



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

**BID DOCUMENT FOR**

**Tender for Engaging an agency for Meter Reading,  
Bill Distribution, Debtor's Management & Data  
verification services.**

**UNDER OPEN DOMESTIC  
COMPETITIVE BIDDING**

**Bid Document No.: BGL/484/2019-20**

**VOLUME-II of II**



Bhagyanagar Gas Ltd.  
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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 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:**

Agency shall be appointed for carrying out the marketing activities for a period of one (1) year i.e. 12 (Twelve) Months from the date of award of Contract /date of appointment.

**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:**

**5.1 Terms of Payment for SOR sl. No. 1 of Part -A and Part-B of SOR item:**

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, than 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.



Bill amount for categories I, II & III mentioned in SOR will be paid to agency as per the particular category of meter reading and bill distribution done.

**5.2 Terms of Payment for SOR item No. 2 of SOR item of Part-A & Part-B:**

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

**5.2.1 Illustration**

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

**Assumptions:**

- 1) Customer O/s as provided by BGL Rs. 10000-
- 2) Quoted Rate by Contractor 1 % of Collection of Outstanding amount

| Sl. No. | Particular | Eligibility of Payment  |
|---------|------------|---|
|         | Rs. 9000   | (As the contractor collected amount is falling in the range of 76 % to 100 % of O/s amount provided by BGL) |

**5.3 Terms of Payment for SOR item No. 3 of SOR item of Part-A & Part-B:**

100% Payment shall be released after the submission of required proofs as mentioned in the Schedule of Rates (SOR) and after the certification of Officer-in-Charge.

**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:**

Bidder shall submit SD / CPBG @ 7.5% of one year 's contract value within 30 days of award or 5% of Contract/Order value within 30 days of award and balance to be deducted against each RA bills till balance 2.5% is deducted. This deducted amount can be released/deduction can be stopped against submission of bank guarantee of equivalent amount.

DLP Period: 2 Months beyond the expiry of SERVICE period.

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

**8. 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.

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

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

**11. PRICE REDUCTION SCHEDULE & PENALTIES**

**11.1 Price Reduction Schedule and Penalties for SOR item no. 1 of Part A and B:**

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.



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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 instance 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.

**11.2 Price Reduction Schedule and Penalties for SOR item 2 & 3 of Part-A & Part-B:**

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.

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:

| Sl. 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:

| Sl. 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) |





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| <b>Sl. No.</b> | <b>Particular</b>  | <b>Applicable Penalty/ies</b>                  |
|----------------|--|--|
| 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. 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.



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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 Geographical areas (i.e. Hyderabad, Vijayawada and Kakinada).

Note: Definitions: -

1. 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 BGL is uploaded on the billing portal of BGL.
2. Successful bill distribution: The bill is handed over to the customer and proof of delivery is obtained receiving (as suggested by BGL) is 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 from received from the customers then only 80 nos. of bill distribution on the day will be counted.
3. Long Pending 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 long pending dues.

#### **A. Scope of work (SOR Sl. 1 in Part-A & Part-B– Meter Reading 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 period. And Meter readings and bill distribution should be completed in 15 days' time.
2. A dedicated supervisor for each city and one-meter reader per 250 nos. of domestic customers have to be appointed by the agency.
3. Agency should share the complete details of manpower appointed for meter reading and bill distribution, 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.
4. The dedicated Supervisor should liaison with the societies for smooth meter reading activity.
5. The Meter readers have to visit each & every consumer premise in person and perform the meter reading task as suggested by the BGL. The status of the meter reading task to be shared with BGL at the end of each day on a daily basis till all the readings get completed.
6. The Supervisor/ Manager shall be able to answer about the meter reading activity status with respect to queries of BGL. Person from the agency office shall be available for any kind of reconciliation, related internal, external co-ordination & administrative work as per the requirement of BGL.
7. 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. Bags may be carried in addition to the above to accommodate meter reading accessories.
8. 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.



