

The Tata Power Company Ltd		OPEN TENDER NOTIFICATION
Tender Reference: 4100064415/CC27ADO002		Document Date: 28 <sup>th</sup> May 2026

The Tata Power Company Limited Invites Tender through E-TENDER Two-Part Bidding Process from interested bidders for the following package: -

**A. Summary of the tendered package:**

Sr. No.	Description	Tender Reference no.	Bid Guarantee Fee / EMD (Rs.)	Tender Fee (Rs.)	Last Date and Time for Bid Submission
For the following package please send mail to Mr. Amey Oak ( <a href="mailto:amey.oak@tatapower.com">amey.oak@tatapower.com</a> ) with copy to Mr. Selva Ganesh ( <a href="mailto:selva.ganesh@tatapower.com">selva.ganesh@tatapower.com</a> ).					
1.	Outline Agreement (OLA) for 3 years for Meter Reading, Bill Dispatch and Seal Verification Services for Tata Power Mumbai Distribution	4100064415/CC27ADO002	Rs. 6,71,000/-	2,000 /-	19 <sup>th</sup> May 2026, 1500, Hrs.

**B. Tender Fee Payment Details**

1. Non-Refundable Tender Fee, as indicated in table above, to be submitted in the form of Direct deposit in the following bank account and submit the receipt along with a covering letter clearly indicating the Tender Reference number –

Beneficiary Name – The Tata Power Co. Ltd.  
Bank Name – HDFC Bank Ltd.  
Branch Name – Fort Branch, Mumbai  
Address – Maneckji Wadia Building, Nanik Motwani Marg, Fort, Mumbai 400023.  
Branch Code – 60  
Bank & Branch Code – 400240015  
Account No – 00600110000763  
Account type – CC  
IFSC Code – HDFC0000060

2. Eligible and Interested Bidders to submit duly signed and stamped letter on Bidder's letterhead indicating

Tender Enquiry number  
Name of authorized person  
Contact number  
e-mail id  
Details of submission of Tender Participation Fee

E-mail with necessary attachment of 1 and 2 above to be send to [amey.oak@tatapower.com](mailto:amey.oak@tatapower.com) with a copy to [selva.ganesh@tatapower.com](mailto:selva.ganesh@tatapower.com) before Last date and time mentioned above

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Interested bidders to submit Tender Participation Fee and Authorization Letter before Last date and time as indicated above. Bids of only those bidders will be accepted who have paid the tender fee and EMD. Link from Tata Power E-Tender system (Ariba) will be shared for further communication and bid submission.

Please note all future correspondence regarding the tender, bid submission, bid submission date extension, Pre-bid query etc. will happen only through Tata Power E-Tender system (Ariba).

No e-mail or verbal correspondence will be responded. All communication will be done strictly with the bidder who have done the above step to participate in the Tender.

Also it may be strictly noted that once date of “Last date and time for Payment of Tender Participation Fee” is lapsed no Bidder will be sent link from Tata Power E-Tender System (Ariba). Without this link vendor will not be able to participate in the tender. Any last moment request to participate in tender will not be entertained.

Any payment of Tender Participation Fee / EMD by Bidder who have not done the pre-requisite will not be refunded.

Also all future corrigendum’s to the said tender will be informed on Tender section on website <https://www.tatapower.com> only.

CONFIDENTIAL

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**OPEN TENDER NOTIFICATION**

**FOR**

**Outline Agreement (OLA) for 3 years for Meter Reading, Bill  
Dispatch and Seal Verification Services for Tata Power  
Mumbai Distribution.**

**The Tata Power Company Limited (Tata Power)  
Smart Center of Procurement Excellence, 2nd Floor,  
Sahar Receiving Station, Near Hotel Leela,  
Sahar Airport Road, Andheri East, Mumbai-400059**

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## 1. Event Information

### 1.1 Scope of work

Open Tenders are invited in E-TENDER bidding process from interested Bidders for entering into an Outline Agreement as defined below:

<b>Reference Number</b>	4100064415/CC27ADO002
<b>Description</b>	Outline Agreement (OLA) for 3 years for Meter Reading, Bill Dispatch and Seal Verification Services for Tata Power Mumbai Distribution.
<b>Type of Tender</b>	Out Line Agreement (Rate Contract)
<b>Estimated Period</b>	Three Years
<b>Tender Fee</b>	Rs. Two Thousand Only (Rs. 2000/-)
<b>Earnest Money Deposit (EMD)</b>	Rs. Six Lakh Seventy One Thousand Only (Rs. 6,71,000/-)
<b>Price Basis</b>	Firm Price Basis
<b>Executive Handling this Tender*</b>	Name: Mr. Amey Oak E-Mail ID: <a href="mailto:amey.oak@tatapower.com">amey.oak@tatapower.com</a>
<b>Reporting Manager*</b>	Name: Mr. N A Deepan Prasad E-Mail ID: <a href="mailto:deepan.prasad@tatapower.com">deepan.prasad@tatapower.com</a>
<b>Technical Query *</b>	Name: Mr. Kedar Mahajan E-Mail ID: <a href="mailto:keddar.mahajan@tatapower.com">keddar.mahajan@tatapower.com</a>

\*You may contact the above personnel from Monday to Friday during office hours only.

### 1.2 Availability of Tender Documents

Tender documents may be downloaded by interested eligible bidders from The Tata Power Company website [www.tatapower.com](http://www.tatapower.com) with effect from 28.04.2026. In the event detailed tender documents are downloaded from The Tata Power Company website or are received through online tendering system ARIBA from The Tata Power Company, the Tender Fee shall be compulsorily submitted online through NEFT/ RTGS. Any such bid submitted without this Fee shall be rejected.

Bidders are requested to visit TPC website [www.tatapower.com](http://www.tatapower.com) regularly for any modification/ clarification to the bid documents.

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### 1.3 Calendar of Events

(a)	Date of availability of tender documents on TPC Website	From 28.04.2026 to 19.05.2026, 15:00 Hrs.
(b)	Date & Time of Pre-Bid Meeting (If any)	Shall be intimated in advance.
(c)	Last Date of receipt of pre-bid queries, if any	04.05.2026 up to 15:00 Hours
(d)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	11.05.2026 up to 17:00 Hours
(e)	Last date and time of receipt of Bids	19.05.2026 up to 15:00 Hrs
(f)	Date & Time of opening of Price of qualified bids	Will be notified to the successful bidders through our website / e-mail.

**Note:-** \* These date and time are as planned and tentative. In case of change the same shall be intimated to Authorized Person of Interested Bidder through E-Tender System.

Please note post submission of Bids relevant communication will be done with Authorized Person of Interested Bidder through E-Tender System

### 1.4 Mandatory documents required along with the Bid.

- 1.4.1 Bid Guarantee Fee (EMD) of requisite value and validity. PLEASE NOTE THAT BID GUARANTEE ONLY IN FORM OF BANK GUARANTEE WILL BE ACCEPTED.
- 1.4.2 Requisite Documents to ascertain fulfilling of Technical and Commercial Pre-Qualification Requirement as detailed in Tender Enquiry.
- 1.4.3 Technical Submission including Drawings, Type Test details, data sheets etc. as detailed in Technical Specification.
- 1.4.4 Required Commercial Submission as detailed in Tender Document
- 1.4.5 Technical and Commercial Clarification and Deviations as per the format attached in the Tender Enquiry
- 1.4.6 Proper authorization letter to sign the tender and participate in Tata Power E-Tender system on the behalf of bidder.
- 1.4.7 **For vendor not registered with Tata Power, duly filled Vendor Registration form with all supporting documents is mandatory to participate in the Tender.**

**Please note that in absence of any of the above documents, the bid submitted by a bidder shall be liable for rejection.**

**Also please note that whenever editable format is shared it is requested that data be filled in relevant cells. No formatting or addition / deletion of rows / columns to be done. Wherever editable Excel submission is requested, the file should be free from references, macros etc.**

### 1.5 Deviation from Tender

Normally, the deviations to tender terms are not admissible and the bids with deviation are liable for rejection. Hence, the bidders are advised to refrain from taking any deviations on this Tender. Still in case of any deviations, all such deviations shall be set out by the Bidders, clause by clause in the Query / Clarification / Deviation (QCD) Format. Deviations must be mandatorily submitted in editable Excel sheet.

Technical or Commercial Deviation should be mentioned in Deviation Format only. Deviation in any other document or Format will not be considered.

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### 1.6 Right of Acceptance/Rejection

- 1.5.1 Bids are liable for rejection in absence of following: -
- 1.5.2 Mandatory Documents as listed in 1.3 above.
- 1.5.3 Price Bid as per the Price Schedule mentioned in Tender Document
- 1.5.4 Receipt of Bid and Response to queries within the due date and time
- Tata Power reserves the right to accept/reject any or all the bids without assigning any reason thereof.

