



BHAGYANAGAR GAS LIMITED
(A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

**Engagement of Agency for Meter Reading, Bill
Distribution, Debtor's Management & Data Verification
for DPNG and CPNG segments in Hyderabad GA**

**UNDER OPEN DOMESTIC
COMPETITIVE BIDDING**

Bid Document No.: BGL/709/2025-26

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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 for 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 three (3) years i.e. 36 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. The quantities indicated in all SOR items are tentative based on the prevailing as well as projected figure.

3. Validity of quoted rates:

The rates quoted and accepted shall remain valid for the entire period of the contract (including extended period) 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:

5.1 Terms of Payment for SOR item Meter Reading, bill distribution and data verification:

1. Terms of Payment for SOR item Meter Reading and bill distribution:

Payment will be made 100% of the quoted rate w.r.t 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. The frequency

of Billing also, can be mutually altered depending on the load, performance & business requirements of BGL, EIC of the tender reserves the rights.

2. Terms of Payment for SOR item Data Verification and other SOR items: 100% of the quoted rate on pro rata basis for the job executed.

3. Terms of Payment for SOR item Debtors Management DPNG long outstanding: as explained in point 5 below.

4. Terms of Payment for SOR item commission on running bills of DPNG: as explained in point 5 below.

5. Terms of Payment for SOR item Debtors Management DPNG long outstanding, DPNG Running Bills:

Particular	Applicable Rates
The total collection amount is 90% or more than the total invoice amount pertaining to a particular month.	The rate of 0.95% shall be applicable on running bill amount. (exclusive of taxes)
The total collection amount is between 80% to 90% of the total invoice amount pertaining to a particular month.	The rate of 0.85% shall be applicable on running bill amount. (exclusive of taxes)
The total collection amount is less than 70% of the total invoice amount pertaining to a particular month.	The rate of 0.65% shall be applicable on running bill amount. (exclusive of taxes)

In case of non-achievement of the 90% recovery of the long outstanding amount as per SOR item Debtor Management in first 6 months from the start date of the work execution as per the SOW, BGL reserves the right to penalize the agency. The applicable penalties for non-achievement of the target for long outstanding gas bills are:

Particular	Applicable Rates
Recovered long outstanding amount as per SOR item Debtor Management in first 6 months from start date of the work execution	4% of the calculated commission (in Rs.) on the debtor management collection (exclusive of taxes)
After completion of 6 months the leftover collection (in Rs.) shall be applicable with rate of 2.8%	2.8% of the calculated commission (in Rs.) on the debtor management collection (exclusive of taxes)

1. Definitions:

- i. Long outstanding in DPNG segment: The outstanding as per BGL accounts book value as on 31.03.2024.
- ii. Running bills in DPNG segment: Any outstanding amount post 31.03.2024 as per BGL accounts book value including the present gas bill.

2. Illustration:

Net Total outstanding as on 31.03.2024 to be collected is Rs. 10,000.00/-

Sr. No.	Description	Calculation
1.	Outstanding collected in 6 months is Rs. 9000.00/-	Commission is 4% of the recovered amount: Then calculated commission will be: 4% of Rs. 9000 = Rs. 360.00/-

Sr. No.	Description	Calculation
2.	Applicable penalty after completion of 1ST 6 months recovery period: Net remaining Old outstanding after completion of 6 months is 1000.00/-	Applicable penalty after completion of 6 months recovery period: Then calculated penalty will be 30% of 4% commission i.e 2.8% of (Rs. 1000) = Rs. 28.00/-
3.	<p>and so, on continue till 12 month or recovery of the Net Total outstanding as on 31.03.2024 gets completed. In case, if the total recovery does not gets completed non-performance and penalty would be applicable, except under following conditions:</p> <ol style="list-style-type: none"> Established cases of billing error from BGL side (covering but not limited to wrong meter reading, leakage cases, unaccounted paid amount, etc,) Established through documentary evidence that DPNG customer is absconding/untraceable (vendor has to submit statement letter (minimum 2 nos.) from customer immediate neighbours. The letter shall be consisting of neighbours' phone number, WhatsApp number, email ID, and detailed address with landmark). In case of CPNG customer is absconding/untraceable (vendor has to submit statement letter (minimum 2 nos.) from customer immediate neighbours and owner of premise. The letter shall be consisting of statement provider phone number, WhatsApp number, email ID, and detailed address with landmark). Established cases where customer is wrongly charged by BGL i.e. different meter number reading uploaded, customer not using to BGL PNG connection but billed by BGL. 	