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9. 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.
10. 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 left at locked flats with meter reader/agency details**, 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.
11. 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 readers are sent on field.
12. The Meter readers who represent the agency shall be minimum SSC pass & conversant in Telugu, Hindi & Basic English language/s.
13. 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.
14. Meter Readers would be able to work on holidays also including Saturdays and Sundays.
15. 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.
16. 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.
17. 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.
18. 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.
19. A reason for meters not read has to be compulsorily reported in the covering letter to BGL along with the completed Meter readings.
20. Book Walk sequence to be followed for ease in meter reading.

21. Agency to provide status of any complaints forwarded by BGL on daily basis regarding Meter Reading and Bill distribution
  22. 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 meter reading and bill distribution activities. He should facilitate BGL to provide Daily DPR on meter reading and bill distribution and any other report required by BGL.
  23. Meter reading and bill distribution activity has to be carried out in any one of the following three categories or in mixed combination of the three categories.
    - a. **Category – I – Meter reading through Android based Mobile app and Manual Bill distribution (at different intervals of time):**
    - b. **Category – II – On SPOT Meter reading through Android based Mobile app, SPOT Bill distribution:**
    - c. **Category – III – Meter reading through Hand-held Device (HHD)/Hand Held Unit (HHU)/Walk by system (WbS) and Manual Bill distribution (at different intervals of time):**
- **Category – I – Meter reading through Android based Mobile app and Manual Bill distribution (at different intervals of time):**
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/Hand held device is used for meter reading collection, Mobile handset to be provided by agency to their agents at their own cost.
  3. Agency shall capture following details through BGL Mobile application
    - a. Meter photo
    - b. Meter reading
    - c. GPS Location of customer premises: Latitude and Longitude
    - d. Any remarks
  4. It is the responsibility of the agency to give proper training to meter readers regarding the mobile app, as per the BGL requirements/instruction of the EIC. BGL will train the Supervisor on the mobile app.
  5. After completion of meter reading and data handover, invoices shall be generated by BGL.
  6. Agency to collect soft copy of invoices from BGL, print the bills and deliver at customer address. 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.
  7. Agency shall engage sufficient manpower to capture meter reading of all customers falling under a billing cycle. Mobile phone, SIM, 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 meter readings should be submitted to BGL within the timeline given for any area. All the readings submitted beyond the schedule (for any reasons attributed to Agency) time frame, penalty shall be levied as per deduction clause.
  8. 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
  9. 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.
10. Detailed Meter reading collection process by meter reader at customer premise through android app 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. Capture the meter snap (Meter No. and meter reading should be clearly visible).
  - f. Manual entry of meter reading

**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, &**

**F. Upload/ Send**

11. 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 of the GA).
12. 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.
13. 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.
14. Premise visits by the meter reader should be made between 8am – 7pm on all days for all cases until and unless customer has given a specified time for the visit.
15. 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.
16. 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).
17. 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.
18. In order to ensure the clear photo of meters, the meter readers should carry a cloth to clean the index panel of meter.
19. In case of any loss of data, Agency needs to revisit the customer premise again to get the photo reading of that customer.
20. The photo/meter reading data submitted by the meter reader should be routinely checked before forwarding to BGL. A supervisor at vendor's end should validate & check the correctness of data. If data once sent to BGL does not meet the quality standards, such cases may not be considered for payment.
21. 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.

22. The Agency shall ensure that only properly trained meter readers are deployed in the field for meter reading work.
23. 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.
24. 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.
25. 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.
26. 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 cycle. If it repeats, then it should be notified to BGL immediately.
27. 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
28. 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.
29. Before recruiting any meter reader, police verification of that individual should be undertaken by the Agency. Proper record of meter reader including Name, qualification (as stated below), training certificate, police verification certificate etc. be updated and should be available with the Agency at all times. Agency needs to submit a fresh updated list of meter readers to BGL on as and when required basis
30. 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-BGL in proper format without any extra charges.
31. Bidder has to make arrangement and efforts to collect 100%-meter reading with clear snap
32. 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.





33. 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.
34. 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.
35. 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.
36. 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.