### 1.7 Qualification Criteria

Sr. No	Parameter	Tata Power Requirement	Documents to be submitted by vendor to ascertain meeting of Pre-Qualification Requirement
1	Bidder's Technical Capability to handle jobs detailed in the Tender	The Bidder shall have minimum 3 Years of working experience with Distribution Utility for Meter Reading and Bill Delivery & onsite Meter service-related activity with satisfactory performance.	Bidder to submit list of jobs and major orders executed including Order Copies, Customer Reference Documents, completion certificate
		Bidder should have Performance Certificates for at least two years satisfactory performance from minimum 1 reputed Distribution Utility, having consumer base of more than 1 lakh during last 3 years. OR In case the bidder has a previous association with any of Tata Power Groups for similar services, the performance feedback for that bidder by Tata Power User Group shall only be considered irrespective of performance certificates issued by any third organization.	Bidder shall submit performance certificate document. OR If bidder has a previous association with any of Tata Power Groups then bidder shall submit Purchase Order OR Rate Contract Copy.
2	Financial Capability	The Bidder should have average annual turnover of Rs. 1 Crore (Rs. 1,00,00,000/-) in previous 3 financial years	Copy of audited balance Sheet and P&L account to be submitted in this regard. UDIN No. shall be mandatorily mentioned on the audited documents.
3	Capability to Handle Job financially if awarded	Bidders must have successfully executed, in the previous 3 (three) years from the date of bid submission, similar kind of orders for at least the one of the following values. Bidders shall submit relevant order copies with details of Customer for whom work is done and completion certificates in this regard. i. One Order of order value not less than Rs. 1 Cr. ii. Two Orders of Order Value not Less than Rs. 75 Lakh each	Order copy with details of Customer for whom work is done

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		iii. Three Orders of order value not less than Rs. 60 Lakh each	
4	Office Setup in Mumbai	Bidder should have ready Office setup in Mumbai Operational Area. Office setup includes sitting capacity for all the Supervisors, Backoffice Staff, RQC staff, workstations with PCs, Availability of printer, high speed LAN, space for storing bills received from Tata Power etc.  Also, Office Setup to be made available in Allocated Zone within 15 days of order allocation (if setup is not available in that zone).	Office address details, Ownership proof/Rent/Lease agreement to be provided.  In case If office is not available in the Mumbai OR in respective Zone, Bidder to submit undertaking on their letterhead for office Setup within 30 days of issuance of contract.

### 1.8 Pre-Bid Queries

Pre-Bid Queries if any, must be sent through message in E-Tender System. Pre-Bid Query must be sent only in the Query / Clarification / Deviation (QCD) Format. Technical Pre-Bid Query and Commercial Pre-Bid Queries have to be submitted in Separate Editable Excel File in Prescribed Format. Pre-Bid Queries sent in any other format or send through any other communication channel will not be accepted and answered. Pre-Bid Queries have to be sent in the stipulated timeline as defined in the Tender Document. No Pre-Bid Query will be accepted after the due time and date as specified as "Last Date of receipt of pre-bid queries, if any."

### 1.9 Marketing Integrity

We have a fair and competitive marketplace. The rules for bidders are outlined in the General Condition of Contracts and other parts of Tender Documents. Bidders must agree to these rules prior to participating. In addition to other remedies available, Tata Power reserves the right to exclude a bidder from participating in future markets due to the bidder's violation of any of the rules or obligations contained in the General Condition of Contracts or other part of the Tender Documents. A bidder who violates the marketplace rules or engages in behavior that disrupts the fair execution of the marketplace, may result in restriction of a bidder from further participation in the marketplace for a length of time, depending upon the seriousness of the violation. Examples of violations include, but are not limited to:

- Failure to honor prices submitted to the marketplace.
- Breach of terms as published in TENDER.
- Submit irrelevant documents or frequently cases of missing documents as part of compliance to Qualifying, Technical or Commercial Requirements causing unnecessary delay in Tender Evaluation.

### 1.10 Supplier Confidentiality

All information contained in this tender is confidential and shall not be disclosed, published, or advertised in any manner without written authorization from Tata Power. This includes all bidding information submitted to Tata Power. All tender documents remain the property of Tata Power and all suppliers are required to return these documents to Tata Power upon request. Suppliers who do not honor these confidentiality provisions will be excluded from participating in future bidding events.

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## 2 Evaluation Criteria

- The bids will be evaluated technically on the compliance to tender terms and conditions.
- The bids will be evaluated zone-wise commercially. Bids will be evaluated commercially on overall all-inclusive lowest cost **for a zone** as calculated in Price Bid Format. Tata Power, however, reserves right to split the order line item wise and/or quantity wise among more than one Bidder. Hence all bidders are advised to quote their most competitive rates against each line item.
- Bidder must mandatorily quote against each item in a zone for which bid is being submitted. Failing to do so, Tata Power may reject the bids.

**NOTE:** In case of a new bidder not registered with Tata Power, factory inspection and evaluation shall be carried out to ascertain bidder's manufacturing capability and quality procedures. However, Tata Power reserves the right to carry out factory inspection and evaluation for any bidder prior to technical qualification. In case a bidder is found as Disqualified in the factory evaluation, their bid shall not be evaluated any further and shall be summarily rejected. The decision of Tata Power shall be final and binding on the bidder in this regard.

**Price Variation Clause and Cap: Not Applicable.** The prices shall remain firm during the entire contract period.

## 3. Submission of Bid Documents

### 3.1 Bid Submission

Bidders are requested to submit their offer in line with this Tender document. Bids shall be submitted in 3 (three) parts:

**FIRST PART: "EMD – BANK GUARANTEE"** of Value detailed in 1.1 valid for 180 days from the due date of bid submission in the form of Bank Guarantee favoring 'The Tata Power Company Limited'. The EMD has to be strictly in the format as mentioned in Tender Document, failing which it shall not be accepted by Tata Power and the bid as submitted shall be liable for rejection.

Note: BG of 180 days and further claim period of 180 days is needed. In case the same cannot be issued by your bank then BG valid for 365 days can be provided.

Note: At times bidders have sought Tata Power bank details which is needed by them to make BG. Hence the same is reproduced below. These details are only provided to facilitate making of BG if needed

Tata Power's Bank Details for submitting EMD BG:  
 Bank Name & Address – ICICI Bank, 163 HT Marg,  
 Backbay Reclamation, Churchgate, Mumbai 400 020.  
 A/c no. - 000451000293  
 IFSC Code – ICIC0000393

The hard copy of EMD in a sealed envelope should be sent on address mentioned in Tender document.

**First Part must be submitted in hard copy in Sealed Envelope.**

**SECOND PART: "TECHNICAL / UN-PRICED COMMERCIAL BID"** shall contain the following documents:

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- a) Documentary evidence in support of Technical, Commercial qualifying criteria
- b) Technical literature/GTP/Type test report/Details of Qualified Manpower Available/ Testing Facility available etc. *(complete in all respect as desired and detailed in Technical Specification and Technical Requirement Section)*
- c) Duly filled Technical and Commercial Deviation Sheets, if applicable
- d) Duly filled formats like Authorization affidavit form
- e) *Unpriced Commercial Bid*

**The technical / un-priced commercial bid shall be properly indexed and is to be submitted in Soft Copy through E-Tender system of Tata Power. Hard Copy of Technical Bids need not be submitted.**

**Second Part has to be submitted through E-Tender System Only**

**THIRD PART: "PRICE BID"** shall contain only the price details and strictly in Price Bid format along with explicit break up of basic prices and applicable GST. Basic price should include packaging forwarding, freight, transit insurance and any other cost envisaged by the bidder.

**Third part must be submitted through E-Tender System. Hard Copy of Third Part, "Price Bid" need not be submitted.**

**FOR BIDS INVITED THROUGH E-TENDER SYSTEM (TECHNICAL, UN-PRICED COMMERCIAL BID and PRICE BID):**

In response to advertisement Bidder must provide details of person authorized to Bid on behalf of the Bidder. An e-mail will be generated by E-Tender System and the authorized person can download the Tender Documents from the system.

SECOND and THIRD PART of the Bid must be submitted in E-Tender System.

**Bidders must mandatorily submit SECOND PART and THIRD PART (Technical, Un-priced commercial Bid, and Price Bid) only through E-Tender system of Tata Power. Bids submitted through any other form/ route shall not be admissible.**

**FOR BIDS INVITED IN SEALED ENVELOPE PROCESS (FIRST PART):**

First part of the bid shall be sealed in an envelope which shall be clearly marked as below:

**EMD**

**"Please mention Tender Reference No"**

Please mention our Tender Reference No on the Tender and drop the same in our Tender Box located at The Tata Power Company Limited (Tata Power), Corporate Contracts, Tata Power Sahar Receiving Station, T2 Airport Road, Sahar, Andheri-E, Mumbai 400 059.

The bids and the outer envelope shall be addressed to:

Head - Procurement  
Corporate Contracts, Tata Power Sahar Receiving Station, T2 Airport Road, Sahar, Andheri-E,  
Mumbai 400 059

The envelope shall also bear the Name and Address of the Bidder along with our Tender No. and subject.

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The Bid prepared by the Bidder, and all correspondence and documents relating to the Bid exchanged by the Bidder and Tata Power, shall be written in the English Language. Any printed literature furnished by the Bidder may be written in another Language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

Bids submitted by Email/Telex/Telegram /Fax will be rejected. No request from any Bidder to Tata Power to collect the proposals from Courier/Airlines/Cargo Agents etc. shall be entertained.

**SIGNING OF BID DOCUMENTS:**

The bid must contain the name, residence, and place of business of the person or persons making the bid and must be signed and sealed by the Bidder with his usual signature. The names of all persons signing should also be typed or printed below the signature.

The Bid being submitted must be signed by a person holding a Power of Attorney authorizing him to do so, certified copies of which shall be enclosed.