Invoices to be submitted by the agency within 7 days of after successful completion of meter reading and bill distribution exercise for a particular billing cycle (as assigned by BGL), to BGL offices at respective GA's. The F&A will verify and certify the financial transactions of the gas bill/s and EIC of tender for Hyderabad will certify the bill/s and payment will be made within 15 days of receipt of the bill.100% of the quoted rate on pro rata basis w.r.t. portion wise bill value. The deviation clauses and fixed commission rate was introduced as a measure for improving tender participation and delivery.

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 7.5% of annualized Order/ Contract Value excl. of taxes & duties and additional security deposit as per SCC.

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 of INR 20,000/- shall be deposited to BGL from the date of notification (FOI/LOI/LOA/WO) of award in the form of DD/NEFT/RTGS.
2. Meter reading device HHU (Handheld unit) equipment/s issued by BGL to agency/vendor: per equipment wise security deposit of INR 45,000/- (as per PO) shall be deposited to BGL from the date of notification (FOI/LOI/LOA/WO) of award in the form of DD/NEFT/RTGS.

9. Contract Agreement:

The bidder must execute a contract agreement within 15 working days of the award of the work as per the format enclosed in tender Document and deposit all the additional security deposits without fail.

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

[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, the Agency shall deliver another copy of the invoice to the consumer without any financial implication to BGL/ Consumer.
2. The Agency should ensure to complete bill distribution within the time frame given by BGL. For bills delivered after the scheduled time, penalty equal of the per unit rate quoted by the agency in SOR.
3. It should be the responsibility of the Agency that all meter readers behave in a proper manner while taking meter reading. Any case related to behaviours/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 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 picture before handing over to BGL. There shall not be any deviation in meter reading entered in application and as in

picture/s. 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 must be collected and a complete report (as suggested by the BGL from time-to-time basis) is required to be submitted as per the Bi-monthly billing schedule given by BGL. Any delay in completing meter readings as per the schedule given by BGL shall attract a penalty equal to 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 30 days' notice to the vendor for termination of services, forfeit the BG and all deposits and 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 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 misbehaviours and any other conduct by the persons employed by the contractor which brings disrepute the image of BGL, a penalty of Rs 5000 per case shall be levied & the contractor will remove such personnel from job.
2. Contractor shall ensure that if any amount collected in form of cheque/DD withheld by the executive/s & not depositing into the BGL account within T+1 day with deposit proof. BGL reserves the right to forfeit all security deposits and BG submitted by the contractor without giving any notice to the contractor.
3. 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 purpose of levying penalty. The contractor shall be required to furnish the calling/visit details along with his RA bills raised.
4. Any deviation in policy of gas bill collection modes i.e., online/cheque/DD (without intimation by BGL to Agency) will attract a minimum penalty of Rs. 2,000/- per incidence in addition to recovery of amount collected.

5. In case of any misplacement of customer's online/cheque/DD from agency end, a penalty of customer gas bill/s will deduct from the RA Bills (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 a frequent basis, the services of the agency can be terminated as per terms of contract.
6. 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.
7. It is to clarify that if BGL decides to terminate the contract and seize the performance bank guarantee and security deposit of the agency on account of non-performance (Non-performance is defined), clause of GCC is applicable.

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.

As per the operational requirement and to ensure uninterrupted billing activities, it is proposed that the selected vendors mobilise the following manpower (approximately 16 persons may be required to carry out billing of average 20,000 customers in each billing cycle and the calculations are done basis the applicable minimum wages) within three (03) weeks from the date of issuance of the FOA.

For each addition of increase in customers by 1500 one additional person may be mobilised by the vendor.

Accordingly for estimate purpose it has been assumed that maximum 20 manpower will be deployed throughout the contract on an average.

Proposed Penalty Clauses for Delay in Manpower Mobilisation

1. Penalty for Delay in Deployment of Teams

If the vendor fails to mobilise the required number of MRBD teams within the stipulated period of three weeks, a penalty of ₹1,000 per team per day of delay shall be imposed until the manpower is fully deployed.

2. Penalty for Shortfall in Number of Teams

For every team less than the required number a penalty of ₹5,000 per person per week shall be levied until the shortfall is rectified.