**Category – II – On SPOT Meter reading through Android based Mobile app, SPOT Bill distribution:**

1. Meter reader should take meter reading and generate bills on spot and handover it to customer. All other terms and conditions for this scope of work remain same as mentioned in Category – I. Bidder has to quote separately for this category of work. Spot bill collection for willing customers has to be done by the agency and swiping machines for the same should be provided by BGL.

➤ **Category – III –Meter reading through HHD/HHU/WbS and Manual Bill distribution (at 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.
2. If due to any reason, Smart meter server is not working then agency has to provide service for manual billing (i.e. Category – I and II) till smart meter server gets restored.
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 for bill distribution (SOR item -1 for Part-A & Part-B) after completion of meter reading by HHU/HHD/WbS.
6. All other terms and conditions for this scope of work remain same as mentioned in Category – I and II

**a. QUALITY OF METER READING/SNAP:**

1. Bidder 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.

**b. INCENTIVE BASED ACTIVITIES:**

1. If agency found any customer who is using gas but not registered with BGL then Rs. 500 per instant 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 of the GA's 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. 100 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.

**B. Scope of Work (SOR Sl. No.1 in Part A & Part B – PNG Domestic Bill Distribution to Customers):**

1. Agency should collect soft copy of invoices along with envelopes, HDFC denomination slips for cheque collection, swiping machines and QR code scanning machines.
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 instructed by BGL (will be updated by the BGL on time to time basis).

**a) 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 co-ordinates 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 cities of Hyderabad, Vijayawada & Kakinada. 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 (one-meter reader per 500 customers is compulsory)
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. The bill shall be delivered after putting the same in the envelope.

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

1. The bill delivery process to be completed in time frame as instructed by BGL which is including Public holidays, Saturdays and Sundays.
2. 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 incorporated & 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-5** (Status of a single customer)

| CRN No. | Meter no. | 1 <sup>st</sup> reading | Reading & Time Date | Meter photograph | Meter Reader Name |
|---------|-----------|-------------------------|---------------------|------------------|-------------------|
|         |           | 2 <sup>nd</sup> reading | Reading & Time Date | Meter photograph | Meter Reader Name |
|         |           | 3 <sup>rd</sup> reading | Reading & Time Date | Meter photograph | Meter Reader Name |
|         |           | 4 <sup>th</sup> reading | Reading & Time Date | Meter photograph | Meter Reader Name |
|         |           | 5 <sup>th</sup> reading | Reading & Time Date | Meter photograph | Meter Reader Name |
|         |           | 6 <sup>th</sup> reading | Reading & Time Date | 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 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) |
|---------|---|--|---------------------------|-------------------|-----------------------|---|
|         |   |  |                           |                   |                       |   |

**C. Scope of work (SOR sl. No.2 & 3 of Part-A & Part-B) – Debtor's Management and Data Verification):**

1. The scope of work includes i) Recovery of outstanding amount from customer (includes present cycle bills, long pending dues and security deposit EMI (if any)) as per list provided by BGL from time to time ii) Verification & updation of various customer details (i.e. Name, Meter No., Address, Mobile No., Email ID etc.) and updation of Payment details as received from customers iii) 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.
2. The list of the customers shall be provided by BGL to the contractor on every bimonthly basis or period decided as BGL from time to time. It is the responsibility of the contractor 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.
3. The contractor shall explain the customer for realization of Outstanding amount simultaneously the representative of contractor shall try to know the customer's issues / grievances pertaining to the following aspects (as applicable).
  - 3.1 Incorrect levy of Delayed Charges
  - 3.2 Incorrect Updation of Payment
  - 3.3 Wrong Billing on account of Meter reading related issues
  - 3.4 Wrong Billing due to leakage after Meter or meter malfunctioning etc.
  - 3.5 Incorrect capturing of Customer data in system
4. If the non-payment is related to any of the issues mentioned above than contractor 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.
5. BGL shall resolve the issue, update/rectify the details & shall inform the contractor as per revised invoice. The contractor 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 contractor shall be paid prorata amount on the basis of quoted rate for the amount realized by BGL