The Bid submitted on behalf of companies registered with the Indian Companies Act, for the time being in force, shall be signed by persons duly authorized to submit the Bid on behalf of the Company and shall be accompanied by certified true copies of the resolutions, extracts of Articles of Association, special or general Power of Attorney etc. to show clearly the title, authority and designation of persons signing the Bid on behalf of the Company. Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the bid.

A bid by a person who affixes to his signature the word ‘President’, ‘Managing Director’, ‘Secretary’, ‘Agent’ or other designation without disclosing his principal will be rejected.

The Bidder’s name stated on the Proposal shall be the exact legal name of the firm.

**3.2 Contact Information**

**Communication Details: Detailed in 1.1**

**3.3 Bid Prices**

Bidders shall quote for the entire Scope of Supply/ work with a break-up of prices for individual items and Taxes & duties. The bidder shall complete the appropriate Price Schedules included herein, stating the Unit Price for each item & total price with taxes, duties & freight up to destination at various sites of Tata Power. The all-inclusive prices offered shall be inclusive of all costs as well as Duties, Taxes and Levies paid or payable during the execution of the supply work, breakup of price constituents.

The quantity break-up shown else-where other than Price Schedule is tentative. The bidder shall ascertain himself regarding material required for completeness of the entire work. Any items not indicated in the price schedule, but which are required to complete the job as per the Technical Specifications/ Scope of Work/ SLA mentioned in the tender, shall be deemed to be included in prices quoted.

**3.4 Bid Currencies**

Prices shall be quoted in Indian Rupees Only. It also may be noted that the denomination of Purchase Order / Outline Agreement / Rate Contract and associated Payment to Successful Bidder shall also be in Indian Rupees Only. In case Bidder intends to import any equipment, part etc. and supply to Tata

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Power then all liability and costs related to import will rest with the Bidder. All statutory compliances, payments, expenditure etc. related to importing of equipment will be responsibility of the bidder.

### **3.5 Period of Validity of Bids**

Bids shall remain valid for 180 days from the due date of submission of the bid.

Notwithstanding clause above, Tata Power may solicit the Bidder's consent to an extension of the Period of Bid Validity. The request and responses thereto shall be made in writing.

### **3.6 Alternative Bids**

Bidders shall submit Bids, which comply with the Bidding documents. Alternative bids will not be considered. The attention of Bidders is drawn to the provisions regarding the rejection of Bids in the terms and conditions, which are not substantially responsive to the requirements of the bidding documents.

### **3.7 Modifications and Withdrawal of Bids**

The bidder is not allowed to modify or withdraw its bid after the Bid's submission. The EMD submitted along with the bid shall be liable for forfeiture in such event.

### **3.8 Earnest Money Deposit (EMD):**

The bidder shall furnish, as part of its bid, an EMD amounting as specified in the tender. The EMD is required to protect the Tata Power against the risk of bidder's conduct which would warrant forfeiture.

The EMD shall be in following form:

- Bank Guarantee valid for 180 days after due date of submission.

***The EMD shall be forfeited in case of:***

- The bidder withdraws its bid during the period of specified bid validity.
- Or**
- In case of a successful bidder, if the Bidder, within 15 days, does not.
  - accept the purchase order, or.
  - furnish the required Contract Performance Bank Guarantee (CPBG).

**Original Bank Guarantee submitted as EMD shall be returned only after completion of award process for unsuccessful bidders and issue of Contract Performance Bank Guarantee (CPBG) for successful bidder.**

## **4. Bid Opening & Evaluation process**

### **4.1 Process to be confidential.**

Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence Tata Powers processing of Bids or award decisions may result in the rejection of the Bidder's Bid.

### **4.2 Technical Bid Opening**

Bids will be opened at Corporate Office of Tata Power as per our standard Process. The bids shall be opened internally by Tata Power. Technical bid must not contain any cost information whatsoever.

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First the envelope marked “EMD” will be opened. Bids without EMD of required amount/ validity in prescribed format, shall be rejected.

Next, the technical bid of the bidders who have furnished the requisite EMD will be opened in E-Tender system.

#### **4.3 Preliminary Examination of Bids/Responsiveness**

Tata Power will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order. Tata Power may ask for submission of original documents in order to verify the documents submitted in support of qualification criteria.

Prior to the detailed evaluation, Tata Power will determine the substantial responsiveness of each Bid to the Bidding Documents including production capability and acceptable quality of the Goods offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation.

Bid determined as not substantially responsive will be rejected by the Tata Power and/or the Tata Power and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

#### **4.4 Techno Commercial Clarifications**

Bidders need to ensure that the bids submitted by them are complete in all respects. To assist in the examination, evaluation and comparison of Bids, Tata Power may, at its discretion, ask the Bidder for a clarification on its Bid for any deviations with respect to the Tata Power specifications and attempt will be made to bring all bids on a common footing. All responses to requests for clarification shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted owing to any clarifications sought by Tata Power.

#### **4.5 Price Bid Opening**

The EMD of the bidder withdrawing or substantially altering his offer at any stage after the technical bid opening will be forfeited at the sole discretion of Tata Power without any further correspondence in this regard.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected.

#### **4.6 Reverse Auction and Price Matching Option**

Tata Power reserves the right to go for Reverse Auction (RA) for price negotiation and discover the most competitive price on ARIBA portal, Tata Power’s official e-tendering platform. This will be decided after techno-commercial evaluation of the bids. Bidders need to give their acceptance with the offer for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their bids, in case Tata Power decides to go for RA.

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**Only those bidders who are techno-commercially qualified shall be eligible to participate further in RA process. However, the original H1 bidder (whose price bid is the highest post techno-commercial evaluation) shall not be allowed to participate in further RA process provided minimum three techno-commercially qualified bids are available.**

For case where more than one bidder has to be awarded (including Rate Contract / Outline Agreement) Price Matching Option will be exercised. Volume of job allocated to original competitive bidder will be more than bidder who is chosen through Price Matching Option. Tata Power decision regarding work sharing shall be final and no explanation OR clarification shall be given regarding the same.

## **5.0 Award Decision**

Tata Power will award the contract to the successful bidder whose bid has been determined to be the lowest-evaluated responsive bid as per the Evaluation Criterion mentioned at Clause 2.0. The Cost for the said calculation shall be taken as the all-inclusive cost quoted by bidder in Priced Bid Format subject to any corrections required in line with Clause 4.3 above. The decision to place purchase order/Outline Agreement/ Rate Contract solely depends on Tata Power on the cost competitiveness across multiple lots, quality, delivery and bidder's capacity, in addition to other factors that Tata Power may deem relevant.

Tata Power reserves all the rights to award the contract to one or more bidders so as to meet the delivery requirement or nullify the award decision without assigning any reason thereof.

In case any supplier is found unsatisfactory during the delivery process, the award will be cancelled and Tata Power reserves the right to award other suppliers who are found fit.

In case of award, the Purchase Order shall be issued digitally through Ariba Commerce Automation portal. In all such cases, further transaction such as Order Acceptance, SES / GRN preparation, Invoicing etc. shall be conducted in the Ariba Commerce Automation system.

### **5.1 Rate Contract / Outline Agreement**

Rate Contract / Outline Agreement does not guarantee any assured business volume in Rupees or Quantity. Quantities are only indicative and specified for the purpose of readiness as per the request from Purchaser. Supplies shall be only against Firm Purchase Orders placed as per the agreed terms and conditions of Rate Contract / Outline Agreement. Purchaser shall be entitled at its discretion to place firm order for such supplies on "As and When Required Basis" without minimum take-off guarantee.

Rate Contract / Outline Agreement will have list of Items with Unit Rate and applicable Taxes and Duties. There will be a cap on value for which order which can be placed against the Rate Contract / Outline Agreement. Actual quantity ordered for each line item may differ significantly from the tentative quantity indicated in the Tender Document. One / few / all items of Rate Contract / Outline Agreement can be ordered till the Cap Value is reached.

## **6.0 Order of Preference/Contradiction:**

In case of contradiction in any part of various documents in tender, following shall prevail in order of preference:

1. Outline Agreement/Purchase Order (with Commercial conditions)

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2. Special Terms and conditions (if applicable)
3. General Terms and conditions
4. Technical Specifications

In case there is a discrepancy in the BOQ mentioned in tender (to the extent modified through subsequent Corrigendum, if any) and the bid submitted by any bidder, the description as mentioned in the tender (to the extent modified through subsequent Corrigendum, if any) shall prevail.

### **7.0 Ethics**

Tata Power is an ethical organization and as a policy Tata Power lays emphasis on ethical practices across its entire domain. Bidder should ensure that they should abide by all the ethical norms and in no form either directly or indirectly be involved in unethical practice.

Tata Power work practices are governed by the Tata Code of Conduct. Bidder is request to refer Tata Code of Conduct Clause in General Terms and Conditions.

### **8.0 General Condition of Contract and Special Condition of Contracts**

Any condition not mentioned above shall be applicable as per General Terms and Conditions and Special Condition of Contracts attached along with this tender.

