

The Tata Power Company Ltd



CORRIGENDUM TO OPEN TENDER  
NOTIFICATION

Tender Reference:  
**410064415/CC27ADO002**

Document Date: **12<sup>th</sup> May 2026**

Corrigendum - 1

**(Tender Ref No: 410064415/CC27ADO002 - Outline Agreement (OLA) for 3 years for  
Meter Reading, Bill Dispatch and Seal Verification Services for Tata Power Mumbai  
Distribution**

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Contents of this documents are as follows:

- 1) Reply to Prebid Queries
- 2) Annexure 1 to Reply to prebid queries
- 3) List of areas under Sub Zones
- 4) Revised Scope of Work

### 1) Reply to Prebid Queries

Sr. No.	Detailed Reference to concerned Document. Please specify Doc. No./ Clause No/Pg. No	Description as per Bid Document	Query / Clarification / Deviation	Tata Power Response
1	2	3	4	5
1		Earnest Money Deposit (EMD)	We are MSME organization please exempt our Earnest Money Deposit (EMD)	Deviation not acceptable. Terms and Conditions as per the tender document remains unchanged.
2	Page-93	Hard copy of EMD BG shall reach at Tata Office before the bid submission date and time	Kindly allow of BG submission in online mode it will be better for us.	Accepted. Bidders may pay the EMD amount online in the same bank account as that of the tender fee. Bidders paying the EMD online shall make two separate transactions for payment of tender fee and EMD. Bidders will share the transactions details of both the transactions with the bid Manager.
3	Page-93	Term of payment for MSME Vendors payment shall made 45 days	Requesting to do invoice payment for MSME organization within 30 days instead of 45 days.	Deviation not acceptable. Terms and Conditions as per the tender document remains unchanged.
4	Page-32	During the parallel operation If vendor performs well in first two months Tata Power will be ready to reimburse cost of manpower deployed for the parallel operation Vendor shall quote separately for trial period.	Under parallel operation please reimburse payment/expense without any condition.	Deviation not acceptable. No unconditional reimbursement will be considered. Vendor will be eligible to submit invoice as per the rate finalized in the tendering process, subject to satisfactory performance during the first two months, as given in the tender document.

5		Last date and time receipt of Bid 19.05.05.2026 up to 15.00 hours	Please extend bid submission date another 15 days from the receive date of pre-bid queries.	Bid submission date will remain same as 19.05.2026 up to 15:00 Hours.
6		Deployment of Manpower for Operation	Please clarify the numbers of MR, BD, Supervisor and Backoffice staffs are required zone wise.	Manpower requirement as estimated by Tata Power is as given in Annexure 1 below. However, this is a performance-based contract and bidders shall adhere to the Scope of Work and deliverables as per Service Level Agreement. Hence bidder to estimate and deploy adequate Manpower to meet the performance requirement and Service Level Agreement as per the tender document. Please note that the Manpower requirement given below is only an estimate.

**2) Annexure – 1 to reply to prebid queries**

Manpower requirement as estimated by Tata Power is as given in Annexure 1 below. However, this is a performance-based contract, and bidders shall adhere to the Scope of Work and deliverables as per Service Level Agreement. Hence bidder to estimate and deploy adequate Manpower to meet the performance requirement and Service Level Agreement as per the tender document. Please note that the Manpower requirement given below is only an estimate.

Process	Zone	East suburb	Urban & M City	West Suburb	Metro	North Suburb	Total
Meter reading	Skilled	2	2	2	2	2	10
	Semi-skilled	15	8	13	10	15	61
	Un skilled	0	0	0	0	0	0
	<b>Total</b>	<b>17</b>	<b>10</b>	<b>15</b>	<b>12</b>	<b>17</b>	<b>71</b>
Bill distribution	Skilled	1	1	1	1	1	5
	Semi-skilled	13	7	11	8	14	53
	Un skilled	1	1	1	1	1	5
	<b>Total</b>	<b>15</b>	<b>9</b>	<b>13</b>	<b>10</b>	<b>16</b>	<b>63</b>
Seal Verification	Semi-skilled	1	1	1	1	1	1
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Grand Total</b>		<b>33</b>	<b>20</b>	<b>29</b>	<b>23</b>	<b>34</b>	<b>135</b>

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**3) List of areas under Sub Zones**

Zone 1		Zone 2		Zone 3
Metro	West Suburb	East Suburb	Urban + Mumbai City	North Suburb
Andheri (E/W) & Jogeshwari (E/W), Varsova	Goregaon (E/W), Malad (E/W), Kandivali (E/W)	Dadar (E/W), Sion (E/W), Wadala, Chunabhatti (E/W), Chembur (E/W), Ghatkopar (E/W), Kurla (E/W), Vikhroli (E/W)	Bandra (E/W), Khar (E/W), Vile Parle (E/W), Santacruz (E/W), BEST's License area Mahim to Colaba including Wadala/Sewri	Borivali (E/W), Dahisar (E/W), Mira Road, Mira Bhayandar

**4) Revised Scope of Work**

**SCOPE OF WORK - METER READING, BILL / DOCUMENT DISPATCH AND METER SEAL VERIFICATION ACTIVITIES.**

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## Technical Job Scope

Tata Power Proposes to enter into Outline Agreement for Meter Reading, Bill Dispatch & Meter Seal verification Services for its Distribution Division.

Please refer Price Bid Format for list of various activities for which quotes are sought.

Vendors are requested to quote for all the activities mentioned in the Priced Bid Format. Vendor qualifying / submitting offer only for specific activity / specific zone shall not be considered for further process. **Tata Power reserves right to place an order on any suitable vendor for all activities/zones or to place different orders for different activities / different zones depending upon rates and capability of vendor**

**Order shall be placed on same vendor for a particular zone for meter reading, Bill Dispatch & Meter seal verification, so that vendors can optimize their resources. Vendors shall quote the rate considering this fact.**

### COMMON TERMS & CONDITIONS

1. Bidder to submit all relevant documents to confirm they meet the Pre-Qualification Requirement (PQR). Only bidder who meets the PQR shall be considered for further evaluation.
2. The scope of contract shall include effective deployment of skilled personnel required to carry out the jobs detailed in this document. Vendor shall submit its organisation structure up-to supervisor level along with tender document (as part of PQR requirement). Detailed CV's of key positions in prescribed format shall be provided up to supervisor level. (Format attached as Annexure –'C2'). Specific CV for key roles like Meter Reading, RQC etc. to be submitted. The structure and manpower details submitted as part of this submission shall be binding on the bidder if successful. In case of non-mobilization of the desired structure and manpower Tata Power can terminate the contract and if need be shall blacklist the vendor.
3. Before submitting quotation, the Vendor shall make his own assessment of Scope of work by through study of this document, clarifying during Pre-Bid Meeting and Pre-Bid Queries.
4. Company reserves the right to terminate the order / orders fully or partly with one month's notice in case of non-adherence to Terms & Conditions of order. In case of statutory violation, order will be terminated without any notice.
5. Vendor shall provide all tools & tackles, instruments required during execution of scope of work including PC's, Printers, Android based mobile devices, Power bank, sim card, data connection, portable charger, telephone lines etc. at no extra cost to Tata Power. (unless specified as non-requirement in the job scope)
6. The Vendor will have to make his own arrangement for transport of his employees to consumer locations for carrying out the jobs.  
  
Prices to be quoted in Priced Bid Format and will exclude taxes & duties applicable which shall be indicated separately. However order will be placed on quarterly basis from OLA finalisation. Order for further period will be placed based on vendor performance in previous quarters subsequently.
7. Your all employees working with Tata Power must follow Tata Power Safety Policy Rules & Procedures and all safety instructions given by Job in-charge. Each and every employee must undergo TPSDI Training and only TPSDI certified employees must be appointed for work. **Bidder must get his manpower TPSDI certified/re-certified at his own expense.**

8. Tata Power Company will not be responsible for any loss/damage/accident to vendor's employee during the course of execution of the work.
9. Vendor will be solely responsible for the safety of their employees including the payment of compensation in case of any accident to their employees as well to the general public during the course of work.
10. Tata Power will not be responsible for compensation under workman compensation act for any accident (Fatal or Non-Fatal) and injuries arising out of during the course of contract to the personal of agency.
11. **Once a vendor is shortlisted and if he is a new vendor for any activity or new zone is allotted, he has to carry out parallel operation with the existing vendor for the period of 2 / 3 months to get acquainted with the locations. This will ensure smooth switchover. Tata Power will provide necessary information and support during changeover.**
12. Vendor efficiency during the 2-month parallel operation period will be monitored and it is expected that efficiency will be optimum at the end of 3 months.  
Expected efficiency at the end of each month:
  - a) First Month: 85%
  - b) Second Month: 95%
  - c) Third Month: Around 100%
13. Vendor performance will be evaluated at the end of 2<sup>nd</sup> month. In case vendor fails to achieve 95% efficiency, order for further period will not be given.
14. If vendor performs well in first two months, Tata Power will be ready to reimburse cost of manpower deployed for the parallel operation. Vendor shall quote separately for trial period.
15. Daily operations & monitoring will be done **subzone wise**, monthly Invoice to be generated accordingly.

#### **PERIOD OF CONTRACT AND RATE VALIDITY:**

Prices quoted shall be firm up to **3 years from Date of OLA** and will exclude taxes & duties applicable which shall be indicated separately.

However, order will be placed on Quarterly basis also based on vendor performance for further period. Contract will be awarded for period of 3 years; Company reserves the right to terminate the contract before completion of contract period if the Vendor is not found suitable for the Job.

#### **TERMS OF PAYMENT**

1. The quantities indicated in Schedule of quantities are indicative, Payment will be made on the basis of actual work done
2. Monthly billing Quantity of Meter Reading activity will be calculated by considering only the work done using **SMRD application**, & CMRI data upload in system.
3. Monthly billing Quantity of Bill Dispatch activity will be calculated by considering only the work done using **SMRD application**.
4. Any deviation to point 2 and 3 as per the written communication of Tata Power will be considered for calculating billing quantity.
5. Bills to be submitted monthly within **5** days (5th of next month) in the name of above Company on the basis of actual Quantity executed monthly.
6. The quarterly bill will be subjected to the following deduction before payment
  - a) TDS
  - b) Any other taxes / duties as applicable
  - c) Penalty as per SLA if any.