3. Penalty for Non-Performance Due to Manpower Shortage

In cases where reduced manpower causes incomplete meter reading or bill distribution for a billing cycle, a penalty amounting to 10% of the monthly payable amount for the affected area shall be deducted.

4. Liquidated Damages (LD) Clause

Continued delay beyond four weeks from FOA issuance shall attract Liquidated Damages up to a maximum of 5% of the total monthly contract value, in line with standard procurement norms.

5. Right to Re-allocate Work / Terminate

If mobilisation is not completed even after five weeks, the company reserves the right to reallocate the scope of work to the next eligible vendor at the risk and cost of the defaulting vendor, including recovery of additional expenditure

SECTION – 8

SCOPE OF WORK

SCOPE OF WORK

Introduction

Bhagyanagar Gas Limited (BGL) is a joint venture of M/s GAIL & M/s HPCL, Maharatna PSUs under the aegis of Ministry of Petroleum and Natural Gas (Govt. Of India), Indian oil and gas company. Established in 2003, BGL operates in the state of Telangana & Andhra Pradesh, specifically in Hyderabad, Vijayawada, and Kakinada GA as per PNGRB Authorization.

BGL has been authorized by Petroleum and Natural Gas Regulatory Board (PNGRB) to undertake the retailing activities of Piped Natural Gas (PNG) for the Domestic, Commercial and Industrial Customers in Hyderabad, Vijayawada, and Kakinada. Also CNG as a cleaner and economically fuel for automobile sector in these locations.

- We are committed to providing safe, convenient, reliable, affordable, and timely gas supply to our customers in transport, domestic, commercial, and industrial sectors.
- Promoting new technologies in the Energy Sector to improve the environment and reduce pollution.
- Working in line with Government of India's vision to increase natural gas infrastructure.

The company plays a significant role in promoting clean energy solutions and reducing reliance on traditional fossil fuels. It aims to provide a reliable and eco-friendly fuel source to its customers while contributing to the overall development and growth of the region.

5.1. SCOPE OF WORK

The Scope of work under this contract broadly includes Meter Reading, Bill Distribution, Debtor management (for DPNG) & Data Verification for Piped Natural Gas (PNG) in authorized Geographical area of BGL. Billed domestic customers of Hyderabad GA is 21,537 nos. DPNG billed customer and outstanding amount is Rs 5,95,82,307 as of 31.12.2025 for DPNG segment for Hyderabad GA. BGL may allocate other authorized GA locations of BGL, if required. In case of non-performance of a bidder working in a particular GA, entire (100%) scopemay be allocated to the other bidder. BGL may allocate the work to the agency in other GAs on PAN India basis.

Note: Definitions: -

- **Successful domestic meter reading:** In the 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 must be uploaded in the billing portal of BGL.
- **Successful domestic 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.
- **Domestic PNG 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.

- **Domestic PNG Long Outstanding Dues:** The definition of old outstanding is any dues before 31.03.2024. The rates in SOR for the old outstanding dues and current dues collection are taken as per the current work order of Hyderabad MRBD services.