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**Annexure – 1 Schedule of Items**

**Price Bid Format - 4100064415/CC27ADO002 - Outline Agreement for 3 years for Meter Reading, Bill Dispatch and Seal Verification Services for Tata Power Mumbai Distribution.**

Meter Reading						
Sr. No	Description	Zone -1				
		Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	10,54,922	7,00,678	17,55,600		-
2	Meter Reading of 2 Part Consumers with CMRI	7,501	7,102	14,603		-
3	6 Register Non Communicated Smart Meters	49,970	33,190	83,160		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	31,648	21,020	52,668		-
5	Visits for Special Drive (Cost same as Recheck Cost)	1,05,492	70,068	1,75,560		-
6	Spot Billing with Mobile & Printer Provided by Vendor (5000 Customers)	-	-	-		-
7	Spot Collection at the time of Spot Billing	-	-	-		-
	Total					
	GST @ 18%					
	Total with GST					
Meter Reading						
Sr. No	Description	Zone -1				
		Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	7,38,445	4,90,475	12,28,920		-
2	Meter Reading of 2 Part Consumers with CMRI	5,251	4,972	10,223		-
3	6 Register Non Communicated Smart Meters	74,955	49,785	1,24,740		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	22,153	14,714	36,867		-
5	Visits for Special Drive (Cost same as Recheck Cost)	73,845	49,047	1,22,892		-

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6	Spot Billing with Mobile & Printer Provided by Vendor	-	-	-		-
7	Spot Collection at the time of Spot Billing	-	-	-		-
	Total					
	GST @ 18%					
	Total with GST					
<b>Meter Reading</b>						
<b>Zone -1</b>						
Sr. No	YEAR 3	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	2,95,378	1,96,190	4,91,568		-
2	Meter Reading of 2 Part Consumers with CMRI	2,100	1,989	4,089		-
3	6 Register Non Communicated Smart Meters	1,12,432	74,678	1,87,110		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	8,861	5,886	14,747		-
5	Visits for Special Drive (Cost same as Recheck Cost)	29,538	19,619	49,157		-
6	Spot Billing with Mobile & Printer Provided by Vendor (5000 Customers)	-	-	-		-
7	Spot Collection at the time of Spot Billing	-	-	-		-
	Total					
	GST @ 18%					
	Total with GST					
<b>Bill Dispatch</b>						
<b>Zone -1</b>						
Sr. no.	DESCRIPTION	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Bill Dispatch to consumers	7,91,050	5,67,178	13,58,228		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	2,37,315	1,70,153	4,07,468		-
3	Disconnection Notice Delivery to consumers	5,900	3,313	9,213		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-	-	-		-

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5	SD Reminder letter Delivery to consumers	1,32,000	1,32,000	2,64,000		-
	Total					
	GST @ 18%					
	Total with GST					

**Bill Dispatch**

**Zone -1**

Sr. no.	YEAR 2	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Bill Dispatch to consumers	8,70,155	6,23,895	14,94,050		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	2,61,046	1,87,169	4,48,215		-
3	Disconnection Notice Delivery to consumers	6,490	3,645	10,135		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-	-	-		-
5	SD Reminder letter Delivery to consumers	1,45,200	1,45,200	2,90,400		-
	Total					
	GST @ 18%					
	Total with GST					

**Bill Dispatch**

**Zone -1**

Sr. no.	YEAR 3	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Bill Dispatch to consumers	9,57,170	6,86,285	16,43,455		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	2,87,151	2,05,885	4,93,036		-
3	Disconnection Notice Delivery to consumers	7,139	4,009	11,148		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-	-	-		-
5	SD Reminder letter Delivery to consumers	1,59,720	1,59,720	3,19,440		-
	Total					
	GST @ 18%					
	Total with GST					

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Seal Verification						
Description		Zone -1				
Sr. No.	YEAR 1	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Seal Verification	2,000	2,000	4,000		
	GST @ 18%					
	Total with GST					

Seal Verification						
Description		Zone -1				
Sr. No.	YEAR 2	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Seal Verification	2,000	2,000	4,000		
	GST @ 18%					
	Total with GST					

Seal Verification						
Description		Zone -1				
Sr. No.	YEAR 3	Sub zone West Suburb	Sub zone Metro	Total Quantity	Rate	Total
1	Seal Verification	1,000	1,000	2,000		
	GST @ 18%					
	Total with GST					

Meter Reading						
Description		Zone -2				
Sr. No	YEAR 1	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	13,66,073	3,90,940	17,57,013		-
2	Meter Reading of 2 Part Consumers with CMRI	10,955	9,166	20,121		-
3	6 Register Non Communicated Smart Meters	64,709	18,518	83,227		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	40,982	11,728	52,710		-
5	Visits for Special Drive (Cost same as Recheck Cost)	1,36,607	39,094	1,75,701		-
6	Spot Billing with Mobile & Printer Provided by Vendor (5000 Customers)	60,000	-	60,000		-

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7	Spot Collection at the time of Spot Billing	24,000	-	24,000		-
	Total					
	GST @ 18%					
	Total with GST					

<b>Meter Reading</b>						
<b>Zone -2</b>						
Sr. No	<b>YEAR 2</b>	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	9,56,251	2,73,658	12,29,909		-
2	Meter Reading of 2 Part Consumers with CMRI	7,669	6,416	14,085		-
3	6 Register Non Communicated Smart Meters	97,063	27,777	1,24,840		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	28,688	8,210	36,898		-
5	Visits for Special Drive (Cost same as Recheck Cost)	95,625	27,366	1,22,991		-
6	Spot Billing with Mobile & Printer Provided by Vendor	60,000	-	60,000		-
7	Spot Collection at the time of Spot Billing	24,000	-	24,000		-
	Total					
	GST @ 18%					
	Total with GST					

<b>Meter Reading</b>						
<b>Zone -2</b>						
Sr. No	<b>YEAR 3</b>	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	3,82,501	1,09,463	4,91,964		-
2	Meter Reading of 2 Part Consumers with CMRI	3,068	2,566	5,634		-
3	6 Register Non Communicated Smart Meters	1,45,595	41,666	1,87,261		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	11,475	3,284	14,759		-

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5	Visits for Special Drive (Cost same as Recheck Cost)	38,250	10,946	49,196		-
6	Spot Billing with Mobile & Printer Provided by Vendor (5000 Customers)	60,000	-	60,000		-
7	Spot Collection at the time of Spot Billing	24,000	-	24,000		-
	Total					
	GST @ 18%					
	Total with GST					

**Bill Dispatch**

Sr. no.	Description	Zone -2				Total
		Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	
	<b>YEAR 1</b>					
1	Bill Dispatch to consumers	12,43,876	6,25,918	18,69,794		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	3,73,163	1,87,775	5,60,938		-
3	Disconnection Notice Delivery to consumers	10,798	13,675	24,473		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-	-	-		-
5	SD Reminder letter Delivery to consumers	1,32,000	1,05,600	2,37,600		-
	Total					
	GST @ 18%					
	Total with GST					

**Bill Dispatch**

Sr. no.	Description	Zone -2				Total
		Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	
	<b>YEAR 2</b>					
1	Bill Dispatch to consumers	13,68,263	6,88,509	20,56,772		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	4,10,479	2,06,553	6,17,032		-
3	Disconnection Notice Delivery to consumers	11,877	15,043	26,920		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-	-	-		-

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5	SD Reminder letter Delivery to consumers	1,45,200	1,16,160	2,61,360		-
	Total					
	GST @ 18%					
	Total with GST					

**Bill Dispatch**

**Zone -2**

Sr. no.	YEAR 3	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	Total
1	Bill Dispatch to consumers	15,05,089	7,57,360	22,62,449		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	4,51,527	2,27,208	6,78,735		-
3	Disconnection Notice Delivery to consumers	13,065	16,547	29,612		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-	-	-		-
5	SD Reminder letter Delivery to consumers	1,59,720	1,27,776	2,87,496		-
	Total					
	GST @ 18%					
	Total with GST					

**Seal Verification**

**Description**

**Zone -2**

Sr. No.	YEAR 1	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	Total
1	Seal Verification	2,000	2,000	4,000		
	GST @ 18%					
	Total with GST					

**Seal Verification**

**Zone -2**

Sr. No.	YEAR 2	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity	Rate	Total
1	Seal Verification	2,000	2,000	4,000		
	GST @ 18%					

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	Total with GST					
<b>Seal Verification</b>						
<b>Zone -2</b>						
Sr. No.	YEAR 3	Subzone East Suburb	Subzone Urban + Mumbai City	Total Quantity		Total
1	Seal Verification	1,000	1,000	2,000		
	GST @ 18%					
	Total with GST					

<b>Meter Reading</b>						
<b>Description</b>						
<b>Zone -3</b>						
Sr. No	YEAR 1	Subzone North Suburb	Rate	Total		
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	18,14,652				-
2	Meter Reading of 2 Part Consumers with CMRI	5,552				-
3	6 Register Non Communicated Smart Meters	85,957				-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	54,440				-
5	Visits for Special Drive (Cost same as Recheck Cost)	1,81,465				-
6	Spot Billing with Mobile & Printer Provided by Vendor (5000 Customers)	-				-
7	Spot Collection at the time of Spot Billing	-				-
	Total					-
	GST @ 18%					-
	Total with GST					-

<b>Meter Reading</b>						
<b>Zone -3</b>						
Sr. No	YEAR 2	Subzone North Suburb	Rate	Total		
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	12,70,256				-
2	Meter Reading of 2 Part Consumers with CMRI	3,886				-
3	6 Register Non Communicated Smart Meters	1,28,936				-

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4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	38,108		-
5	Visits for Special Drive (Cost same as Recheck Cost)	1,27,026		-
6	Spot Billing with Mobile & Printer Provided by Vendor	-		-
7	Spot Collection at the time of Spot Billing	-		-
	Total			-
	GST @ 18%			-
	Total with GST			-