#### **GENERAL & STATUTORY CONDITIONS**

The Vendor shall follow the provisions of following Acts / Rules.

- a) The Contract Labour (Regulation – Abolition Act), 1970

- b) The Indian Electricity Act, 1910 & Rules
- c) The Employees State Insurance Act, 1948 & Rules
- d) The Motor Vehicle Act 1988
- e) The Workmen's Compensation Act, 1923 & Rules
- f) The Child Labour (Prohibition Regulation) Act, 1986
- g) Any other Act / Rules applicable to Particular Place/ /Activity /Operation

The Vendor shall also be responsible to observance / ensuring these terms & conditions by his sub-Vendors. If appointed post Tata Power approval.

- 1) The Vendor shall supervise his workforce on regular basis to achieve desired deliverable specified in the contract. He is solely responsible for delivery of the results.
- 2) Vendor shall provide two pairs of uniforms every year to his workforce visiting TATA Power Site at the beginning of each year.
- 3) Vendor shall provide Safety shoes confirming to BIS/DGM/DIN specification, in good condition and comfortable for persons while on duty.
- 4) The Vendor shall submit a declaration before 15th of each month giving details of the workmen planned to be employed by him in next month.
- 5) The vendor should provide backup immediately in cases of Planned leaves of their workforce (Meter reader/ bill distribution Boyes, Supervisor)
- 6) The vendor should arranged replacement of their workforce within 2 days, in case leave the job
- 7) Job Rotation to be done for each work force (MR & BD) with in every 3 months
- 8) The Vendor shall ensure minimum wages as per circular are paid to workmen. Arrears & revised wages shall be paid with every revision during the tender rate validity period at no extra cost to us
- 9) The Vendor shall issue a Permanent (PVC/Laminated) Photo Identity card and an Employment cum attendance card to all his workmen.
- 10) Payment shall be made to workmen before 7<sup>th</sup> of each month by The Vendor.
- 11) An authorized person of Company shall witness The Vendor's payment to workmen every month. The Vendor shall inform date and time of payment one day in advance for the same.
- 12) The Vendor shall display his Circular / Notice of payment for his workmen every month on 'The Vendors Notice Board'
- 13) The Vendor shall obtain labour license as per statutory requirements.
- 14) Records shall be maintained and kept updated in Wages cum Muster roll and all other registers as required by statutory authorities. These registers shall be kept in Company's premises in designated area.
- 15) The Vendor shall submit PO Checklist with muster Xerox copy every month after payment of wages.
- 16) PF payment shall be made on or before 15<sup>th</sup> of every month and Xerox copy of PF Challan shall be submitted to Tata Power office before 20<sup>th</sup> of each month through a forwarding letter.
- 17) ESIC Challan shall be made on or before 21<sup>st</sup> of every month and Xerox copy of Challan shall be submitted to Tata Power office before 25<sup>th</sup> of each month through a forwarding letter.

- 18) The Vendor shall make Payment of Bonus, HRA, Bombay Labour Welfare Payment, Leave Wages, and Gratuity as specified by statutory authorities and applicable.
- 19) Xerox copy of Annual returns filed by The Vendor pertaining to the above shall be submitted to Office.
- 20) The Vendor shall make an entry in Office register before and after taking/bringing records after updating.
- 21) The Vendor shall make records available for inspections and audits, both internal and by Labour Commissioner's Office.
- 22) The Vendor shall keep records and comply with all new rules, acts, regulations or amendments to the existing ones whenever they come into effect.
- 23) You shall be fully responsible for the due compliance by you / your sub Vendors with all statutory requirements and with all applicable labour laws including contract labour Abolition & Regulation act, Workmen's Compensation act, PF / ESI act, payment of minimum wages as may be applicable to the Vendor, the sub-Vendors and their employees.
- 24) The Vendor need to have PF registration and ESIC number (wherever required) to obtain the contract
- 25) TATA CODE OF CONDUCT-The Tata Power Company Limited abides by Tata Code of Conduct in all its dealing with their stake holders and if you have any concerns you are requested to bring the same to the notice of our Chief Ethics Counsellor. Email ID: [counsellor@tatapower.com](mailto:counsellor@tatapower.com).
- 26) In case of consumer's complaint regarding behaviour of any of your meter reader /associate, concerned person will be terminated. Based on the severity of the incident termination of contract is also possible.
- 27) In case of Loss of any Tata Power CMRI, FIR to be lodged with Relevant Police station and information to be provided to Tata Power within 3 working days.
- 28) Vendor shall report such incidence to Tata Power immediately submit the DD/Pay order of Rs. 45000 for each CMRI unit lost.
- 29) In case of damage of any Tata Power CMRI due to improper handling/water ingress, vendor must repair/replace that faulty/damaged unit with new unit at his own expense before next billing cycle or pay the compensation as per point 28
- 30) Vendor Need to carry out periodic maintenance of all the Instruments (CMRI / CMRI Chargers/ Communication cables, etc.) provided by Tata Power at its own expense.
- 31) Vendor must provide Mobile devices to all the field staff as per the specifications provided in the document along with 5G GSM Sim with adequate data package. All these mobiles should be used only for operating Tata Power Mobile application, and no other applications (Games / Social networking application and untrustworthy mobile applications etc.) should not be installed in those mobiles. Vendor supervisor must ensure this by conducting periodic audits (Monthly Basis) of these mobile devices and report to be provided to Tata Power.

## **VENDOR SAFETY MANAGEMENT AND SITE SAFETY PLAN**

### **DUTIES & RESPONSIBILITIES OF VENDORS**

The Vendor shall take full responsibility for HEALTH and SAFETY of his employees during all site operations & in methods adopted on site in accordance with expected risks. He shall at his own

expense arrange for the Accident Prevention Tools, first aid boxes, personal protective equipment, safety training, Material, Safety Data Sheets, pre-employment medical test, etc. in his operations & activities as & when required. In case the Vendor fail to provide/arrange the above, the Site in charge of Tata Power Co., shall be entitled to provide the same & recover the cost there off from the Vendor.

### **SUPERVISION & DEPLOYMENT OF COMPETENT PERSONS**

The Vendor shall engage required competent site supervisors with each group of workers for safe and correct workmanship, proper coordination of material and site work as per schedule. The Vendor shall also deploy Safety Officer/ steward for taking care of Safety requirement.

The Vendor shall assign a competent supervisor satisfactory to the Purchaser who shall be in attendance at the site during the progress of all work under the Agreement, except at such times as agreed to by the Purchaser and shall be our authorized representative for all purposes under the Agreement. The Vendor shall promptly replace a supervisor unsatisfactory to the Purchaser but shall not otherwise replace the supervisor during the duration of the work without Purchaser's concurrence and approval.

**The vendor shall ensure the inclusion of female employees in back-office operations wherever feasible, based on job requirements and suitability.**

Vendor should ensure to report daily on safety process like TBT, JSA, PPE, site verification by safety marshal.

**The Vendor shall provide the Police verification certificate for the labour and supervisors employed at Tata Power.**

### **VENDOR SITE MANAGEMENT SUPERVISION**

Vendor management reports to and is accountable to the Tata Power Site supervisors. Each Vendor Management Team shall at all times comply with, and ensure that its employees, agents and sub Vendors comply with, all Site Safety Plan, rules, regulations and safe work practices. Specifically, Vendors / Sub Vendor shall comply with all applicable provisions of the following:

- Tata Power Safety Hand Book & Rules and Procedure.
- Indian Safety regulations & Procedures

## **VENDOR SUPERVISOR & GENERAL STAFF**

Vendors' supervisors and general staff members in charge of job site functions such as field engineering, warehousing, purchasing, cost and scheduling, etc. are responsible for the safe performance of the work of those they supervise. They must set an example for their fellow employees by being familiar with applicable sections of the Site. SHE Program and ensuring that all site activities are performed with SAFETY as the primary objective.

Each Supervisor is responsible and will be held accountable for identifying, analysing and eliminating or controlling all hazards through implementation of an aggressive, pro-active Health, Safety and Environmental Program from project inception through project completion. Each supervisor will proactively participate in the SHE programs by observing, correcting unsafe acts, and recording these observations.

## **EMPLOYEES & WORKFORCE**

Every member of the workforce is expected to report for work Drug/Alcohol Free. Employees / Vendors must make safety a part of their job by following safety rules and regulations and by using all safeguards and safety equipment provided. They must take an active part in the Site SHE Program to ensure their own safety and injury free employment as well as being alert to unsafe practices of their fellow employees.

All employees are expected to report and correct, if possible - any hazardous conditions, practices and behaviours in their work areas to their supervisor. All employees are invited to make suggestions for safety improvements on the job site. Each individual is expected to comply with these requirements.

Employees are responsible for active participation in job safety and health programs, suggestion systems, training activities and the immediate reporting all injuries, any unsafe practices or conditions, incidents observed to their supervisor.

Employment of Skilled Persons:

The Vendor shall maintain appropriate documentation for example, work at Height training and medical certification of workers in line with the requirements of the Purchaser

The Vendor shall maintain the following record of employment of all the above employees:

1. Name of employee
2. Age
3. Address of residence
4. Length of service with the said Vendor
5. Years of experience.
6. Photo ID pass

The Vendor shall always comply with safely working and ensure that their employees & agencies including sub-Vendor if any, working with them comply with all the site safety rules and regulations. Specifically, with applicable provisions of the site safety conditions.

## **PRE – EMPLOYMENT MEDICAL CHECK-UP**

The Vendor shall arrange for medical check-up of all his employees being deployed to Tata Power work sites before employment and shall ensure that he employs no person at the site suffering with any of the following diseases.

- Epilepsy
- Colour blindness
- Noise induced hearing loss
- Deafness

Test for checking above illness, audiometric test, Chest X-ray and Spirometry test shall be conducted for all employees.