A. Scope of work for SOR item No. 1 – (Meter Reading and Bill distribution of Domestic PNG Customers):

1. Billing in all the assigned GAs must be done on Bi-monthly basis. Initiation of meter reading should commence from 23rd day of the 2nd 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 there is any variation in the schedule, timelines, and portions for each cycle, the same will be informed to agency from time to time by BGL. The EIC of the tender reserves the right to revise terms & conditions depending upon the requirements from time to time.
3. A dedicated Manager/Supervisor 01 no. for Hyderabad GA, who should closely coordinate with BGL regarding meter reading and bill distribution activity must 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 appropriate number of meter readers for domestic customers for meter reading, bill distribution, debt recovery and data verification jobs, for completion within the specified timeline.
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 a BGL authorized person.
6. Agency must submit declaration and all other details on their letterhead 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 must 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 must submit reports 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 the agency from time to time by BGL. BGL reserves the right to 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 must 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 must 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 all-associated cost of "sorry to have missed you" sticker (like designing, printing and installation) must be borne by the agency. The format will be given by EIC-BGL.
15. SMS, calling, whatsapp and email facility for door lock (RCNT) cases to be ensured by the agency to arrange meter readings at his own cost. The same must be considered while quoting against SOR item 1A. The proof of 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 being sent on field. Every meter reader will have an alternate meter reader. If any change is made in the assignment of the meter reader, it must be intimated to BGL well in advance or in case of changes done in emergency, BGL must be intimated as soon as the readers are sent on field.
17. Meter reader must 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 for 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 soleresponsibility of the agency. The agency will maintain all records of people employed by them for theproject. Prior to their engagement, brief particulars of all employees including meter readers shall haveto be provided to BGL.
19. Meter Readers should be available to work on holidays also including Saturdays and Sundays, 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 misbehavior etc. of meter reader; the Supervisor/Manager must visit the consumer's house along with the concerned meter reader to resolve the entire situation & handover theincident 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 must be folded and kept in envelopes properly. The cost for bills printing and envelope 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 deemednecessary by BGL. The Penalty will be imposed to the agency for INR 1500/- per instance.
23. In case of consistent non-performance for any three (3) billing cycles, BGL reserves the right to reducethe work, apply penalties, terminate the contract, and put that agency on holiday period after evaluatingthe performance and approval of competent authority of BGL.
24. Details of meters "**Not read**" with specific reason must be compulsorily reported in the covering letterto BGL along with the completed Meter readings.
25. Book Walk sequence to be followed for ease in meter reading.
26. Agency must 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 must be carried out in any one of the following two categories or in mixed combination of any of these two 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)/HandHeld Unit (HHU)/Walk by system (WBS) and Spot/manual Bill distribution (at same/different intervals of time)**
28. Agency must quote for above categories as mentioned in SOR item No.1.1.1. The rate will be the same for all categories.

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

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 (Handheld 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 readers 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. In case if agency must arrange items/materials for spot bill printing, prior approval from EIC-BGL must 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, the cost for the same shall be recovered by the agency running RA bills.
6. The agency must pay a security deposit for each device arranged by BGL as decided by EIC/OIC of BGL.
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. BGL will train the Supervisor on the mobile app.
9. Agency shall hand over spot bills to customer. Proof of delivery of bill shall be updated in mobile app/handwritten 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 phones, SIM, internet facility, stationery and other required accessories which are required to collect meter readings should be arranged by the agency so that the exercise can be successfully completed within the 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 premises. 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. (if any)
- 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. **Meter Damage/Tampered/Malpractice**- The customer's meter is found to be damaged/tampered/etc. The meter reader shall forward the details of such customer to BGL immediately in writing with customer details.
- i. **Leakage in Pipeline Installation** - While collecting the meter reading, if the meter reader observes or has customer complaints of any leakage in the pipeline stream of BGL, then the meter reader shall immediately report such cases to BGL representative.
- j. **Not legible/Meter inaccessible** - The meter reader is unable to take the meter reading due to inaccessibility/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 number installed at customer premises.
- b. Reader will confirm the name of the customer.
- c. Confirm and update mobile number (if required)
- d. Update email id if available
- e. Update address if it is incorrect.
- f. Capture the meter Picture/s (Meter No. and meter reading should be clearly visible).
- g. Manual entry of meter reading. After that following drop down options will be available and need to update as per the case explained below:

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 the 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 the 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 the "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 the "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 correct addresses and the meter reading activities. The corrections should be intimated to BGL in writing as and when they are noticed/carried out to be considered while quoting in SOR item.

21. To ensure a 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, the Agency needs to revisit the customer premises 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 the agency that all meter readers 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, a penalty per instance will be imposed by BGL on the Agency for an amount of INR 2500/- per instance.
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 the 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 for an amount of INR 5000/- per customer.
28. The cost of mobile handset and monthly usage expenses will be borne by the Agency. Any issue related to the quality of the 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 of 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, formats would be provided by BGL at its discretion.
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 (To be considered while quoting in SOR item).
33. Agency must make arrangement and efforts to collect 100%-meter reading with clear picture.
34. Agency shall validate/check all meter readings with Picture/s before handing over to BGL. There shall not be any deviation in meter reading entered in application and as in picture. If so, then before sending it to BGL, corrective action is to be taken by the 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.
35. Meter reading must be collected, and a complete report is required to be submitted as per Bi- monthly billing schedule given by BGL. Any delay in completing meter readings as per the schedule given by BGL may attract a penalty of INR 500/- per customer.
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. The penalty amount INR 2000/- per Meter Reader.
37. 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 integrated 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 must 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 must submit the complete details of their executives as per format required by BGL for monitoring purpose/s.
38. Apart from spot bill distribution, the 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.