**Meter Reading**

**Zone -3**

Sr. No	YEAR 3	Subzone North Suburb	Rate	Total
1	Meter Reading of Cyclic 1Part Consumers with SMRD/AMR	5,08,103		-
2	Meter Reading of 2 Part Consumers with CMRI	1,555		-
3	6 Register Non Communicated Smart Meters	1,93,404		-
4	Reading quality check for cases stuck with implausible status in SAP (approx. 3% of reading quantity)	15,243		-
5	Visits for Special Drive (Cost same as Recheck Cost)	50,810		-
6	Spot Billing with Mobile & Printer Provided by Vendor (5000 Customers)	-		-
7	Spot Collection at the time of Spot Billing	-		-
	Total			-
	GST @ 18%			-
	Total with GST			-

**Bill Dispatch**

**Zone -3**

Sr. no.	YEAR 1	Description	Subzone North Suburb	Rate	Total
1	Bill Dispatch to consumers		14,50,376		-
2	Leaflet/Pamphlet/Disconnection Notice/SD		4,35,113		-
3	Disconnection Notice Delivery to consumers		4,026		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.		-		-
5	SD Reminder letter Delivery to consumers		1,32,000		-

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	Total			-
	GST @ 18%			-
	Total with GST			-
<b>Bill Dispatch</b>				
<b>Zone -3</b>				
Sr. no.	<b>YEAR 2</b>	Subzone North Suburb	Rate	Total
1	Bill Dispatch to consumers	15,95,414		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	4,78,624		-
3	Disconnection Notice Delivery to consumers	4,429		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-		-
5	SD Reminder letter Delivery to consumers	1,45,200		-
	Total			-
	GST @ 18%			-
	Total with GST			-
<b>Bill Dispatch</b>				
<b>Zone -3</b>				
Sr. no.	<b>YEAR 3</b>	Subzone North Suburb	Rate	Total
1	Bill Dispatch to consumers	17,54,955		-
2	Leaflet/Pamphlet/Disconnection Notice/SD	5,26,487		-
3	Disconnection Notice Delivery to consumers	4,871		-
4	Delivery of Estimates/ rejection letter/ other communication letter to the consumers.	-		-
5	SD Reminder letter Delivery to consumers	1,59,720		-
	Total			-
	GST @ 18%			-
	Total with GST			-
<b>Seal Verification</b>				
<b>Zone -3</b>				
Sr. No.	<b>YEAR 1</b>	Subzone North Suburb	Rate	Total
1	Seal Verification	2,000		-
	GST @ 18%			-
	Total with GST			-
<b>Seal Verification</b>				
<b>Zone -3</b>				

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Sr. No.	YEAR 2	Subzone North Suburb	Rate	Total
1	Seal Verification	2,000		-
	GST @ 18%			-
	Total with GST			-
<b>Seal Verification</b>				
<b>Zone -3</b>				
Sr. No.	YEAR 3	Subzone North Suburb	Rate	Total
1	Seal Verification	1,000		-
	GST @ 18%			-
	Total with GST			-
	<b>Grand Total (Meter Reading + Bill Dispatch + Seal Verification) (Basic)</b>			-
	<b>Grand Total (Meter Reading + Bill Dispatch + Seal Verification) (With Tax)</b>			-

**NOTE:**

- 1) Quantities in the Price bid format are estimated quantities. Billing will be done at actuals
- 2) Please enter values in the Cells highlighted yellow only. Please donot edit any other cells.
- 3) The bidders are advised to quote prices strictly in the above format and for all the line items as mentioned above. Failing to do so, bids are liable for rejection.
- 4) Mentioning “extra/inclusive” in any of the column may lead for rejection of the price bid. Please do not edit any other cell in the sheet.
- 5) Outline Agreement does not guarantee any assured business volume in Rupees or Quantity terms.
- 6) Above quantities are estimated quantities which can be vary depend on digital initiative such as Smart meter replacement & Online bill delivery.

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**ANNEXURE II**  
**Scope of Work**

**METER READING, BILL / DOCUMENT DISPATCH AND METER SEAL**  
**VERIFICATION ACTIVITIES.**

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**TENDER DOCUMENT FOR 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 place 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. In case Tata power/ Vendor need to exit the contract, three months' notice shall be served.
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 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.

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

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.

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 3 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	

**\*Total penalty value in a month will not exceed 10% of the monthly bill amount.**

5.0	VALIDITY:	3 Years from OLA Date
-----	-----------	-----------------------

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 TSPDI 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.
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**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.	

The Tata Power Company Ltd		OPEN TENDER NOTIFICATION
Tender Reference: 4100064415/CC27ADO002		Document Date: 28 <sup>th</sup> May 2026

**ANNEXURE III**

**Schedule of Deviations**

*Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in this schedule and submit the same as a part of the **Technical Bid**.*

*Unless specifically mentioned in this schedule, the tender shall be deemed to confirm the TPC's specifications:*

S. No.	Clause No.	Tender Clause Details	Details of deviation with justifications

*By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.*

**Seal of the Bidder:**

**Signature:**

**Name:**

The Tata Power Company Ltd		OPEN TENDER NOTIFICATION
Tender Reference: 4100064415/CC27ADO002		Document Date: 28 <sup>th</sup> May 2026

## ANNEXURE IV

### Schedule of Commercial Specifications

*(The bidders shall mandatorily fill in this schedule and enclose it with the offer Part I: Technical Bid. In the absence of all these details, the offer may not be acceptable.)*

S. No.	Particulars	Remarks
1.	Prices firm or subject to variation (If variable indicate the price variation clause with the ceiling if applicable)	Firm / Variable
1a.	If variable price variation on clause given	Yes / No
1b.	Ceiling	----- %
1c.	Inclusive of Excise Duty	Yes / No (If Yes, indicate % rate)
1d.	Sales tax applicable at concessional rate	Yes / No (If Yes, indicate % rate)
1e.	Octroi payable extra	Yes / No (If Yes, indicate % rate)
1f.	Inclusive of transit insurance	Yes / No
2.	Delivery	Weeks / months
3.	Guarantee clause acceptable	Yes / No
4.	Terms of payment acceptable	Yes / No
5.	Performance Bank Guarantee acceptable	Yes / No
6.	Liquidated damages clause acceptable	Yes / No
7.	Validity (180 days) (From the date of opening of technical bid)	Yes / No
8.	Inspection during stage of manufacture	Yes / No
9.	Rebate for increased quantity	Yes / No (If Yes, indicate value)
10.	Change in price for reduced quantity	Yes / No (If Yes, indicate value)
11.	Covered under Small Scale and Ancillary Industrial Undertaking Act 1992	Yes / No (If Yes, indicate, SSI Reg'n No.)

<b>The Tata Power Company Ltd</b>		<i>OPEN TENDER NOTIFICATION</i>
<i>Tender Reference:</i> <b>4100064415/CC27ADO002</b>		<i>Document Date: 28<sup>th</sup> May 2026</i>

### ANNEXURE V

#### Checklist of all the documents to be submitted with the Bid

Bidder has to mandatorily fill in the checklist mentioned below:-

S. No.	Documents attached	Yes / No / Not Applicable
1	EMD of required value	
2	Tender Fee as mentioned in this RFQ	
3	Company profile/organ gram	
4	Signed copy of this RFQ as an unconditional acceptance	
5	Duly filled schedule of commercial specifications (Annexure IV)	
6	Sheet of commercial/technical deviation if any (Annexure III)	
7	Balance sheet for the last completed three financial years; mandatorily enclosing Profit & loss account statement	
8	Acknowledgement for Testing facilities if available (duly mentioned on bidder letter head)	
9	List of Machine/tools with updated calibration certificates if applicable	
10	Details of order copy (duly mentioned on bidder letter head)	
11	Order copies as a proof of quantity executed	
12	Details of Type Tests if applicable (duly mentioned on bidder letter head)	
13	All the relevant Type test certificates as per relevant IS/IEC (CPRI/ERDA/other certified agency) if applicable	
14	Project/supply Completion certificates	
15	Performance certificates	
16	Client Testimonial/Performance Certificates	
17	Credit rating/solvency certificate	
18	Undertaking regarding non blacklisting (On company letter head)	
19	List of trained/untrained Manpower	

The Tata Power Company Ltd		OPEN TENDER NOTIFICATION
Tender Reference: 4100064415/CC27ADO002		Document Date: 28 <sup>th</sup> May 2026

## ANNEXURE VI

### Acceptance Form for Participation In Reverse Auction Event

*(To be signed and stamped by the bidder)*

In a bid to make our entire procurement process more fair and transparent, TPC intends to use the reverse auctions through SAP-SRM tool as an integral part of the entire tendering process. All the bidders who are found as technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

**The following terms and conditions are deemed as accepted by the bidder on participation in the bid event:**

1. TPC shall provide the user id and password to the authorized representative of the bidder. *(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).*
2. TPC will make every effort to make the bid process transparent. However, the award decision by TPC would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of TPC, bid process, bid technology, bid documentation and bid details.
4. The bidder is advised to understand the auto bid process to safeguard themselves against any possibility of non-participation in the auction event.
5. In case of bidding through Internet medium, bidders are further advised to ensure availability of the entire infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs, power failure or any other reason shall not be the responsibility of TPC.
6. In case of intranet medium, TPC shall provide the infrastructure to bidders. Further, TPC has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case of an auction event is restarted, the best bid as already available in the system shall become the start price for the new auction.
7. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be outrightly rejected by TPC.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at TPC site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of the auction event shall be considered by TPC.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

**Signature & Seal of the Bidder**

The Tata Power Company Ltd



OPEN TENDER NOTIFICATION

Tender Reference:  
4100064415/CC27ADO002

Document Date: 28<sup>th</sup> May 2026

**Annexure VII**  
**Inspection Test Plan**

**Not Applicable**

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**The Tata Power Company Ltd**



*OPEN TENDER NOTIFICATION*

*Tender Reference:*  
**4100064415/CC27ADO002**

*Document Date: 28<sup>th</sup> May 2026*

**Annexure VIII**  
**General Conditions of Contract**

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The Tata Power Company Limited is hereunder referred to as the "Owner" or "Company". The person, firm or company offering the services, the subject of this order is referred to as "Contractor". The subject of this order is hereinafter referred to as the "Work".