Record of such medical check-up shall be maintained and made available by The Vendor for inspection at site.

Such medical check-up shall be done once in a year for all the employees by the Vendor and records submitted to office.

## **SAFETY TRAINING**

The Vendor shall not deploy any person at work place/site without Safety Induction Training. The safety card issued by the Purchaser shall be with the workmen at all the time and same shall be produced on demand at any time.

This Safety Induction Course will require approximately four hours administering. The information provided during the orientation will include, but is not limited to such topics as:

- A. Job rules, personal safety and conduct
- B. Hazards reporting
- C. Reporting of injuries/pre-existing conditions
- D. Emergency procedures
- E. Safety Activities and Program including disciplinary measure and incentives.

### **Objectives**

The goal of the standardized Safety Induction for project employees is:

- 1 To set minimum awareness of standards and requirements for completing work safely.
- 2 To ensure a consistent approach across the entire site.
- 3 To help ensure conformance to project safety policies and procedures.

At the end of each module of training, a brief review of the major topics will be conducted.

## **SAFETY ORIENTATION PROGRAM**

The safety Induction Program is a Tata Power training course and will be given to the Tata Power and Vendor Employees. The course contains all the government and Tata Power Safety requirements to work safely on the Tata Power Project.

Vendors will submit the names of new employees to receive the training; Tata Power will then schedule the training and advise the Vendor of the training time and venue. **Expense for certification/re-certification to be borne by the Vendor himself.**

The Vendor shall nominate a competent and authorized person, in writing to the Purchaser, who shall (a) be fully responsible for safety of the employees (b) ensure safety practices during the execution of the Contract. This person shall be the designated person coordinating, administering and managing the safety effort on behalf of the Vendor. He shall be the focal point of liaison between the Purchaser and the Vendor for all matters related to Safety at the work sites. The Vendor shall also engage required number of supervisors and workers adequately trained to execute the work safely.

The Vendor shall ensure that his concerned supervisor, staff and employees attend the safety meetings conducted at site. He will have to keep himself as well as his workmen informed about the points discussed in the meetings and implement the same at workplace/site to ensure the safe execution of the job. The Vendor shall maintain records of the attendance of personnel at such meetings, records of the agenda of the safety meetings.

The Vendor shall understand the work, analyse the job safety requirement and accordingly shall prepare the job safety plan/procedure on the daily basis. The Vendor shall monitor the plan/procedure on daily basis and adhere /improve the plan/procedure, if required, for safe execution of the work.

A proper register/document containing names and designation of workers shall be maintained by The Vendor for safety trained workmen.

## **DISCLOSURE OF HAZARDS**

The Vendor shall thoroughly assess the work scope, properly understand the hazards and risks associated with the job and carry out risk mitigation measures. The Vendor shall inform his employees about the hidden and visible hazards associated with their jobs. Such information shall be passed in toolbox meetings, class room training, and notice board display or through writing on Work permit

system etc., in a language understood by his employees. The Vendor shall also provide regular training to his employees regarding safe working procedures to be followed at site.

**PERSONAL PROTECTIVE EQUIPMENT (PPE)**

The Vendor shall ensure that the following PPE of Approved standards shall be available at all time and shall be used by his employees with no exception whatsoever.

1	All Field Staff	Electrical resistant shoes.
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• PPE shall be conforming to BIS/DGMS/DIN specifications, in good condition and shall be comfortable to his employees, while on duty.

• The Vendor shall arrange all above PPE well in advance with test certificate and maintain a record of distribution with signature of receivers.

The Vendor shall also arrange for audit of PPE supplied once in three months or as and when required for their worthiness.

**JOB SPECIFIC TERMS AND CONDITIONS**

**ELECTRICAL SAFETY**

The Vendor shall ensure that only trained and experienced person with valid license (Wire man / Electrical supervisor) issued by the statutory agencies shall be employed to work on any electrical installation, high or low-tension electrical lines.

• Before commencing any work at site The Vendor should produce the original Electrical Wireman license and Electrical Supervisor's license issued by the office of Chief Electrical Inspector to his employees. A copy of the same should be submitted to Project in-charge / Electrical-in-charge / HSE in-charge at site.

**MAN-EFFORT**

You shall deploy adequate manpower, in terms of numbers and skills, considered necessary by Tata Power representative for carrying out the work under this Order, as per schedule.

**TRAINING**

You shall provide proper training to all personals employed on the job and report details of the same on the interval specified below.

Sr. No.	Details of Training	Frequency	Report Submission
1	Meter Reading Induction Training to newly joined personals	Before deploying for Meter Reading activity	Within 15 days from date of training
2	Meter Reading and site safety refresher Training to all meter readers	Monthly	Within 15 days from date of training
3	Customer Orientation training	Bi-monthly	Within 15 days from date of training

**SUB-CONTRACTING**

No work shall be sub-contracted without Tata Power's prior written approval. Tata Power has the right to instruct you to change the sub-Vendor or skilled/unskilled workers in case workmanship or speed of work is not satisfactory. A Non-Disclosure Agreement (NDA) must be signed in case of subcontracting between the Vendor and Sub-Vendor and the copy of the same must be submitted to Tata Power before actual deployment of sub-Vendor on field.

Monthly work report, as applicable, shall also be submitted.

**CONFIDENTIALITY OF DATA AND DOCUMENTS**

The Intellectual Property Rights (IPR) of the data collected as well as the deliverables produced for the Tata Power shall belong to and remain with the Tata Power. The Agency appointed for meter Reading activity shall not utilize or publish or disclose or part with, to a third party, any part of the data or statistics or proceedings or information collected for the purpose of this assignment or during the

course of the assignment for the Tata power. The Vendor shall be bound to hand-over the entire set of records of assignment to the Tata Power within a period specified in the contract and before the final payment is released by the Tata Power.

Existing vendor must provide all the site related data to newly appointed vendors so as to ensure smooth changeover.

### **STORAGE**

All heavy materials are to be handled with care to avoid damage during loading / unloading. Any items requiring special storage shall be done entirely at your cost and responsibility. All records of meter reading and billing should be stored in a systematic manner at least for two years.

### **MANAGEMENT OF METER READING INSTRUMENTS**

All the Meter Reading Instruments along with any other supporting equipment provided by Tata Power need to be maintained properly and an inventory report needs to be submitted on quarterly basis to Tata Power process managers.

All the activities related to handing over, Maintenance, Repairs & Returning of Instruments shall be carried out in a format prescribed by Tata Power.

Cost incurred against any damage or repair to instrument due to mishandling by vendor's employee shall be charged to vendor at actual.

### **FRAUDULENT BEHAVIOUR**

Vendor shall ensure that all the employees deployed for meter reading activity shall adhere to the Tata code of conduct and in cases of any fraudulent activity proven against those employees, a person responsible for that fraud shall be terminated from services and same shall be informed to the Tata Power Process manager.

### **SECURITY**

You shall strictly follow security instruction at premises/site and proper control on movement of your men/ materials, entry of your personnel in company premises shall be with valid entry passes only, issued & approved by Company's security. You shall implement, at your cost, the procedures for entry passes, which must be revalidated at the beginning of every month. At the end of the contract period, all the entry passes shall be deposited by you with Company's Administration Dept.

You shall record entry of all incoming materials, at Company's Security Gate, as no materials including those which are returnable, will be permitted to be removed, if not recorded at the time of entry. All materials shall be taken out of Company premises, against valid Gate passes only.

### **TERMINATION**

Tata Power reserves the right to terminate the Order with a month prior notice. Tata Power also reserves the right to terminate the Order at any time during the course of the job, in case the work is found unsatisfactory on any account. No claim, whatsoever, will be entertained by Tata Power in this respect. However, such termination shall not relieve you of your liabilities under this Order.

Further, in case of default on your part, Tata Power reserves the right to complete the job by other means and costs incurred for such completion along with overheads, as applicable, shall be back-charged to you. Tata Power also reserves the right to recover such back-charged amount from amounts payable /to be payable under this Order.

Arbitration: Dispute or differences arising out or relating to this Contract shall be resolved amicably by the parties. Failing such amicable resolution of dispute / differences either party may refer the matter to arbitration of a Sole Arbitrator to be appointed jointly by both the parties. The award of the Arbitrator shall be final, binding and conclusive on the parties. The venue for arbitration shall be Mumbai. The Arbitration proceedings will be governed and regulated by the provisions of Indian Arbitration and Conciliation Act, 1996 and the rules framed there under.

Governing Law: This Agreement is construed and shall be governed in accordance with the Laws of India without giving effect to any principle of conflict of law.

Jurisdiction: The Court at Mumbai shall have exclusive jurisdiction.

## Part A: Meter Reading

### INTRODUCTION

Meter Reading Group (MRG) is one of the important and critical part of the Commercial Department in Distribution Support Management Group of Tata Power.

Major activities associated in MRG are Periodic Meter Reading of all LT and HT consumers, their reading quality check and associated activities for accuracy of meter reading and complaint associated with error in meter reading. We are also doing the Meter reading for energy audit for Direct consumers, which is also one of the important tools for analyses of Commercial and technical losses for the Distribution Company. We have implemented Spot Billing Spot Collection Activity in PMGP Colony Mankhurd Area for existing direct consumers.

Currently we are taking the reading for 7.99 lakhs consumers which includes 5.25 Lakhs Welcome and 2.74 Lakhs Direct consumers, almost 96% consumers are cyclic consumers and reads are taken through SMRD/ SMART Meter /AMR (Android based Application) with direct online connectivity with SAP system and remaining 2 Part consumers are read through CMRI /SMART Meter / AMR. (2part include LT/HT/DSS where 13/19/26/38 slot reading is collected)

**We propose to carry out RQC (Reading Quality Check) activity centrally for all zones with either one vendor or with different vendors.**

**Tata Power reserves the rights to place an order or carryout the RQC activity in-house based on final evaluation process.**

Following table may be referred to understand the density of consumer and quantity.