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6. Contractor will maintain his office at every site for whom it has been allotted work with following facilities: -
  - 6.1 Telephone/fax Lines.
  - 6.2 Customer complaint logbook
  - 6.3 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)
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. Agency should appoint one dedicated supervisor for each city who should closely co-ordinate with BGL regarding meter reading, bill distribution activities. He should facilitate BGL to provide Daily DPR on meter reading and bill distribution and any other report required by BGL.
8. Contractor would coordinate with BGL on daily basis for obtaining updated payment report for payments received at BGL for defaulters being followed up for payments.
9. Contractors will make reminder calls 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, contractor shall ensure that no disconnection to be carried out for the customers until and unless specifically asked by BGL to do so.
10. 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 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 contractor shall be required to furnish the calling/visit details along with his RA bills raised.
11. While visiting at customer's premises, contractor 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 contractor are to be submitted in payment annexure format (will be shared with agency on time to time basis by BGL). Contractor 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 contractor shall also obtain the collection details which are received by BGL directly through cheque or any other mode.
13. Contractor 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 contractor's part, the contractor has to either rearrange the payment from the customer 'or' pay on equivalent amount to BGL from its end.
14. Personal visits by contractor 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):
  - 14.1 Cash
  - 14.2 Cheques
  - 14.3 DD payable at par at respective city only, in favour of Bhagyanagar Gas Limited (BGL).



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- 14.4 BBPS (Bharat Bill Payment System)
- 14.5 Payment Gateway attached on BGL website home page
- 14.6 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)
- 14.7 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.
- 14.8 The contractor 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.
15. 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.
16. 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.
17. 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.
18. EIC – BGL of respective site will verify the utilization of earlier issued receipt.
19. Agency need to update EIC's of respective sites of BGL about the collections completed on daily basis.
20. In case of cash collection (refer Note of point no. 14 of Scope of work (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.
21. Consolidated Report for calling and field visits to be submitted by the Contractor on fortnightly basis in the prescribed format. In addition, the contractor shall submit the report as & when demanded by EIC (Engineer-In- Charge). Further, the contractor shall be paid only for amount which is directly collected by contractor's representative through Cash/DD/cheque/PoS. The details of such payments to be provided by contractor in the prescribed format. If any customer pays through any other mode UPI, PAYU, BBPS etc. or any other payment channels, contractor shall provide relevant reference no. of the aforesaid payment. Thus, contractor 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).
22. Agency has to work on target-based and time bound manner for current bills 85% and above collection of current bills should be collected within the due day time of the bill. EIC – BGL of the respective site will share the monthly based target for long pending due amount, and agency should achieve 75% and above target assigned to them by EIC – BGL. In case of non-achievement of the target BGL reserves the right to penalize the agency as applicable.



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23. Contractor will identify cases for sending disconnection notices based on the below criteria: -
- 23.1 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
- 23.2 Customer house is found locked and visits have been made three (3) time at the customer premises. The third visit to the customer should be made preferable on a weekend or holiday. Also, the contractor shall put a sticker at customer premises mentioning the contact no and details so as to facilitate the customer to call back.
24. The contractor 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. Contractor will ensure that the field executive communicates the correct information the customers and conduct themselves in a dignified manner while representing BGL.
25. 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.
26. 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.
27. The contractor 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 contractor 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 contractor needs to provide police verification certificate and medical fitness certificate for all his employees.
28. The Contractor 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.
29. It is the responsibility of contractor to provide uniform to its employees which includes short, trousers and shoes to all his field executives with valid ID card.
30. In case, the contractor collects partial payment w.r.t. the O/s amount received from BGL, the following payment terms will be applicable. For clarity please refer the illustration mention in tender.
31. Payment for data verification and updation per customer shall be done by BGL to Contractor upon the submission of requisite data to BGL including photographs, updating of KYC and meter number as and when required by EIC.
32. EIC – BGL will share the list of customers for which data verification 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 than complete details of owner and tenant both should be collected.
33. 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.
34. Post collection of verified data BGL authorized person with re-verify the data collected.
35. 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.
36. The contractor shall deploy its team and setup its necessary infrastructure as mentioned in clause No. 7 of SCC at respective GAs within 15 days from the date of Contract Award.