"Sub-Contractor" means any person named in the Contract as a Sub-contractor, sub-vendor, manufacturer or supplier for a part of the Works or any person to whom a part of the Works has been subcontracted and the legal successors in title to such Person, but not any assignee of such Person.

The Contract shall mean the contract as derived from the following:

1. Work Order (with 'Commercial Notes' and Annexures to the Work Order referred thereon)
2. Scope of Work.
3. General Terms & Conditions - Service

The documents including all reference document (s) and Annexures forming the Contract are to be read together as a whole and are to be taken as mutually explanatory, provided however, in the event of any inconsistency or discrepancy between the aforementioned documents, the order of precedence in interpretation of the documents shall be as set out above. For the avoidance of doubt, it is clarified that the terms set forth in the Work Order (with 'Commercial Notes' and Annexures to the Work Order referred thereon) shall take precedence over the terms set out in the Scope of Work, which shall in turn take precedence of the terms set out in the General Terms & Conditions – Service.

### **1. Contractor's obligation:**

- 1.1 Contractor warrants that it is a competent, qualified and experienced contractor, equipped, organised and financed to perform and complete the services in the operating area in an efficient and professional manner and capable of meeting all the requirements of the Contract.
- 1.2 The Contractor has the overall responsibility of executing the contract, conducting Planning, Job Scheduling, Maintenance Planning, Maintenance Job Scheduling, executing the Work and maintenance jobs as per the Scope of work & schedule.
- 1.3 Except to the extent that it may be legally or physically impossible or create a hazard to safety, the Contractor shall comply with the Owner's representative(s) instructions and directions on all matters relating to the Work.
- 1.4 Contractor shall at all times have full responsibility for control of the Equipment and for the direction and supervision of operations being carried out under the Contract.
- 1.5 In the performance of the Work, Contractor shall be and act as an independent Contractor fully responsible and accountable for the proper execution of its responsibilities, obligations and

liabilities under this Contract and for its own acts and the acts of its Sub-Contractors and the Personnel. Owner's supervision, examination or inspection of the (performance of the) Work or omission to carry out the same shall not be construed in any manner whatsoever as relieving Contractor from its responsibilities, obligations or liabilities under this Contract.

- 1.6 Contractor shall submit list of tools & tackles with details of make, year of manufacturing, valid certification to the Project Manager/ User for their approval.

Project Manager may during the execution of project inspect & verify that the tools & tackles are as per the qualification requirements approved by him and will have right to seek replacements in case of any discrepancies. The Contractor shall always comply with such directives.

- 1.7 Contractor shall engage Tata Power Skill Development Institute (TPSDI) certified labour force at the site for execution of the job. Requirement & fees for TPSDI certification shall be as per Company Policy.
- 1.8 Contractor shall take full responsibility for the protection and security of Owner's materials and equipment while such materials and equipment are temporarily stored in Contractor's facility or otherwise in Contractor's custody.
- 1.9 All notices, instructions, information, and other communications given by the Contractor to Owner under the Contract shall be given to the Order Manager/ Owner's representative, except as otherwise provided for in this Contract.
- 1.10 The Contractor shall make its own arrangements for movement of personnel and equipment, within and outside the sites / units / offices at the various locations covered by the Contract.
- 1.11 The Contractor shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government and other statutory authorities and/or public service undertakings that are necessary for the performance of the Contract.
- 1.12 Neither the Contractor nor its personnel shall during the term of this Contract, engage in any business or professional activities in India/abroad which would conflict with the activities assigned to them under this Contract.

### **2. Service Warranties:**

Contractor warrants that all services performed for or on behalf of Owner will be performed in a competent,

workmanlike manner and shall be free from faults and defects. Said warranties shall be in addition to any warranties of additional scope given by Contractor to Owner. None of said warranties and no other implied or express warranties shall be deemed is claimed or excluded unless evidenced by a change notice or revision issued and signed by Owner's authorized representative.

### **3. Compliance of Local Laws:**

Contractor shall be responsible and shall comply with the provision of all the Statutory Acts Applicable. Special attention of the Contractor is drawn towards the compliance of provision of the following statues: (along with the latest amendments/additions, as applicable):

- a) The Child Labour (Prohibition and Regulation) ACT, 1986.
- b) The Contract Labour (Regulation and Abolition) ACT, 1970.
- c) The Employee's Pension Scheme, 1995.
- d) The Employee's Provident Funds and miscellaneous provisions Act, 1952.
- e) The Employees State Insurance Act, 1948.
- f) The Equal Remuneration Act, 1976.
- g) The Industrial Disputes Act, 1947.
- h) The Maternity Benefit Act, 1961.
- i) The Minimum Wages Act, 1948.
- j) The Payment of Bonus Act, 1965
- k) The Payment of Gratuity Act, 1972.
- l) The Payment of Wages Act, 1936.
- m) The Shops & Establishment Act, 1954.
- n) The Workmen's Compensation Act, 1923.
- o) The Employer's Liability Act, 1938.
- p) and any other applicable statutory act

Site Specific requirements shall be as Annexure at I. The compliance to these Site Specific requirements shall not absolve the Contractor of its obligation to comply with the Owner's Contractor Safety Management Policy.

### **4. Owner's Obligation:**

- 4.1 The order manager (As specified in the 'Commercial Notes') shall have the authority to represent Owner on all day-to-day matters relating to the Contract or arising from the Contract. All notices, instructions, orders, certificates, approvals, and all other communications under the Contract shall be given by the order manager, except as otherwise provided for in this Contract. The order manager may appoint the Engineer-In-Charges for different areas for monitoring the work progress, inspections and signing of bills.

- 4.2 Owner shall ensure the availability of site access, all information and/or data to be arranged/ supplied by Owner to the Contractor for execution of the Work . The terms on which the Contractor shall be allowed access to the site shall be specified by the Owner prior to commencement of the execution of the Work and thereafter shall be governed in accordance with such policies as the Owner may provide in writing to the Contractor from time to time.

### **5. Contractor's/ Sub-contractor's employees:**

- 5.1 The Contractor shall engage appropriately qualified persons to provide the services with the prior approval of Owner. Owner may withhold such approval for any reason whatsoever.

- 5.2 The Contractor hereby represents and warrants that:

- i) the personnel are duly qualified, and are, and will remain, sufficiently qualified, careful, skilful, diligent and efficient to provide the services to Owner; and
- ii) the Services will be rendered carefully, skilfully, diligently and efficiently, and to the professional standard reasonably expected by Owner of a contractor qualified and experienced in providing services substantially the same as the Services.

- 5.3 The Contractor must ensure that the Contractor's personnel conduct themselves in a proper manner and comply with the procedures and all policies, regulations and directives of Owner including any occupational, health and safety policies and the relevant prevailing laws and regulations in the Country of operations and specifically in the area where Work is being executed.

- 5.4 Owner may inform the Contractor to immediately remove Contractor's personnel from the relevant premises in the event of misconduct or incompetence on the part of the Personnel. The Contractor shall at all times remain liable for all acts and/or omissions of its Personnel.

- 5.5 It is made clear that no relationship of Owner and employee is created between Owner and the Contractor's resident engineers, employees and no claim for employment of any such personnel shall be tenable or entertained.

### **6. Title of Property:**

- 6.1 Unless otherwise provided in this order or agreed to in writing, property of every description including but not limited to all tooling, tools, equipment and material furnished or made available to Contractor, title to which is

in Owner, and any replacement thereof shall be and remain the property of Owner. Such property other than material shall not be modified without the written consent of Owner. Such property shall be plainly marked or otherwise adequately identified by Contractor as being owned by Owner and shall be safely stored separately and apart from Contractor's property.

6.2 Contractor shall not use such property except for performance of work hereunder or as authorized in writing by Owner. Such property while in Contractor's possession or control shall be listed in writing and kept in good condition, shall be held at Contractor's risk, and shall be kept insured by Contractor, at its expense, in an amount equal to the replacement cost with loss payable to Owner. To the extent such property is not material consumed in the performance of this order, it shall be subject to inspection and removal by Owner and Owner shall have the right of entry for such purposes without any additional liability whatsoever to Contractor. As and when directed by Owner, Contractor shall disclose the location of such property, prepare it for shipment and ship it to Owner in as good condition as originally received by Contractor, reasonable wear and tear excepted.

**7. Work Completion schedule:**

Contractor shall plan and execute the Work in accordance with a detailed schedule mutually agreed upon by the Parties (Owner and Contractor).