Sr. No.	Activity	Total Consumer Base- As of March-2026	Consumer Base- As of March-2026 (Monthly Quantity)				
			#Zone -1		#Zone-2		#Zone-3
		#Sub zone==>	West Suburb	Metro	East Suburb	Urban+ City South	North Suburb
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR (Excluding Smart Meter)	4,67,304	92,537	61,463	1,19,831	34,293	1,59,180
2	Meter Reading of 2 Part Consumers with CMRI/AMR (Excluding smart meters)	3,533	658	623	961	804	487
3	Meter Reading of DT Meters with CMRI/AMR	1,198	222	212	282	284	198
4	RQC	8,342	1,323	785	3,269	981	1,984
5	Non communicated Smart Meters	13,050	2,700	1,500	6,400	250	2,200

- **Meter count will be vary, as a part of digitalization initiative, Tata Power is replacing existing meter with smart meters**
  - **Non communicated Smart meters count will be vary as per site network conditions**
- # Bidding to be carried out as per above mentioned zone – (Zone-1, Zone-2 & zone-3 )
- # Daily operations of Meter reading, Bill dispatch & Seal verification to be done on the basis of above-mentioned **subzone wise**.
- # Monthly invoice Quantity to be shared & payment released **sub zone wise**.

## **Contact Details:**

Contact Person : Mr. Kedar Mahajan  
Mobile No. : 9004777534  
E-mail ID : Kedar.mahajan@tatapower.com

## **SCOPE OF WORK**

The Tata Power Company Limited is seeking proposals from Vendors who are interested in taking up zone wise meter reading activities for three years for existing and prospective welcome and direct consumers.

- a) Capturing scheduled meter Reading in SMRD Application (Android based mobile application) installed in Android mobiles provided by vendor and uploading same into the SAP for cyclic consumers.
- b) Tata Power is Providing SMRD application to increase efficiency and have field force tracking and same should be extensively used by Vendors for improvement of performance.
- c) Performing revisits for complaint cases as well as cases with Reading discrepancies cases - manual Read/read using Android based mobile application.
- d) Providing meter data with help of CMRI, in complaint cases as well as cases with Reading discrepancies for cycle as well as 2 Part Consumers including Solar Net meter and Check meter cases.
- e) Providing Meter Readings with help of CMRI for all 2 Part Customers scheduled between 1<sup>st</sup> & 3<sup>rd</sup> day, on 16<sup>th</sup> of every month as well as any other schedule date in a month.
- f) Reading Quality Check (RQC) for all the cases stuck into the SAP logic for releasing the same for further billing purpose on **real time** of scheduled readings.
- g) Entering Read received /uploaded through BDC from Tata Power for CSS, DSS, Feeder Energy audits and Read received through AMI MDM servers etc. (no separate cost will be paid)
- h) While capturing the reading, ensuring the date and time of meter is matching with the date and time of meter reading and communicating the discrepancies to concerned Tata Power Officer.
- i) In case of 3phase meters, ensuring the voltage indication of all the 3 phases is available on meter and the voltages of all 3 phases are within the specified range and communicating the discrepancies.
- j) Recheck reading along with site survey for abnormal case to be done by different zonal reading supervisor/Vendor, as and when requested by TPC officer (Shadow reading).
- k) Recheck reading to be make available within 2 days, deviation if any liable for Penalty as per SLA.
- l) Ensuring the earth leakage lamp of the meter is not glowing and communicating the discrepancies.
- m) Issuing the unsafe intimation letters to the consumers where the reading could not be collected due to the unsafe condition at site, premise lock, & Access restricted
- n) Carry out special visits to the consumer premises for some specific activities like occupancy check, activity check, load check, building demolished & data download etc.
- o) Assigning MRU to new consumers (moved into SAP into DUMMY MRU) in case MRU already exists for that area.
- p) Creation of MRU and assigning that MRU to new consumer if MRU was not available in that area.
- q) Allocation of consumers to Zone.
- r) All the activities related to meter reading which will assist in improving the efficiency and performance.
- s) Spot Billing: Capturing scheduled meter Reading manually and with help of Spot Billing Device (Smart Phones) and Printing the bills on the spot with Bluetooth Thermal Printers.
- t) Spot Collection: Collecting payment based on consumer's choice (CASH /CHEQUE /DEBIT / CREDIT CARD) and issuing system-based Receipt on the spot.
- u) Reporting of theft, misuse by consumer to Vigilance Department.
- v) Reporting Seal damage/broken/no seal and Terminal cover open cases to Tata Power.

w) Reporting extra meter found at site

Our goal is to provide meter readings to various departments for billing, invoicing, Complaints resolution and energy audit purpose.

Above activities are distributed in the six zones namely West Suburb, East Suburb, North Suburb, Metro and Urban + Mumbai City. (All reporting for Urban + Mumbai City to be submitted separately)

## DETAILED SCOPE OF METER READING ACTIVITY

- a) Capturing Scheduled Cyclic meter Reading of Consumer meter /Energy meters with using schedule provided in SMRD mobile application (in case of Failure of Mobile application, readings to be brought manually) and providing plausible reading into the SAP. Vendor must use the web application for meter reading operation- An interface between mobile device and SAP System. Vendor must provide Android Phones with Display size of 5" and above with Minimum 4 GB of RAM (Higher RAM will be preferred) and Processor speed more than 1.2 GHz with battery capacity more than 3200 mAh along with GSM SIM's with 4G/5G Internet connectivity with adequate data required for proper functioning of applications on daily basis. Vendor must pay the monthly bills of these connections.
- Providing Tool Box talk and allocation details in the evening prior to schedule date.
  - Readers need to ensure all the mobile device are in charged condition before initiation of reading.
  - Taking printout of manual reading sheets (in case non availability of Android based mobile application).
  - Visiting all meter locations included in the schedule and capture Meter reading of same in Android based mobile application / Reading sheet.
  - Capturing site remarks for discrepancy cases in SMRD along with meter/site photograph and uploading those remarks from SMRD to SAP.
  - Offline reads received from mobile application to be uploaded by 17:00 Hrs. on same day.
  - In case of manual reads make them available in SAP with proper accuracy.
  - Providing Daily MIS of Read Uploaded in system by end of the day and detail MIS on Efficiency and reason for non-availability of meter reading by next day 12 noon for all consumers in the prescribed formats.
  - Keep record of manual Read data and provide scanned copies of the same as and when required by Meter Reading/ TATA POWER departments.
  - Take printout of manual reading sheets for revisit purpose. Capture photo of meter revisited in cases of auto allocation failed.
  - Uploading manual revisit reads in SAP with proper accuracy.
  - Conducting revisit for RQC stuck cases.
  - Conducting revisit for complaint cases and cases with meter discrepancies for capturing meter photographs.
  - Call to consumer for confirmation on meter code cases like Meter not found, building demolished, premise lock
  - Submit Daily analysis & report for more than 2-time estimation & same consumption for more than 2 months along with reason
  - Occupancy checks to be done quarterly for zero consumption case
- b) Providing readings on scheduled date for 2 Part meters/ Solar Net meters/Check meters and DT Meters.
- Visit all meter locations included in the schedule and capture Meter reading of same in CMRI Units provided by TATA POWER/ on manual Meter reading sheet.
  - Download the CMRI Data in the Local PC and convert the same into single ASCII file with the tool provided by TATA POWER and Uploading the Reads in the SAP.
  - In case of manual reads, same must be entered into the SAP with proper accuracy.
  - Provide Daily MIS of Read Uploaded in system by end of the day and detail MIS on Efficiency and reason for non-availability of read by next day 12 noon for all consumers in the prescribed formats.
  - Keep record of manual Read data and provide scanned copies of the same as and when required by Meter Reading/ TATA POWER departments.
  - Conducting revisit for complaint cases and collecting CMRI data for the same.
- c) Reading Quality Check (RQC) for all the readings entered in the SAP.
- RQC shall be done for all the reading entered in the SAP in real time. This include analysing & confirming the reads using meter photographs available in SMRD and making the meter Reading status as billable/Plausible for all the cases stuck as implausible in SAP.

- Meter images of history readings for minimum 3 months to be captured for onsite SMRD validation
  - Provide daily report for cases released for billing through RQC process and creating meter reading orders in cases wherever recheck reads has been called.
  - Provide system generated RQC reports.
  - Tracking of revisit cases of RQC and communication as well as follow up of same with Vendor's Meter Reading group for timely resolutions.
  - Estimating reading of Meter discrepancy cases, Abnormal reading cases and generating notification of those discrepancies.
  - Sharing details to Tata Power back-office team for creating notification of reading error cases (Bill Reversal).
  - Tracking of all the notifications raised and ensuring meter discrepancies/meter data analysis calls are resolved.
- d) Activity Report:
- A monthly activity Report along with issues and highlight to be separately submitted to the Meter Reading Group, Tata Power.
- e) Date and Time Mismatch:
- All the date and time mismatch cases need to be submitted to concern Tata Power officers.
- f) Voltage missing cases:
- Any voltage missing or under recording of voltage results in improper meter recording and impacts the revenue of the company. All such cases must be submitted to concern Tata Power officers.
- g) Earth leakage:
- All earth leakage cases must be submitted to concern Tata Power officers.
- h) Unsafe intimation letters:
- Unsafe intimation letter must be issued to the consumer where the reading could not be collected due to the unsafe condition at site, premise lock for more than 2 months .entry restricted premises All such cases must be submitted to concern Tata Power officers.
- i) Special Visits:
- Readers have to carry out visits to consumer premises for some special drives of Company.
- j) MRU Allocation:
- Conducting Site Visit and allocating the MRU to New moved in Consumer. Creation of MRU in case MRU didn't exist for that area.
- k) Allocation of consumers to Zone:
- Allocation of consumers to new zone as per the change in the Zonal structure made by Tata Power in the Mumbai operational area.
- l) Spot Billing: The Tata Power Company Limited is seeking proposals from Vendors who are interested in Taking up Spot Billing and Spot Collection Activity currently in PMGP Colony Mankhurd Area for existing and prospective welcome and direct consumers. Also in future more areas would be added for Spot Billing and Spot Collection in Mumbai License Area.
- a) Allocation of Input Files to Meter Reading Devices (Android Smart Phones) through web-based service one day prior to schedule date shall be done and communicated to Tata Power on allocation day.
- b) Capturing scheduled meter Reading manually and with help of Spot Billing Device (Smart phones) and Printing the bills on the spot with Bluetooth Thermal Printers.
- m) Spot Collection:

- Once spot bill is delivered to the consumer if consumer wants to make the spot payment, meter reader shall collect payment based on consumer's choice (CASH /CHEQUE /DEBIT / CREDIT CARD).
- Receipt (system based) to be issued on the spot.
- All the cash/chq collection with Tata Power prescribed format to be submitted to nearest CRC latest by 5:00 PM or funds to be transferred through RTGS latest by next working day at 10.00 AM.
- Vendor shall submit reconciliation statement for payment collected on the same day to Tata Power.
- Once consumer makes the payment, it is vendor's responsibility to deposit the same with Tata Power.
- Any loss of payment in transit shall be made good by vendor.
- In case of Loss of Meter Reading Smartphone device, same shall be informed to Tata power for releasing new license for new device
- No other mobile applications (bloat ware/ social networking apps) shall be installed on the Meter Reading instruments.
- Vendor shall submit the copy of cash in transit & fidelity insurance to Tata Power.