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, the 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 must 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 GA offices and BGL central billing office.
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.

A. Domestic PNG Bill Distribution to Customers:

1. Agency should collect soft copies of invoices, if required along with details for mode of payment to be given to consumers before starting bill distribution. The cost of printing and distribution of booklet /pamphlet 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 the 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
 - d) Any other mode
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.
 8. Any insertion of notices shall also be delivered to PNG consumers along with the bills from time to time for which no additional charges shall be payable. These extra materials would be provided by BGL.
 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.

10. Delivery Schedule of PNG domestic bills shall be as under:

1. The 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.

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

Android App: Meter Reading

- a. Android app based on android should be suitable of mobile used.
- b. Latest version of Android
- c. Mobile camera has to be 8MP or above.
- d. Minimum 4G compatible
- e. 4.5 inch" or bigger screen
- f. GPS enabled
- g. App will have option to search with meter no installed at customer premises.
- h. Reader will confirm the name of the customer.
- i. Confirm and update mobile no.
- j. Update email id of customer if any
- k. Capture the meter Picture/s.
- l. Manual entry of meter reading (Numeric)

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

- a. Address not found.
- b. Wrong address
- c. Customer refusal
- d. House Lock
- e. Wrong meter no.
- f. Permanent Disconnection (PD)
- g. Temporary Disconnection (TD)
- h. Meter Change
- i. Defective meter
- j. Any kind of tempering/Malpractice
- k. Meter inaccessible
- l. Any information in Remark field.
- m. GPS Co-ordinates of customer premises will be captured.
- n. Send /Upload data.

Note: BGL has the right to give input for app development from time to time which needs to be incorporated & implemented for better customer services.

QUALITY OF METER READING/PICTURE:

1. 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.

A. Scope of work for SOR item – Debtor's Management and Data Verification:

5. No collection through cash mode is to be entertained. 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.
6. 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.
7. KYC/Verification & updating 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.
8. Vendor should ensure to comply with following points:
- a. Centralized/Site wise Tele calling facility to call the customers/receive the call from the customer to be ensured.
 - 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 software. (4GBRAM, 5 MBPS INTERNET, WINDOWS10/11, MOZILA (Latest Version), GOOGLE CHROME latest Version)
 - f. Internet connection with adequate internet bandwidth and data coverage (as required for smooth operations).
9. 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 coordinate 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 provide reports required by BGL.
10. Vendor would coordinate with BGL daily for obtaining updated payment report for payments received at BGL for defaulters being followed up for payments.
11. Vendor needs to set up office / tele-calling facility, at least one within the operation area depending on his approach to handle customers spread across the operation areas (list of nos. of customers, GAs /Cities/ Area wise under each of the Ops area) would be provided by BGL.
12. 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 advance. BGL has the discretion of instructing the Vendor to augment the resources for execution for tendered

scope of work.

13. 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.
14. 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 for an amount of 1500/- per customers. 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.
15. While visiting a 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.
16. Reports of daily payments collected by the vendor are to be submitted with BGL format and 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, 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.
17. 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 the responsibility of the vendor to collect those details from BGL and update their records.
18. Vendor shall be fully responsible for all the Online/cheques/DD payments collected from the customer still it is received at BGL's end. In case any lapse is established in between on vendor's part, the vendor must either rearrange the payment from the customer 'or' pay an equivalent amount to BGL from his end.
19. The vendor shall explain to 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
20. 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 proof collected with

justification shall be submitted to EIC - BGL for its resolution.

21. BGL shall resolve the issue, update/rectify the details & shall inform the vendor as per the revised invoice. The vendor shall collect the revised amount & submit the payment instrument or payment details alongwith 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.
22. Personal visits by vendor representatives 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 Cheques (If cheque is not realized in bank. Vendor shall collect the new cheque with penalty amount as declared by BGL from time to time and get realized at bank at their own risk and cost without any extra charge payable by BGL to vendor. In case, if vendor does not collect the penalty amount BGL reserves the right to collect the penalty amount from vendor).
- 18.2 DD payable at par at respective city only, in favor of Bhagyanagar Gas Limited (BGL).
- 18.3 BBPS (Bharat Bill Payment System)
- 18.4 Mee-Seva Counters
- 18.5 Payment Gateway attached on BGL website home page.
- 18.6 PoS (point of sale terminal) (The terminals will be provided by BGL, and the issued terminals should be handed over 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)
23. 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.
24. Agency need to update EIC's of respective sites of BGL about the collections completed on daily basis.
25. 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 Online/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).