**8. Contract Price and Payment:**

8.1 The Contract Price shall be a firm & fixed Contract Value for the Work inclusive of all the taxes, levies & duties and shall remain firm till the validity of this contract.

8.2 Unless Specifically stated elsewhere in the contract, the Contractor is solely liable for payment of , and warrants that it will pay, or ensure the payment of all taxes imposed, assessment made in relation to the Work.

8.3 An amount as stated in the table below shall be retained towards Contractor's safety performance against every RA bill:

Contract Value	Retention Amount (%)
Upto Rs. 10 lakhs	2.5
Above Rs. 10 lakhs and below Rs. 50 lakhs	2
Above 50 lakhs and upto Rs. 10 Crores	1.5
Above Rs. 10 Crores	1

Rev. date: 25 Jul 2017

The above mentioned safety retention shall be over and above any other retentions/ deferred payments as may have been specifically agreed in the Contract.

8.4 For Contract Price Rs. 1 crores or above and Contract Completion Schedule 12 months or more, the above safety retention will be released half yearly against the Safety Performance Score (methodology for evaluation enumerated in the Safety Terms & Conditions attached as Appendix to this General Terms & Condition) which will be evaluated by the Order Manager every month. For all other contracts, the above said safety retention shall be released along with the final settlement only at the end of the contract period.

8.5 The Owner shall have the right to stop any work which in its opinion is not meeting the safety standards/ guidelines of the Owner and good engineering practice. The Contractor shall not be eligible for and shall not be granted any extension in Completion Schedule due to such stoppage of work by the Owner.

8.6 The above retention towards safety shall not absolve the Contractor of its liabilities including statutory liabilities towards safety violations, injury or death (whether by accident or otherwise). An amount between Rs. 5 to 50 lakhs as deemed appropriate by Owner's appointed Committee for incident investigation and/ or as determined by statutory authorities (whichever higher), will be payable by the Contractor in case of such severe incidents of injury leading to loss of property or partial/ permanent disablement (e.g. loss of limb/s, vision etc.) or death.

8.7 Notwithstanding anything else stated in the Contract, the Contractor shall be liable for termination without any notice and without recourse to Owner in case of three (3) or more severe safety violations. There shall be no termination fees/ compensation payable to Contractor for such termination.

8.8 In case the Contractor achieves 100% on the Safety Performance Score, the Contractor shall be awarded a discretionary bonus of 1% of invoiced value subject to a maximum of Rs. 50 lakhs towards Safety Performance.

8.9 Payment shall be released within 60 days of submission of error free invoice with supporting documents duly certified by the Order Manager/ Engineer-in-Charge after deducting taxes at source as prescribed under the applicable law, income – tax or other deductions under the state value added tax laws . If such payment release

day falls on a holiday of Owner, payment will be released on the next working day. Against deduction of statutory taxes, tax deduction certificates where ever applicable shall be issued as per the applicable provisions of the statute. The Order Manager may recover any amount wrongly paid in excess in any previous bills certified by him.

8.10 *Mode of Payment:* All payments shall be made direct to the Contractor or his authorized representative in the shape of RTGS or Electronics Transfer method, on certification of the Order Manager/Engineer-in-Charge and on compliance of contractual terms & conditions.

#### 9. **Taxes and Duties:**

9.1 The Contract Price shall be inclusive of all taxes, duties, including but not limited to Customs duty, GST or any local taxes, levies imposed by State/Central/Local governments.

9.2 Taxes as mentioned in the Contract Price or Price Schedule shall be paid to the contractor subject to the Contractor complying with all the statutory requirements and furnishing the relevant documents including error free invoices containing detailed break up of the taxes.

9.3 The tax invoices should contain the details to comply with the GST Law. The supplier shall:

- i) Furnish (electronically) and communicate to the Owner, the details of Goods or Services supplied by the 10th of the month succeeding the said tax period,
- ii) Upon discovery of any discrepancy, rectify it and shall pay the tax and interest thereof,
- iii) Furnish the returns (electronically), for the inward and outward supplies of Goods and/or Services, before the specified dates as per the GST Law,
- iv) Communicate the tax paid, credits etc. as and when credited.
- v) The Invoice should clearly state the description of the goods, quantity, sale price, tax %, and tax amount;
- vi) The Invoice should be signed by an Authorized Signatory.

Bills/Invoices in the name of The Tata Power Company Ltd. with packing lists in triplicate shall be forwarded along with the equipment.

Contractor to furnish GST Registration no. in all invoices as well as Purchaser's (Tata Power's) GST no.

9.4 However the payment of tax shall be restricted to the total amount as indicated in the price schedule.

9.5 Any statutory variation in duties, levies or taxes if applicable and specified in this Contract till the scheduled date for completion of Work and limited to direct invoices of the Contractor shall be to the account of Owner. The Contractor shall have the obligation to provide the necessary documentary evidence / supporting by way of gazetted notifications etc. to prove the change in such levies or taxes between the due date of submission of the Bid and the scheduled date of completion of work to claim the difference.

9.6 The Contractor shall pass on to the Owner all the benefits of either reduction in tax rates, exemptions, concessions, rebate, set off, credits etc. or introduction of new tax rates exemptions, concessions, rebate, set off, credits etc. pertaining to all taxes, duties, imposts, fees and levies in respect of the supplies of Goods or performance of obligations under the contract. This would specifically include reduction of tax rates as a result of statutory changes or judicial rulings.

9.7 Any other taxes, levies and duties not mentioned in Contract Price or Price Schedule but applicable as per any statute (s) or introduction (omission) of new taxes, levies and duties shall be deemed to be included in the Contract Price and shall be to the account of the Contractor.

9.8 For facilitating availment of a credit, set-off, rebate, drawback or like benefit available to the Owner, the Contractor will facilitate the Owner by providing the necessary documentary and/or procedural support. In any process of assessment or re-assessment, of taxes payable by the Owner,

9.9 The Contractor shall bear and pay all the costs, liabilities, levies, interest, penalties in respect of non-compliances of any legal requirements as per various statutory provisions. The contractor shall keep the owner indemnified at all times from any tax liability, interest, penalties or assessments that may be imposed by the statutory authorities for non-compliances or non-observation of any statutory requirements by the Contractor.

9.10 All formalities required under statutes, for availing any concessions under relevant tax laws shall be adhered to by the Contractor.

9.11 Deduction at source: Recovery at source towards income tax calculated at the rate prescribed from time to time under the Income Tax Act 1961 and other relevant sections of Income Tax Act shall be made from the bills of the Contractor and the amount so recovered shall be

deposited with the Income Tax Department. Necessary TDS certificate to this effect will be issued to the Contractor in the prescribed proforma.

- 9.12 If any other taxes / duties / cess etc are to be recovered at source as per government regulations / Legislation from time to time, the same shall be recovered from the bills payable to the Contractor. Necessary receipt to this effect will be issued to the Contractor in this regard as per the applicable legislation.

#### **10. Contract Performance Guarantees (If applicable)**

The Contractor shall within 15 days of issuance of this Order/Contract furnish an unconditional irrevocable bank guarantee duly stamped, strictly as per the prescribed format of Owner from any nationalized bank or any scheduled bank having a branch in Mumbai and approved by the Owner for a sum equivalent to 10% of the Total Contract Price valid for the Contract Period and with a claim period of not less than 6 months from the completion of Contract Period. The issuing bank should be advised to send a direct confirmation of issue of bank guarantee to Owner.

In case the Contractor fails to furnish the requisite Bank Guarantee as stipulated above, then the Owner shall have the option to cancel the Contract besides other contractual remedies.

#### **11. Price Reduction:**

- 11.1 In case the Contractor fails to deliver the service/ Complete the work as per the agreed Completion Schedule including intermediate milestones (if applicable), the Owner shall recover from Contractor, as ascertained and agreed Liquidated Damages, and not by way of penalty, a sum equivalent to 1% of the Contract Value per week of delay. The Liquidated Damages referred above may be recovered by the Owner as set off against any amounts payable by the Owner to the Contractor or in any other manner in accordance with applicable laws.
- 11.2 The overall cap on liquidated damages shall be limited to 10% of the Contract Price.

#### **12. Insurance**

- 12.1 The Contractor agrees to indemnify and protect Owner against all liability, claims or demands for injuries or damages to any person or property growing out of the performance of this order/ Contract.
- 12.2 The Contractor further agrees to furnish evidence of insurance showing that Contractor has and will maintain adequate insurance coverage during the life of this Contract/ order in the opinion of Owner, including but not

limited to comprehensive general liability insurance. Such evidence of insurance must set forth the name of the insurer, policy number, expiration date, and limits of liability. Compliance by Contractor with insurance requirements does not in any way affect Contractor's indemnification of Owner under Indemnification clause

#### **13. Indemnification:**

The Contractor shall indemnify, save harmless and defend the Owner and keep the Owner indemnified from and against any and all claims, costs, liabilities (financial), litigations, compensations, judgments, expenses or damages (including attorney's fees and other related expenses) arising out of any breach or alleged breach of any of the conditions of this Contract including compliance to statutory laws of provisioned under clause 3, performance of the obligations hereunder, or any representation or misrepresentation made by the Contractor or by any third party in respect of death or bodily injury or in respect to loss or damage to any property with regard to the subject of this Contract.