Agency must arrange their own Android Smart Phone devices and Bluetooth Printer with following Specifications given below.

**Smart Phones:**

Android Phones with Display size of 5" and above with Minimum 4 GB of RAM (Higher RAM will be preferred) and Processor speed more than 1.2 GHz with battery capacity more than 3200 mAh.

**Bluetooth thermal Printers:**

Vendor need to procure Bluetooth thermal printer compatible with Spot Billing Application, with 3" paper size and battery standby of printing 75 Running Meter of paper

Vendor must arrange **Power bank** to ensure that Android Smart Phones performance whole day duty.

In both the cases vendor must arrange GSM SIM's with 4G/5G Internet connectivity with adequate data required for proper functioning of applications on daily basis. Vendor must pay the monthly bills of these connections.

**KEY SERVICE REQUIREMENTS OF CONTRACT**

- The Vendor will take utmost care and properly check all meter reading/Data with utmost care to avoid customer complaints / dissatisfaction.
- Vendor shall indicate their plan for setting up their operational offices in various zones to tackle large number of consumers with ease of operations. Office space must be minimum 700 Sq. feet and should have arrangement of clean drinking water, sitting arrangement for all the staff and arrangement of sanitation.
- Proper infrastructure of the agency with at least 2 Telephone lines, printer, Scanner & at least 4 computers which has DB9 com port for CMRI communication and licensed Operating System, licensed Antivirus software installed in it and basic stationary items such as papers, files etc.
- Vendor shall ensure High Speed internet connection is available in office premises in order seamless connection between Tata Power SAP, SMRD etc.
- Required trained and skilled supervisor (Graduates) and dedicated skilled workforce to carry out the Meter Reading and reporting activities.
- No Meter Reader must be involved in any other activity apart from meter reading. In case of Meter Reader found indulge with other activity, then TATA Power has a right to remove the Vendor and impose heavy penalty. At the same time Work to be allotted to other Vendor.
- All meter readings shall be carried out in a day time and updated in SAP prior to 18:00 Hrs. every day.

- Vendor shall identify and submit the zone wise manpower details. Any deviation to the above shall be done with prior approval of Tata Power order Manager.
- Manpower with Technical background shall be used for meter reading of Energy audit meters /HT meters and DSS meters (ITI / Diploma holder).
- Required manpower to be provided on daily basis by vendor to maintain productive work.
- Every individual supervisor/Meter Reader of agency should have a valid ID card and have to wear uniform whenever visiting to customer premises.
- Safety measures to be followed by each person while carrying out site inspection.
- MRU/Meter reader wise case allocation details & Tool Box Talk sheet need to be submitted 1 day prior to meter reading activity.
- Each zone must have a minimum of two bikers deployed to ensure smooth and timely execution of meter reading and bill delivery.
- Daily report of field visit to be submitted to the Tata Power Officer
- All Discrepancy cases shall be checked and certified by vendor supervisors before reporting to Tata power.
- Meter Reading activity to be done in a manner strictly decided by Tata Power.
- **Before inducting a new employee for the above jobs, employee will be subjected to the functional training by vendor & an assessment by Tata Power Officer. An employee will be put on job only after certification from Tata Power.**
- **Tata Power reserve right to check employee's soft skills, Communication skills, Functional skills periodically. In case of any adverse finding, vendor shall take appropriate action as directed by Tata Power.**
- **For RQC activity of all LT2P consumers shall be carried out under supervision of person with Diploma / Degree in Electrical Engineering and having adequate knowledge of Tariff registers.**
- **RQC activity shall be carried out by skilled workforce (Graduates) on daily basis. An employee shall be put on job only after certification from Tata Power**
- **Tata Power reserves right to allot RQC activity to either one vendor or separate vendors who is/are not carrying out meter reading in that zone.**

#### **Precautions**

1. **Utmost care shall be taken for maintaining High accuracy during Meter Reading.**
2. **The vendor shall ensure adequate workforce deployment so that no cases remain pending on or beyond the scheduled date, except in cases of discrepancies.**

#### **PROPOSED SLA AND PENALTY**

Proposed SLA and Penalty to be levied against the same is attached as Annexure- 'A1, A2 and A3'.

**SERVICE LEVEL AGREEMENT FOR VENDORS PROVIDING TEAMS FOR METERING ACTIVITIES**

1.0	CUSTOMER:	The Tata Power Company Ltd
2.0	SERVICE PROVIDER:	
3.0	MAIN OBJECTIVES:	Meter Reading activities

## 1.0 SCOPE OF SERVICES:

SR.	KEY SERVICE REQUIREMENTS	SERVICE LEVEL PARAMETERS	COMMENTS	Penalty/Default
1	Meter Reading on Schedule Date	Maximum Daily Variation of 1% is allowed	All meters shall be read on schedule date.  Schedule Reads Shall be made billable/plausible in 2 day including the schedule date	Penalty beyond 2 Day Rs. 50/- per case (for 1Part consumers/1P DT meters/ 1P solar check meters) Penalty beyond 5 Day Rs. 100/- per case (for 1Part consumers/1P DT meters/1P solar check meters)  Penalty beyond 2 Day Rs. 100/- per case (for LT2P C&I consumers/2P Solar check meters) Penalty beyond 5 Day Rs. 200/- per case (for LT2P C&I consumers/2P Solar check meters)
2	Meter Reading of Portion HT01 and LT01 consumer within 1st to 3 <sup>rd</sup> of month	100%	Readings to be captured between 1st to 3rd of every Month (3 Days) and shall be made billable/plausible till 3 <sup>rd</sup> end of the day.	Penalty beyond 3rd Rs. 100/- per case (1Part consumers) Penalty beyond 3rd Rs. 300/- per case (for LT2P C&I consumers/DT meters/Solar check meters)
3	Penalty against fraudulent Activity/Negligence /Misbehavior from Vendor's employee	NIL fraudulent activities	Vendor to ensure no fraudulent activity / misbehavior by employee.	In cases of fraudulent activity found by Tata Power, the concerned meter reader/person will have to be terminated. Penalty for fraudulent activity= Rs. 5000/- per case/month and lead to termination of the contract based on severity of the incidents. Tata Power officer will be authorized to finalize the penalty.
4	Providing MIS on daily basis for:	Daily / Monthly as defined	All the MIS to be shared in pre-defined format.	Rs 50/ default MIS.

	1) Daily allocation through SMRD 2) Daily Toolbox Talk 3) Daily RQC report for cases released for billing through RQC. 4) Monthly Health Report of CMRI on 5 <sup>th</sup> of every month		Allocation and Tool Box talk to be submitted in evening prior to schedule date after allocation is done through SMRD.  MIS for Reading collected through RQC, Report to be shared in the evening after completion of reading activity.	
5	Availability of required Tools, PPE in good condition. No work will be carried out without PPE. All Meters readers should be in uniform and wearing ID card during Site activity	Daily	All the readers /supervisors to wear Safety Shoes and carry Tester on daily basis	Rs. 1000 for each default observed by any Tata Power Employee at site Visit.
6	AMC for CMRI Issued by Tata Power	Quarterly	All the CMRI issued by Tata Power Company limited must be used carefully and their periodic maintenance must be carried out on quarterly basis. Maintenance cost to be borne by Vendor.	Penalty of Rs. 45000 + GST for each CMRI unit lost/damaged.
7	MRU Allocation to New moved-in Consumers within 3 working days from the date of moved-in to the system.	100%	Site Visit to be conducted before assigning MRU.	Penalty of Rs. 50 per case per day till allocation of MRU.
8	Creation of New MRU and assigning correct portion	100%	Site Visit to be conducted before creating the MRU.	Penalty of Rs. 500 per wrong allocation
9	The Vendor shall ensure that suitable replacements for Meter Readers, Quality Supervisors, and Safety Supervisors are deployed within two (2) working days from the date of resignation, separation, or unavailability of the existing personnel, so as to maintain uninterrupted operations and service delivery.	100%	<b>Replacement personnel for Meter Readers, Quality Supervisors, and Safety Supervisors shall be provided within two (2) working days of any resignation or vacancy to ensure continuity of operations.</b>	Penalty of 10,000 per instance

5.0	VALIDITY:	3 Years from OLA Date
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6.0 AGREEMENT SIGNED ON BEHALF OF:

NAME OF COMPANY:	THE TATA POWER COMPANY LTD.	SERVICE PROVIDER
SIGNATURE:		
NAME:		
DESIGNATION:		



**SERVICE LEVEL AGREEMENT FOR VENDORS PROVIDING TEAMS FOR READING QUALITY CHECK ACTIVITIES**

1.0	CUSTOMER:	The Tata Power Company Ltd
2.0	SERVICE PROVIDER:	
3.0	MAIN OBJECTIVES:	Reading Quality Check

## 6.0 Scope of Work

SR.	KEY SERVICE REQUIREMENTS	SERVICE LEVEL PARAMETERS	COMMENTS	Penalty/Default
1	Reading Quality Check (RQC)	100%	1. RQC for all the cases shall be carried out on the same day of Receipt of Meter readings 2. Vendor Shall ensure that meter reading bought by reader is accurate	1. Penalty for delay beyond 2 days: Rs. 100/- per case. 2. Penalty of Rs. 100/- per case for wrong reading correction.