26. If cheque/DD of customer is not realized in BGL account, then vendor should follow up customer and reproduce the new cheque/DD along with levied penalty and reproduce the cheque to get realized in BGL account 'or' pay an equivalent amount to BGL from his end.
27. Agency has to work on target-based and time bound manner, for gas bills, 85% and above billed amount should be collected within the due date period given in invoices. In case of non-achievement of the target, BGL reserves the right to penalize the agency as applicable.
28. 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.
29. Repeat calls should be done preferably on weekends, holidays or evening hours to ensure availability of customer. 2nd and 3rd visit should be done preferably on weekends, holidays or evening hours.
30. 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.
31. 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.
32. 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.
33. Vendor will identify cases for sending disconnection notices based on the below criteria:
 -
 - 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
 - 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 to facilitate the customer to call back.
34. Disconnection order would be served by BGL based on report submitted by the Vendors.

35. BGL may ask vendor to deliver disconnection notices to customers during their visit to customer site.
36. For outstanding collection of already disconnected cases (defaulter, permanent disconnected, temporary disconnected):
- The cases disconnected in the past as well as new disconnected cases should be forwarded for collection/resolution.
- Vendor needs to make at least 3 calls, 3 SMS & 2 visits within the span of 21 days.
 - The Vendor should also check whether the past defaulter case is not using PNG vide unauthorized connection & shall immediately inform BGL through separate MIS.
 - 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.
 - 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.
 - 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.
37. 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.
38. 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.
39. 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.
40. 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.

41. Visit report electronic & hardcopy should be generated for each visit.
42. 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.
43. Vendor has to follow BGL policy, procedures, guidelines to perform the job
44. Vendor shall take care of all relevant legal compliances (Like Provident Fund/Employee State Insurance (ESI) / Labor License and any other mandatory requirements.)
45. 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
46. 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
47. Vendor will not be entitled for commission once cycle for recovery effort is completed, unless until reallocated by GA in-charge again
48. 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.
49. 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.
50. 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 certificates and medical fitness certificates for all his employees.
51. 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.

52. If the vendor collects a 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 to the illustration mentioned in SCC for detailed understanding on this aspect.

53. The vendor shall deploy its team and set up necessary infrastructure as mentioned in clause No. 7 of SCC at respective GAs within 15 days from the date of the LOI.

54. In case of fraud or malpractices BGL reserves the rights to penalize.

55. Data Verification:

- i. EIC – BGL will share the list of customers for which data verification (the list shared with EIC
- ii. 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 the case of tenant then complete details of owner and tenant both should be collected.
- iii. 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.
- iv. Post collection of verified data BGL authorized person will re-verify the data collected.
- v. Also, EIC – BGL may assign physical verification of meters installed as directed by EIC as and when required. Agency agents have to submit documents suggested by EIC – BGL for proof and certification of bills raised against the services provided.
- vi. In case of fraud or malpractices BGL reserves the right to penalize.
- vii. Payment for data verification & updation shall be done customer wise to Vendor upon the submission of requisite data of that customer to BGL along with KYC documents and meter picture etc.

56. KYC Verification:

- i. KYC/Verification & updating 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
- ii. Providing assistance to BGL office by deploying one no. of manpower for updation/extraction of/from records in BGL, 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.

- iii. Vendor should ensure to comply with following points:
- a. Centralized/Site wise Tele calling facility to call the customers/receive the call from the customer to be ensured.
 - 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 software. (4GB RAM, 5 MBPS INTERNET, WINDOWS10/11, MOZILA (Latest Version), GOOGLE CHROME latest Version)
 - f. Internet connection with adequate internet bandwidth and data coverage (as required for smooth operations).
- iv. 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 provide reports required by BGL.
- v. Vendor would coordinate with BGL daily for obtaining updated payment report for payments received at BGL for defaulters being followed up for payments.
- vi. Vendor needs to set up office / tele-calling facility, at least one within the operation area depending on his approach to handle customers spread across the operation areas (list of nos. of customers, GAs /Cities/ Area wise under each of the Ops area) would be provided by BGL.
- vii. 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 advance. BGL has the discretion of instructing the Vendor to augment the resources for execution for tendered scope of work.
- viii. 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.
- ix. 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 for an amount of 1500/- per customers. 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.

