOR  
SCHEDULE OF RATES




Bhagyanagar Gas Ltd.  
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**SCHEDULE OF RATES**