5.0	VALIDITY:	3 Years from OLA Date
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## 6.0 AGREEMENT SIGNED ON BEHALF OF:

NAME OF COMPANY:	THE TATA POWER COMPANY LTD.	SERVICE PROVIDER
SIGNATURE:		
NAME:		
DESIGNATION:		

**SERVICE LEVEL AGREEMENT FOR VENDORS PROVIDING TEAMS FOR SPOT BILLING AND SPOT COLLECTION ACTIVITIES**

1.0	CUSTOMER:	The Tata Power Company Ltd
2.0	SERVICE PROVIDER:	
3.0	MAIN OBJECTIVES:	Spot Billing and Spot collection

## 4.0 Scope of Work:

SR.	KEY SERVICE REQUIREMENTS	SERVICE LEVEL PARAMETERS	COMMENTS	Penalty/Default
1	Availability of required Tools, PPE in good condition. No work will be carried without PPE All Meters readers should be in uniform and wearing ID card during Site activity	100%	All the readers /supervisors to wear Safety Shoes and carry Tester on daily basis	Rs. 1000 for each default observed by any Tata Power Employee at site Visit.
2	Spot billing within 2 days including schedule date	100%	All meters shall be read, and bill are delivered on same day within 2 days including schedule date	Penalty beyond 2 Day Rs. 100/- per case Penalty beyond 5 Day Rs. 200/- per case
3	Accurate meter Reading	100%	Vendor shall ensure that Meter reading brought by Meter reader is accurate	Penalty of Rs 100/- per wrong Meter Reading
4	POD for Handed over Spot Bills & submission of same by Next day with MIS.	100%	Meter Readers must get name & signature of consumers during handing over of Spot Bill in Prescribed format	Rs. 50 per case for non-handing over of bill
5	Spot collection-collected amount should be deposited in nearest CRC by 5 pm on same day or funds to be transferred through RTGS latest by next working by 10 am.	100%	Vendor shall ensure that all the collected cash should be deposited to the nearest CRC by 5 pm of that same day or by 10 am next working day. Exceptional cases e.g. Accident /Natural calamity, etc. shall be validated by Tata Power Company Ltd. for decision.	2% penalty of the total cash/chq collected of that particular day.
6	Submission of Daily / Monthly MIS	100%	MIS in the Tata Power Prescribed format shall be submitted as per the schedule	Rs. 50 per incident of failure
7	Penalty against consumer's complaint regarding behavior of associate	NIL complaints	Vendor to ensure decent behavior of associate with Consumer.	In bad behavior incident the concerned person will have to be terminated from the job.
8	The Vendor shall ensure that suitable replacements for Meter Readers, Quality Supervisors, and Safety Supervisors are deployed within two (2) working	100%	<b>Replacement personnel for Meter Readers, Quality Supervisors, and Safety Supervisors shall be provided within two (2)</b>	Penalty of 10,000 per instance

	days from the date of resignation, separation, or unavailability of the existing personnel, so as to maintain uninterrupted operations and service delivery.		<b>working days of any resignation or vacancy to ensure continuity of operations.</b>	
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5.0	VALIDITY:	3 Years from OLA Date
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6.0 AGREEMENT SIGNED ON BEHALF OF:

NAME OF COMPANY:	THE TATA POWER COMPANY LTD.	SERVICE PROVIDER
SIGNATURE:		
NAME:		
DESIGNATION:		

## Part B: Bill / Document Dispatch

### INTRODUCTION

Bill dispatch is one of the important and critical part of the Commercial Department in Distribution Support Management Group of Tata Power.

Major scope under this activity is delivery of documents such as Power Supply Bills, Disconnection notices, Security deposit invoices & their reminder letters and other consumer related documents to our customers spread across six zones in Mumbai.

#### Zone -1

##### Sub Zone:

Metro Zone – Andheri (E/W) & Jogeshwari (E/W) ,Varsova

West Suburb – Goregaon (E/W), Malad (E/W), Kandivali (E/W)

#### Zone-2

##### Sub Zone:

Urban Zone – Bandra (E/W), Khar (E/W), Vile Parle (E/W), Santacruz (E/W)

East Suburb – Dadar (E/W), Sion (E/W), Wadala, Chunabhatti (E/W), Chembur (E/W), Ghatkopar (E/W), Kurla (E/W), Vikhroli (E/W),Powai

Mumbai City Zone – BEST's License area Mahim to Colaba including Wadala/Sewri.

#### Zone -3

##### Sub Zone:

North Suburb – Borivali (E/W), Dahisar (E/W), Mira Road, Mira Bhayendar

Following table may be referred to understand the density the density of consumer and quantity.

Sr. No.	Activity	Total Consumer Base	Consumer Base- As of March-2026 (Monthly Quantity)				
			Zone -1		Zone-2		Zone-3
			West Suburb	Metro	East Suburb	Urban + Mumbai City	North Suburb
1	Bill Dispatch to consumers	3,55,700	60,000	43,200	94,500	48,000	1,10,000
2	Leaflet/Pamphlet/Disconnection Notices/ Security Deposit Letter/Other documents Delivery to consumers along with Bills.	2,84,560	48,000	34,560	75,600	38,400	88,000
3	Disconnection Notice Delivery to consumers	3,120	450	260	900	1,200	310
4	SD Reminder letter Delivery to consumers	48,000	10,000	10,000	10,000	8,000	10,000

- As per digitalisation initiative, E-Bill count will be affected as per Management directive.

#### Contact Details:

Contact Person : Mr. Kedar Mahajan  
Mobile No. :9004777534  
E-mail ID : Kedar.mahajan@tatapower.com

## SCOPE OF WORK

Scope of Work includes but is not limited to following:

### Bill Collection & Delivery:

- Daily collection of bills/Disconnection notice /SD invoices /Leaflets from Print vendor (located in Mumbai area) The timings for collection of these documents shall be informed by the OLA Manager.
- Vendor is responsible to print colour copy of duplicate bills of complaints & queries raised by consumer
- Vendor should visit TATA power Dharavi office to collect letters, bills, Meetings with OLA managers whenever required .
- Deliver the documents to respective addresses as per the schedule. Priority delivery must be arranged for High Value consumers and POD need to be maintained for all LT/HT High value consumers, Complaints and queries raised by consumers.
- POD to be taken manually on prescribed format and/or in android based mobile app (SMRD) which will be installed on bill delivery boy's mobile.
- Return the bills /documents that could not be delivered after attempts because of wrong, incomplete address, etc. within 48hrs from receipt of Bill/Document.
- Also return the documents /bills that were of zone other than the zone as per OLA on same or next day immediately.
- Report the difficulty in delivering the documents/bills at site through Mails, Phones whichever is convenient.
- Submit the MIS, format of which shall be provided by OLA Manager.
- For resolution of BNR complaints, separate manpower is required.
- Provide the Proof of Delivery (POD)/Support document/assistance on best effort basis as and when required by Tata Power in required format.
- Provide POD for VIP consumers, HT consumers, HR letters and Estimate letters after every such dispatch. The List of VIP customers shall be provided by OLA Manager.
- Keep records of POD for minimum 6 months from date of delivery & in case of Disconnection notices POD hard copy to be handed over every month to Tata Power respective department & it should be neatly serially arranged i.e. POD no wise.
- A request is made to incorporate Digital Proof of Delivery (POD) in the SMRD application, which should be captured from the consumer at the time of bill handover.
- In the event of a system error in SMRD, Manual Proof of Delivery (POD) must be obtained from the consumer.
- Ensure 1 Biker to be allocated for each zone to handle bill delivery & BNR complaints
- Submit list of employees (courier personnel) at the time of receipt of Purchase Order and 1<sup>st</sup> of every month. Also, if any team member left his job then same should be intimated to Tata Power immediately.
- Vendor must attempt the delivery of the disconnection notices for 2 times if not delivered in 1st attempt & in case of difficulty in delivering vendor should contact us immediately for further guidance to complete the delivery of the notice.
- Scan copies of PODs needs to be submitted for all the disconnection notice cases to Revenue Recovery team on daily basis
- Vendor must submit Soft copy of POD & daily feedback on delivery status of consignments at staging server of Tata Power on daily basis.
- Consignments that are not delivered needs to be attempted again & then same needs to be submitted back at our office.
- Disconnection notice needs to be delivered to consumer or his family members only and not to the third person or watchman/ society office.
- The disconnection notice sent to consumers is an important and critical document which carries legal implications as per MERC guideline. The business associate has to mandatorily deliver the disconnection notices within SLA and 100% POD has to be maintained with acknowledgement through mobile App / hard copy. As a process the proof of delivery has to be submitted to MERC as and when required.

- Courier boy need to capture correct and complete address wherever discrepancy is observed and same is to be submitted to Tata Power for correcting in system.
- Bills are arranged in particular delivery sequence based on Tata Power's previous experience. However, in case vendor proposes a better sequence it is mandatory for vendor to communicate such sequence to Tata Power so that it could be incorporated in system.
- SMRD application usage must be 100% for bill despatch, Vendor payment will be done as per SMRD entry.
- Daily Tele calling report to be submitted

**BNR Complaint Resolution:**

- Courier Vendor will receive auto mail of BNR complaint with complaint details and attachment of PDF of complaint month bill to according to their zones.
- Courier Vendor should resolve the BNR complaint within 1 day with site visit report and POD on paper or in SMRD App.
- Courier vendors need to upload BNR complaints POD within 2 days.
- The escalations triggered from Tata Power, need to resolve in 1 day with site visit and POD.