- x. While visiting a 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.
 - xi. Reports of daily payments collected by the vendor are to be submitted with BGL format and 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, 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.
 - xii. 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 the responsibility of the vendor to collect those details from BGL and update their records.
 - xiii. Vendor shall be fully responsible for all the Online/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 must either rearrange the payment from the customer 'or' pay an equivalent amount to BGL from his end.
57. 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 theright to take any decision and get the work done at the risk and cost of agency.
58. In case of consistent non-performance for any three (3) billing cycles, BGL reserves the rightto 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.
59. Apart from the above the EIC/OIC of the GA/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 GA/tender will be final and binding uponboth the parties.

SECTION – 9

SCHEDULE OF RATES (SOR)

**REFER E-TENDER NO.: BGL/709/2025-26 IN E-TENDERING
WEBSITE /PORTAL - (<https://petroleum.euniwizarde.com/>))
FOR SCHEDULE OF RATES**



**Engagement of Agency for Meter Reading, Bill Distribution,
Debtor's Management & Data Verification for DPNG and CPNG
Segments in Hyderabad GA for a Period of 03 Years.
Bid Document No. BGL/709/2025-26**

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BHAGYANAGAR GAS LIMITED						
SCHEDULE OF RATES (SOR)						
Tender No.- BGL/709/2025-26						
Item: Engagement of Agency for Meter Reading, Bill Distribution, Debtor's Management & Data Verification for DPNG and CPNG Segments in Hyderabad GA for a Period of 03 Years.						
Name of Bidder:						
PART-A						
Sl. No	Description	HSN / SAC Code	UOM	Quantity	Unit Rate (in Rs.)	Total Amount (inclusive of all applicable taxes & duties excluding GST) (in Rs.)
(a)	(b)	(c)	(d)	(e)	(f)	(g) = (e) X (f)
Meter Reading and Bill Distribution						
1	Meter Reading and Bill Distribution of Domestic PNG Customers in either categories or combination of any of the two modes as per the direction and sole discretion of EIC/OIC of tender: 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)/Handheld Unit (HHU)/Walk by system (WBS) and		Nos.	5,40,000.00		-



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	Spot/manual Bill distribution (at same/different intervals of time):				
Data Verification					
2	Domestic Customer details reverification/updation and collection of customers grievances and addressing the same		Nos.	60,000.00	-
3	Commercial Customer details reverification/updation and collection of customers grievances and addressing the same		Nos.	200.00	-
Total Quoted Rate Excluding GST (Rs.)					-
Applicable GST %					
GST Amount (Rs.)					-
Grand Total Including Applicable Taxes & Duties (Rs.)					-
NOTE:					
1.	The bidders should quote rates considering the statutory payments applicable & payable as specified in the SCC/bid document for Part-A Only				
2.	Bidders are required to quote the rates strictly as per the above SOR format and not to use any other format. Any quote received in format other than the tendered SOR, they shall be summarily rejected.				
3.	If any bidder offers suo-moto discount after opening of un-priced bids, such reduction /discounts shall not be considered for evaluation. However, if the bidder happens to be the lowest evaluated bidder without considering such discount, then benefit of discount will be availed at the time of award of work. No Conditional discount shall be considered.				
4.	Any error in quoting taxes & duties to bidders account. Statutory Variation in taxes & duties during contractual completion period shall be to BGL account.				



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PART-B (Domestic PNG Long Outstanding Dues)				
Sl. No	Description	HSN / SAC Code	Lumsum Amount of Outstanding to be recovered (in Rs.)	Payment of Commission (In %)
Debtor Management				
1	Collection of long outstanding amounts for the Domestic Customers (The commission shall be paid as per payment terms mentioned in Special Condition of Contract)		₹ 5,00,00,000.00	Payment of Commission will be done in % as per SCC Clause No. 5.5
Commission on Running Bill Collections				
2	Collection of running bills amounts for the Domestic Customers (The commission shall be paid as per payment terms mentioned in Special Condition of Contract)		₹ 48,60,00,000.00	Payment of Commission will be done in % as per SCC Clause No. 5.5
NOTE:				
1	No Rates to be quoted for Sl. No. Part- B 1 & 2 for which the rates are applicable as per the Tender Terms and Conditions SCC Clause No. 5.5			