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37. In case of fraud or malpractices BGL reserve the rights to penalize

**CONTRACT VALIDITY & COMPLETION PERIOD:**

The period of contract shall be one (1) year i.e. 12 months from the date of deployment. The contract may be extended by six months on the same rates, 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.



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**SECTION – 9**  
**SCHEDULE OF RATES (SOR)**



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**SCHEDULE OF RATES**

**Part -A: Kakinada CGD**

| SOR<br>Sl. No. | Description  | UoM | Meter Readings<br>and /or Bill<br>distributions | Per Unit Meter<br>Reading and/ or<br>bill distribution<br>price<br>(in Rs.) | GST<br>@.....<br>% | Total Amount<br>(inclusive of<br>applicable taxes)<br>(in Rs.) |
|----------------|--|-----|---|---|--------------------|--|
| <b>1</b>       | <b>Meter Reading and Bill Distribution of Domestic PNG Customers</b>   |     |   |   |                    |  |
| <b>1.1</b>     | <b>Category – I: Meter Reading through Android based Mobile app.</b>   |     |   |   |                    |  |
| <b>a</b>       | DPNG <b>Meter Readings</b> completed (approximately 160000 nos. for six billing cycle during contract period)    | Nos | 160000  |   |                    |  |
| <b>b</b>       | DPNG <b>Bill distribution</b> completed (approximately 160000 nos. for six billing cycle during contract period) | Nos | 160000  |   |                    |  |
|                | <b>OR</b>  |     |   |   |                    |  |
| <b>1.2</b>     | <b>Category – II: On Spot Meter Reading though Android based mobile app. And spot bill distribution</b>          |     |   |   |                    |  |



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|                    |  |            |                                       |   |                     |  |
|--------------------|--|------------|---------------------------------------|---|---------------------|--|
|                    | DPNG SPOT Meter readings and Bill distribution nos. completed (approximately 160000 nos. for six billing cycle during contract period)   | Nos        | 160000                                |   |                     |  |
|                    | <b>OR</b>  |            |                                       |   |                     |  |
| <b>1.3</b>         | <b>Category – III: Meter Reading through Hand Held Unit (HHU) and Bill Distribution of Domestic PNG Customers</b>  |            |                                       |   |                     |  |
| <b>a</b>           | DPNG HHU Meter readings nos. completed (approximately 160000 nos. for six billing cycle during contract period)  | Nos        | 160000                                |   |                     |  |
| <b>b</b>           | DPNG HHU Bill distribution completed (approximately 160000 nos. for six billing cycle during contract period)  | Nos        | 160000                                |   |                     |  |
| <b>2</b>           | <b>Debtor's Management and Data Verifications</b>  |            |                                       |   |                     |  |
| <b>SOR Sl. No.</b> | <b>Description</b>   | <b>UoM</b> | <b>Approx. collection amount, Rs.</b> | <b>Commission on collection (in percentage)</b> | <b>GST @ .... %</b> | <b>Total Commission on collection (incl. of applicable taxes) (in Rs.)</b> |
| <b>2.1</b>         | Collection of outstanding amounts (approx. Amount to be collected during Contract period Rs. 6,00,00,000) (The commission shall be paid as per Payment Terms mentioned in Special Condition of Contract) | Rupees     | 6,00,00,000.00                        | .....%  |                     |  |



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| SOR Sl. No.  | Description   | UoM | Approx. verification details | Commission on collection (in Rs.) | GST @ .... % | Total Commission on collection (incl. of applicable taxes) (in Rs.) |
|--|---|-----|------------------------------|-----------------------------------|--------------|---|
| 3  | Customer details reverification/updation and collection of customers grievances and addressing the same (approx no. such cases is 50,000 nos) | Nos | 50000                        |                                   |              |   |
| <b>Total amount incl. of all taxes &amp; duties, Rs. (SOR 1+2+3)</b> |   |     |                              |                                   |              |   |