**Smart Phones:**

- Android Phones with Display size of 5" and above with Minimum 4 GB of RAM (Higher RAM will be preferred) and Processor speed more than 1.2 GHz with battery capacity more than 3200 mAh.
- Vendor must arrange GSM SIM's with 4G/5G Internet connectivity with adequate data required for proper functioning of applications on daily basis. Vendor must pay the monthly bills of these connections.
- Tata Power will facilitate installation of SMRD app on individual phones and training and guidance related to use of application for dispatch will be given.

**Service Level Agreement:**

- The service shall be provided to meet or exceed the performance as detailed out in the attached annexure.
- The bills should be stamped with delivery agency and date of the delivery on the same.
- 100% POD to be captured in SMRD application for POD required cases which Tagged in system & the list provided by TPC officer
- The POD to be given in the PDF format for uploading in the system.
- Manual BNR POD soft copy submission should done within 2 days from complaint receipt.
- Implementation of SMRD app at site should be done 100%.
- L1 training is mandatory for all bill delivery executives.

**SERVICE LEVEL AGREEMENT FOR BILL/DOCUMENT DELIVERY ACTIVITIES**

1.0	CUSTOMER:	The Tata Power Company Ltd
2.0	SERVICE PROVIDER:	
3.0	MAIN OBJECTIVES:	Bill Delivery activities for _____ Zones
4.0	SCOPE OF SERVICES	

**SERVICE LEVEL AGREEMENTS FOR VENDORS PROVIDING TEAMS FOR BILL DISPATCH ACTIVITIES**

1	CUSTOMER:	The Tata Power Company Ltd
3	MAIN OBJECTIVES:	Billing Dispatch activities for Mumbai Distribution License Area

Sr.	Key Service Requirements	Service level parameters	Comments	Penalty/Default	Remarks
1	Picking up the bills	100%	Daily pickup of bills at the communicated time. Additionally, to pick up bills as and when required within the reasonable time.	Incase vendor defaults for 3 days in a month, Tata Power has the right to terminate the contract	1) Bill printing vendor will intimate to Tata Power personnel as to when the bills are needed to be picked up. 2) For any attachments to the bills/documents to be distributed from time to time, no charges will be payable by Tata Power as it is a part of bill delivery process. 3) Bills of other zones received by mistake/not accepted cases/Short address cases/Permanent closed cases to be returned to Tata Power within 24 Hrs. from bill pickup date.
2	Delivery of documents	100%	Delivery of documents within 02 days. from pick up day –P+ # days. (National Holiday excluded with 100% POD for bills delivered to consumers on monthly basis.	1)if document is undelivered or delivered after SLA, even after providing correct address, an amount of Rs.10/- per such document will be deducted from payment 2)if document is undelivered even after providing correct address, an amount of Rs.50/-	

				per such document will be deducted from payment.	
3	MIS data submission	100%	Submission of daily accurate MIS within 02 days. From pick up day P+ # days. (National Holiday excluded)	if MIS of undelivered or delivered document is received after SLA or incorrect MIS received, an amount of Rs.10/- per such document will be deducted from payment	
4	Providing the POD/Support document/assistance for consumer complaint resolution	100% POD for all HT /LT high value consumer, In house documents, escalations and 10 % of daily delivery of bills.	Submission of BNR POD's within 3 days. from request with signature mandatory unless refused by customer.	1) For non-submission of POD's within SLA, penalty of Rs 10/- per such document will be deducted from payment. 2)Incorrect POD's/Non descriptive /Repeat Cases/POD's not received will be assumed as POD is not available and will be considered as bills not delivered. Penalty of Rs.50/- per case will be applicable. 3) For Genuine BNR complaint charged of Rs 100 per complaint and repeat BNR complaint will be charged of Rs. 1000 per complaint.4) DPC/ DNA will be charged as Rs. 100 per complaint.	The PODs should be neatly arranged customer number-wise/POD number-wise before submitting to Tata Power.
5	POD of VIP consumers to be submitted and BNR complaints for 3 months from receipt of complaint.	100%	Delivery details/ Consignee Stamp/Signature is mandatory for such POD's	Penalty will be applicable @ Rs. 100/- for deviation per case.	Tata Power to update and communicate VIP list to the Vendor.

6	POD of Final Bill, Supplementary Bill, and Disconnection notices; Security Deposit letters; Credit Bills consumers to be submitted to Tata Power.	100%	Delivery details/ Consignee Stamp/Signature is mandatory for such POD's	Penalty will be applicable @ Rs. 100/- for deviation per case.	The PODs should be neatly arranged customer number-wise/POD number-wise before submitting to Tata Power.
7	POD retention clause	100%	Vendors need to retain POD's for a minimum period of 6 months at the vendor end. All the soft copies to be submitted to Tata Power.	For non-Submission of POD's within 3 months. penalty of Rs 50/- per such document will be deducted from payment	
8	Address correction certificate	100%	No return bills delivered earlier for short address will be accepted by Tata Power	For non-delivery of such bill's penalty of Rs 50/- per such document will be deducted from payment	
9	Out calling to consumers	100%	At least, 10 % of daily delivery of consumers bills per MRU to be out called for monitoring the bill delivery status	Non maintenance and non-submission of out calling report will be liable for penalty of Rs. 100/- on MRU basis i.e. 10 % of daily delivery of documents.	
10	Collective delivery permission letters	100%	Collective delivery permission letters to be obtained for societies where entry is restricted.	Not applicable	
11	Discrepancies of Hard Copy v/s Soft Copy	100%	Courier vendors to intimate the same to the printing vendor on the same day.	Not applicable	
12	The Vendor shall ensure that suitable replacements for Meter Readers, Quality Supervisors, and Safety Supervisors are deployed within two (2) working days from the date of resignation, separation, or unavailability of the existing	100%	<b>Replacement personnel for Meter Readers, Quality Supervisors, and Safety Supervisors shall be provided within two (2) working days of any resignation or vacancy to ensure continuity of operations.</b>	Penalty of 10,000 per instance	

personnel, so as to maintain uninterrupted operations and service delivery.				
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**\*Total penalty value in a month will not exceed 10% of the monthly bill amount.**

5.0	VALIDITY:	3 Years from OLA Date
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6.0 AGREEMENT SIGNED ON BEHALF OF:

NAME OF COMPANY:	THE TATA POWER COMPANY LTD.	SERVICE PROVIDER
SIGNATURE:		
NAME:		
DESIGNATION:		

## SLA for Disconnection Notice, Security Deposit Reminder Letters and other Documents.

SR. No	Key Service Scope	Desired Service Parameter	Penalty / Reward	Pre-Requisites / Conditions
1	Daily pick up of documents & Delivery of undelivered documents (RTO) at our Dharavi office	100% compliance	A penalty of Rs. 500/- will be levied for each day whenever the vendor do not come to pick up the documents from our office.	Pre intimation to Vendor for documents to be collected from our office
2	100% of document to be delivered within 5 days to consumer or its family members only, not to the watchman or in society office	100% compliance	A Penalty of Rs. 50/- per case will be levied for each non delivered document or wrongly delivered document. If the address provided by Tata Power company ltd. is correct & proved by Tata power that the consumer is available at the same address.	Proper address needs to be provided to courier company by Tata Power officer. No. of days to calculate penalty will be considered from next day of handing over the assignment, since assignment will be given in late evening.
3	Report to be uploaded on staging server on daily basis containing AWB no & delivery status of all documents issued.	100% compliance	A Penalty of Rs. 50/- per day delay in uploading	
4	Soft copy of report on documents status (delivered/undelivered) between 6th & 7th day of document handed over to vendor along with a report with reason for not delivering the document.	100% Accuracy of Data provided & submission to Tata power officer	Penalty of Rs 10/- per mistake of incorrectness in data & Rs.10/- per case for delay in submission the report to Tata power employee within stipulated period.	No. of days to calculate penalty will be considered from next day of handing over the assignment, since assignment will be given in late evening.
5	Details required on POD i.e. Name of receiver, signature/Stamp where applicable/Contact no & date of delivery. The same details need to be captured in report as well.	100% compliance	Penalty of Rs 20/- per case if details not provided.	
5	Soft copy of report on documents status (delivered/undelivered): On 1st day vendor to provide the AWB number on each cases in soft copy in xls. The detailed delivery status to be provided from within 7 days of document collection of assignment.	100% Accuracy of Data provided & submission to Tata power officer	Rs 10/- shall be deducted per mistake in data & Rs.10/- shall be deducted per case for delay in submission the report to Tata power employee within stipulated period.	No. of days to calculate penalty will be considered from next day of handing over the assignment, since assignment will be given in late evening. Soft copy of the customer address and consumer

SR. No	Key Service Scope	Desired Service Parameter	Penalty / Reward	Pre-Requisites / Conditions
				number will be sent through email for getting the AWB number and delivery status
6	Scan image of POD for each document which is delivered/undelivered, once in a week or on immediate basis as per request for specific cases.	100% Compliance	Penalty of Rs.25 /- per case, if scan copy of POD is not provided to Tata Power employee within stipulated period. Maximum penalty amount of Rs. 15,000/- per month.	User id and login will be given to Vendor for uploading the scan image in our Eroom server if image having big files and not able to send in email.
7	Hard copy of POD to be handed over to Tata Power officer for a particular month by 1st week of next month	100% Compliance	Penalty of Rs.25 /- per case, if hard copy of POD is not provided to Tata Power employee within stipulated period. Maximum penalty amount of Rs. 15,000/- per month.	Hard copy of POD needs to be arranged properly while handing over to Tata Power.
8	Penalty against consumer's complaint regarding behavior of associate or any kind of integrity matter	NIL complaints	In bad behavior /integrity matter/ a penalty of Rs.500 /- per case will be levied and possible Termination the contract with 7 day Notice and/or Any amount claimed by consumer.	Vendor to ensure decent behavior of associate with Consumer & clean on the integrity of their staff.
9	No Forging of consumer's signature or any other details on Proof of Delivery	NIL complaints	Penalty of Rs. 500 /- per case, if Tata Power can catch such cases and proved that the details captured are wrong & consumer's signature is forged.	The Vendor should ensure the right kind of Field staff is engaged for delivery.
10	Grooming and ID card	100% Compliance	The Delivery Exe should be formally dressed and well groomed. He should have a valid ID card / Authority Letter.	The Vendor should ensure the right kind of Field staff is engaged for delivery.

VALIDITY:

3 Years from OLA Date

AGREEMENT SIGNED ON BEHALF OF:

NAME OF COMPANY:	THE TATA POWER COMPANY LTD.	SERVICE PROVIDER
SIGNATURE:		
NAME:		
DESIGNATION:		

## Part D: Meter Seal Verification

- 1 Statement of Work** - Meter Seal Verification as per schedule provided on sample basis
- 2 Job Location** – Mumbai Licensed area (MO-Mumbai Operations) of Tata Power Company Ltd.
- 3 Scope of Work:**
  - A. Meter seal verification activity is to be clubbed with meter reading activity as mentioned in scope for reading activity, So same meter readers will carry out this activity.
  - B. List of Meter numbers for seals verification will be shared by MMG dept on monthly basis before meter reading schedule (Mostly before 4<sup>th</sup> of month)
  - C. Vendor shall plan all these meters for seal verification with meter reading schedule for respective area & revert MMG office with date wise schedule as per MRU assigned.
  - D. Vendor shall record Meter terminal cover seal number allocated to given meter serial numbers at site & capture its photo which is clearly visible with Meter Serial no. & Seal serial no.
  - E. Vendor shall share updated excel file with all seal details found on site after completion of list before 29<sup>th</sup> of current month.
  - F. Site photos of meters/seals to be saved or renamed as per meter serial no. & share in zip format for records along with updated excel file.

Details of zone wise approximate quantity of meter seal verification is as follows:

### Zone -1

#### Sub Zone:

Metro Zone – Andheri (E/W) & Jogeshwari (E/W) ,Varsova

West Suburb – Goregaon (E/W), Malad (E/W), Kandivali (E/W)

### Zone-2

#### Sub Zone:

Urban Zone – Bandra (E/W), Khar (E/W), Vile Parle (E/W), Santacruz (E/W)

East Suburb – Dadar (E/W), Sion (E/W), Wadala, Chunabhatti (E/W), Chembur (E/W), Ghatkopar (E/W), Kurla (E/W), Vikhroli (E/W),Powai

Mumbai City Zone – BEST's License area Mahim to Colaba including Wadala/Sewri.

### Zone -3

#### Sub Zone:

North Suburb – Borivali (E/W), Dahisar (E/W), Mira Road, Mira Bhayendar

#### Subzone

East	Metro	North	West	City South	Urban	Grand Total
1200	1200	1200	1200	600	600	6000

### **4 Contact Details:**

- a. Contact Person : Mr Rahul Randive
- b. Mobile No. : 7208408611
- c. E-mail ID : rahul.ranadive@tatapower.com

**5 Required Qualifications & Requirements:**

- a. Contractor shall deploy technicians holding valid TPSDI certificate.
- b. Criteria remained same as required for **Meter readers**
- c. Contractor will train the technicians for safety & First Aid.

**6 Performance Evaluation:**

- a. Tata Power Company Ltd. may depute their representative at site from time to time to check the quality of work being carried out by the contractor. If the quality is not up to Tata Power Company Ltd. Standard, contractor may have to redo the work at no extra cost.
- b. Penalty will be levied from contractor against violation of safety requirements as per CSM.

**7 Contingency Plan:**

- a. If any employee is on leave, a suitable replacement (duly trained technician only) will be made available by Contractor for this service.

**8 SAFETY:**

- a. All applicable Safety precautions will be observed by Contractor's technicians during site activities as per CSM (contractor safety management) policy of Tata Power.
- b. Safety of contractor working personnel will be solely and absolutely in the contractor's scope.
- c. Further, during activity, if the contractor person happens to visit Tata Power establishments i.e., Tata Power offices, receiving stations, DSS, TSS, other Tata Power establishments, that maintaining security guidelines and procedure as per Tata Power shall be in contractor's responsibility.
- d. Maintaining safety of consumer equipment i.e., meter, meter cabin, etc is entirely in contractor's scope.
- e. Contractor Technicians shall observe all applicable safety rules & practices for working on live LT electrical equipment.
- f. All safety PPEs mentioned below shall be issued by Contractor to his technicians and the same shall compulsorily be used by them while executing jobs
  - 1. Safety Hand Gloves (With ISI mark)
  - 2. Safety shoes
  - 3. Helmet
  - 4. Plain safety glasses.
- g. Tata Power will have the full right to remove such workmen & staff, who do not follow safety rule or avoid wearing safety apparels.
- h. "Medical fitness certificate" of deployed technician shall be submitted during joining.
- i. "Police verification certificate" of deployed technician shall be submitted during joining.
- j. Contractor shall, at all times, be fully responsible for any injury to any person or damage to any property, including third party, attributable to his personnel. Contractor shall arrange to hold Tata Power indemnified against such injury or damage caused by his personnel.

**9 SAFETY Performance Measures:**

- a. There shall not be any accident due to non-adherence of safety practices.
- b. Number of noncompliance of wearing safety PPE should be nil.
- c. Any employee found to be violating safety practices shall be terminated from employment.
- d. If the contractor rating falls below expected level due to non-adherence of safety norms, Contractor will not be eligible for extension of contract.

**10 Behavioural Requirements:**

- a. Punctuality
- b. Trustworthy
- c. Integrity
- d. Customer friendly
- e. Risk awareness
- f. Politeness

**11 Scope of Contractor's Liabilities:**

- a. Any unforeseen accident of contractor's employee while travelling or third-party claim.
- b. Any financial Liabilities arising out of accident to the contractor's employee.
- c. Consequential expenses due to misbehaviour with customer or public.

**12 Payment:**

- a. Bills/Invoice will be submitted on monthly basis. Payment shall be made on the basis of actual number of meter seals verified in a month (per meter basis)

**13 Service Level Agreement (SLA):**

- a. The contractor shall comply with following SLA for Meter seal verification.

**SLA ANNEXURE 'C1'**

Activity	Key service requirement	Penalty	Remarks
Timely completion of assigned cases	All assigned cases should be completed within one billing cycle	A penalty of Rs. 200/- per meter will be charged for every instance of non-completion of target as per SLA terms.	Penalty may be waived if the reason is beyond control of contractor. Same needs to be validated by Tata Power.
Meter seal photograph to be taken for all assigned cases	All photos should be clearly visible with meter serial number & seal no.	Rs 200/- per case for every missing/unclear photo	Penalty may be waived if the reason is beyond control of contractor. Same needs to be validated by Tata Power.
Capturing correct seal number for given meter list & correct reporting through MIS/excel	All details are to be correctly captured on site as well as excel during reporting	Rs 200/- per case for every wrong seal or meter details	Penalty may be waived if the reason is beyond control of contractor. Same needs to be validated by Tata Power
Timely reporting of site verification details in required format	Reporting of assigned cases should be done in same billing cycle	Rs 1000/- per day penalty will be levied if delayed reporting after completion month end.	Penalty may be waived if the reason is beyond control of contractor. Same needs to be validated by Tata Power.

Behavioural conduct of contractor employee.	In case of reporting of misbehaviour from any of the concerned parties like Tata Power customers, Tata Power employee, etc.	Penalty of Rs.5,000/- shall be charged for every instance of non-compliance.	Penalty may be waived if the reason is beyond control of contractor. Same needs to be validated by Tata Power.
The Vendor shall ensure that suitable replacements for Meter Readers, Quality Supervisors, and Safety Supervisors are deployed within two (2) working days from the date of resignation, separation, or unavailability of the existing personnel, so as to maintain uninterrupted operations and service delivery.	100%	<b>Replacement personnel for Meter Readers, Quality Supervisors, and Safety Supervisors shall be provided within two (2) working days of any resignation or vacancy to ensure continuity of operations.</b>	Penalty of 10,000 per instance

**FORMAT FOR CV Annexure –'C2'**

**Format of Curriculum Vitae (CV) for Key Staff Proposed for this assignment**

**Name:**

**Proposed Position:**

**Name of Firm:**

**Profession:**

**Age & Date of Birth:**

**No. of Years with Firm:**

**Membership of Professional Societies:**

**Detailed Tasks Assigned:**

**Key Qualifications:**

**(Give an outline of staff members' experience and training most pertinent to the tasks on assignment. Describe degree of responsibility held by each staff member on relevant previous assignment and give dates and locations. Use up to half a page)**

**Education:**

**(Summarize College/University and other specialised education of each staff member, giving names of schools, dates attended and degrees obtained).**

**Employment Record:**

(Starting with present position, list in reverse order every employment held. List all positions held by the staff members since graduation, giving dated, name of employing organization, title of positions held and location of assignments. For experience in the last ten years, also give types of activities performed and Client references, where appropriate. Use up to three-quarter of a page).

Experience in Utility Business: Position held, Nature of work, Highlights/ Achievements.

**Certification:**

I, the undersigned, certify that, to the best of my knowledge this bio-data correctly describes me, my qualifications and my experience.

Signature of Staff Member

Date:

It is certified that the concerned person is a full time employee of the Firm.  
Signature of authorised Official from the Firm (with name and designation)

**Date: 25 March 2026**

Document Compiled By		Mr. Kedar Mahajan	
Document Verified By	Meter Reading	Mr. Amberish A. Gaekwad	
	Bill Dispatch	Mr. Amberish A. Gaekwad	
	Meter seal verification	Mr. Rahul Randive	
Document Approved By		Mr. Karunakaran B.	

<b>The Tata Power Company Ltd</b>	 <b>TATA</b>	<i>CORRIGENDUM TO OPEN TENDER NOTIFICATION</i>
Tender Reference: <b>4100064415/CC27ADO002</b>	<b>TATA POWER</b>	Document Date: <b>12<sup>th</sup> May 2026</b>

**Rest all details remain same as per the NIT published on 28<sup>th</sup> April 2026 for this tender.**

-----End of Document-----

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