**Part -B: Hyderabad and Vijayawada**

| SOR sl. No | Description  | UoM | Meter Readings and /or Bill distributions | Per Unit Meter Reading and/ or bill distribution price (in Rs.) | GST @..... % | Total Amount (inclusive of applicable taxes) (in Rs.) |
|------------|--|-----|---|---|--------------|---|
| 1          | <b>Meter Reading and Bill Distribution of Domestic PNG Customers</b>   |     |   |   |              |   |
| 1.1        | <b>Category – I: Meter Reading through Android based Mobile app.</b>   |     |   |   |              |   |
| a          | DPNG <b>Meter readings</b> nos. completed (approximately 160000 nos. for six billing cycle during contract period) | Nos | 160000                                    |   |              |   |
| b          | DPNG <b>Bill distribution</b> completed (approximately 160000 nos. for six billing cycle during contract period)   | Nos | 160000                                    |   |              |   |



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|                    |  |            |                                       |   |                     |  |
|--------------------|--|------------|---------------------------------------|---|---------------------|--|
|                    | <b>OR</b>  |            |                                       |   |                     |  |
| <b>1.2</b>         | <b>Category – II: On Spot Meter Reading though Android based mobile app. And spot bill distribution</b>                                |            |                                       |   |                     |  |
|                    | DPNG SPOT Meter readings and Bill distribution nos. completed (approximately 160000 nos. for six billing cycle during contract period) | Nos        | 1,60,000.00                           |   |                     |  |
|                    | <b>OR</b>  |            |                                       |   |                     |  |
| <b>1.3</b>         | <b>Category – III: Meter Reading through Hand Held Unit (HHU) and Bill Distribution of Domestic PNG Customers</b>                      |            |                                       |   |                     |  |
| <b>a</b>           | DPNG HHU Meter readings nos. completed (approximately 160000 nos. for six billing cycle during contract period)                        | Nos        | 160000                                |   |                     |  |
| <b>b</b>           | DPNG HHU Bill distribution completed (approximately 160000 nos. for six billing cycle during contract period)                          | Nos        | 160000                                |   |                     |  |
| <b>2</b>           | <b>Debtor's Management and Data Verification</b>   |            |                                       |   |                     |  |
| <b>SOR Sl. No.</b> | <b>Description</b>   | <b>UoM</b> | <b>Approx. collection amount, Rs.</b> | <b>Commission on collection (in percentage)</b> | <b>GST @ .... %</b> | <b>Total Commission on collection (incl. of applicable taxes) (in Rs.)</b> |



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| 2.1  | Collection of outstanding amounts (approx. Amount to be collected during Contract period Rs. 6,00,00,000) (The commission shall be paid as per Payment Terms mentioned in Special Condition of Contract | Rupees | 60000000                     |                                   |              |   |
|--|---|--------|------------------------------|-----------------------------------|--------------|---|
| SOR Sl. No.  | Description   | UoM    | Approx. verification details | Commission on collection (in Rs.) | GST @ .... % | Total Commission on collection (incl. of applicable taxes) (in Rs.) |
| 3  | Customer details reverification/uptation and collection of customers grievances and addressing the same (approx no. such cases is in the tune of 50,000 in)   | Nos    | 50000                        |                                   |              |   |
| <b>Total amount incl. of all taxes &amp; duties, Rs. (SOR 1+2+3)</b> |   |        |                              |                                   |              |   |

**Note:**

- 1) SOR is divided to two parts, Part-A: for Kakinada CGD & Part-B: for Hyderabad & Vijayawada CGD. Evaluation & award shall be done separately for Part-A & Part-B on overall least cost basis.
- 2) SOR item 1 is divided into 3 categories and will be executed on case to case basis. Vendor to quote all the line items, else bid gets rejected.
- 3) Above mentioned quantities in SOR are tentative and may increase / decrease during execution.

**SIGNATURE OF THE BIDDER:.....**

**NAME OF THE BIDDER:.....**

**STAMP OF THE ORGANISATION:.....**