#### **14. Indemnity against IPR:**

The equipment, system, drawings, and other materials that shall be supplied against the Contract will become the Owner's property. Without limitation of any liability of whatsoever nature, the Owner shall be indemnified and kept indemnified against any claim for infringement or breach of any of the statues, rules & regulations by the use of or sale of any article or material supplied by the Contractor. The indemnity shall include any infringement of patent, trade mark, design, copyright or other property rights whether in Country of Origin, or elsewhere resulting from the Contractor's design, manufacture, use, supply or re-supply & would also cover use or sale of any article or material supplied by the Contractor to the Owner under the Contract. The Indemnity shall cover any claim/action taken by a third party either directly against the Owner or any claim/action made against the Contractor & where under the Purchaser is made liable. The Indemnity shall be for losses, damages, and costs including litigation costs, attorney fees etc incurred by the Owner in relation to the Contract.

#### **15. Free Issue Material:**

Wherever contracts envisage supply of Free Issue Material (FIM) by the Owner to the contractor for fabrication/ use in service performance, such Free Issue Material shall be safeguarded by an insurance policy to be provided by the Contractor at his own cost for the full value of such materials and the insurance policy shall cover the following risks specifically and shall be valid for six months beyond the Contract Validity date :

RISKS TO BE COVERED: Any loss or damage to the Owner's materials due to fire, theft, riot, burglary,

strike, civil commotion, terrorist act, natural calamities etc. and any loss or damage arising out of any other causes such as other materials falling on Owner's materials.

The amount for which insurance policy is to be furnished shall be indicated in the respective Contract.

Free Issue material (FIM) will be issued to the Contractor only after receipt of the Insurance Policy from the Contractor. The contractor shall arrange collection of the FIM from the Owner's premises and safe transportation of the same to his premises at his risk and cost. Notwithstanding the insurance cover taken out by the Contractor as above, the Contractor shall indemnify the Owner and keep the Owner indemnified to the extent of the value of free issue materials to be issued till such time the entire contract is executed and proper account for the free issue materials is rendered and the left over/surplus and scrap items are returned to the Owner. The contractor shall not utilize the Owner's free issue materials for any job other than the one contracted out in this case and also not indulge in any act, commission or negligence which will cause/result in any loss/damage to the Owner and in which case, the Contractor shall be liable to the Owner to pay compensation to the full extent of damage/loss. The Contractor, shall be responsible for the safety of the free issue materials after these are received by them and all through the period during which the materials remain in their possession/control/custody. The Free issue materials on receipt at the Contractor's works shall be inspected by them for ensuring safe and correct receipt of the material. The contractor shall report the discrepancies, if any, to the Owner within 5 days from the date of receipt of the material. The contractor shall take all necessary precautions against any loss, deterioration, damage or destruction of the FIMs from whatever cause arising while the said materials remain in their possession/custody or control. The free issue materials shall be inspected periodically at regular intervals by the Contractor for ensuring safe preservation and storage, the Contractor, shall also not mix up the materials in question with any other goods and shall render true and proper account of the materials actually used and return balance remaining unused material on hand and scrap along with the final product and if it is not possible within a period of one month from the date of delivery of the final product/ completion of Service covered by this Contract. The Contractor shall also indemnify the Owner to compensate the difference in cost between the actual cost of the free issue material lost/damaged and the claim settled to the Owner by the insurance company.

#### **16. Relation between parties:**

The Contract shall be entered into on a principal-to-principal basis only. The Contract shall not be construed as a partnership or an association of persons. There is no agent and principal relationship between the parties. Each party shall be responsible for its own conduct. The Contractor shall ensure at all times that all the work carried out under this contract

either by its own person or through any of its sub-Vendors shall be always done under its own direct supervision.

#### **17. Safety:**

Contractor shall comply with all legal and statutory provisions including all rules and regulations pertaining to Safety, Health and the Environment and will be responsible for all legal liabilities arising due to any of their acts or of their personnel.

The Contractor shall comply with the Owner's Contractor Safety Policy and Safety Terms and Conditions. Any misconduct and/ or violation with respect to the Owner's Contractor Safety Policy and Safety Terms and Conditions or any other legal and statutory provisions pertaining to Safety, Health and Environment shall be dealt with as per the Safety Terms and Conditions.

Prior to commencement of any work at site Contractor shall submit an undertaking in writing to adhere to and comply with all the provisions of Owner's Contractor Safety Code of Conduct.

The Contractor shall have a valid ISO 14001/ OHSAS certification. In absence of the same, the Contractor shall obtain the same within 6 months from the date of the Effective Date of Contract.

#### **18. Suspension of Work**

Owner may instruct Contractor at any time to suspend performance of the Work or any part thereof with a notice of 7 days for whatever reason. Provided Contractor is not in default under this Contract subject to Articles 1 and 5 inclusive, the Contractor shall be paid a mutually agreed fee, if any, necessarily incurred by Contractor as a direct consequence thereof of suspension and the Project Completion Schedule may be revised accordingly.

Without prejudice to any other rights Owner may have under this Contract or at law if Contractor is in default under this Contract, Owner may instruct Contractor to suspend performance of the Work or any part thereof by giving 7 days notice till such default has been corrected to the satisfaction of Owner. Also Liquidated Damages in accordance with Clause 11 shall continue to be applicable during such period until the default is cured. The costs incurred by the Contractor for such correction shall be to the Contractor's account, and furthermore no payment shall become due to the Contractor. Any cost incurred due to non - performance of the Contractor by the Owner shall be charged to the Contractor.

#### **19. Change Management:**

Owner shall have the right at any time to order any change in the Work in accordance with the following procedure. Contractor shall furnish to Owner upon request as soon as reasonably possible but no later

than five (5) days following the request, a written statement specifying:

- (a) the increase or decrease, as the case may be, in the costs of the Work which will result from a change in the Work as requested by Owner,
- (b) any effect such change in the Work may have on any other provision of this Contract originating from either parties, and
- (c) such other details as Owner may require.

Any change in costs shall be reasonably related to the proportional change in the Work and any other costs incurred by Contractor. If Owner agrees to Contractor's statement Owner shall notify Contractor thereof in writing in the form of a change order, whereupon the change in the Work shall be incorporated in the Work and immediately implemented. In the event that the change relates to a reduction in Work, the work in question shall not be undertaken pending the issue of an appropriate Change Order.

## **20. Governing Laws**

This Contract shall be construed in accordance with and governed by the Laws of India without giving effect to any principle of conflict of law.

## **21. Jurisdiction**

This Contract and the transaction contemplated herein shall be subject to the exclusive jurisdiction of the competent Courts in Mumbai only.

## **22. Dispute settlement:**

Dispute or differences arising out or relating to this Order 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 as amended from time to time and the rules framed there under.

## **23. Force majeure:**

- 23.1 In the event of either party being rendered unable by force majeure to perform any obligation required to be performed by it under this Contract the relative obligation of the party affected by such force majeure shall, after notice under this articles be suspended for the period during which such cause lasts. The term 'Force Majeure' as employed herein shall mean acts of God, wars (declared or undeclared), riots or civil commotion, fire, floods, and acts and regulations of the Government of India or State Government or any of the statutory agencies. Both the party

shall pay to the other party, the amount payable upon the date of the occurrence of such force majeure.

- 23.2 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid, thereby shall notify the other party in writing immediately but not later than twenty four (24) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of the claims.

- 23.3 During the period, the obligations of the parties are suspended by force majeure; the contractor shall not be entitled to payment of any rate.

- 23.4 In the event of the force majeure conditions continuing or reasonably expected to continue for a period more than thirty (30) days, Owner shall have the option of terminating the contract by giving seven (7) days notice thereof to the contractor.

## **24. Sub letting and Assignment**

The contractor shall not, without prior consent in writing of the Owner, sublet, transfer or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever, provided nevertheless that any such consent shall not relieve the contractor from any obligation, duty or responsibility under the contract.

## **25. Limitation of Liability:**

Notwithstanding anything contained in the Contract, the Contractor's aggregate liability under this Contract shall be limited 100% of the Total Contract value. This shall exclude liability arising pursuant to clause 3- Compliance to Local Laws, clause 9.10, clause 14- Indemnity against IPR, clause 13- Indemnity, clause 26 – Confidentiality, liability arising due to loss of or damage to the Free Issue Material (FIM) issued by Owner to Contractor for completion of the Work and liability arising due to wilful misconduct, gross negligence, third party claims and corrupt acts attributable to the Contractor.

## **26. Confidentiality:**

The Contractor shall use the Confidential Information of the Owner only in furtherance of this Contract and shall not transfer or otherwise disclose the Confidential Information to any third party. The Contractor shall (i) give access to such Confidential Information solely to those employees with a need to have access thereto; and (ii) take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information that the party takes with its own confidential information but, in no event, shall a party apply less than a reasonable standard of care to prevent such disclosure or unauthorized use.

**27. Termination:**

27.1 The Contract shall be deemed to be terminated on completion of the Contract period.

27.2 Termination of default by Contractor:  
Owner may terminate the contract at any time if the Contractor fails to carry out any of his obligations under this Contract. Prior to termination, the Contractor shall be advised in writing of the causes of unsatisfactory performance to be improved upon 15 days of the receipt of notice. In case, if the Contractor fails to bring about the improvement to the satisfaction of the Owner, then the Contract shall be terminated.

27.3 Without prejudice to the rights and remedies available to Owner, Owner may terminate the Contract or part thereof with immediate effect with written notice to the Contractor if:

27.3.1 The Contractor becomes bankrupt or goes into liquidation.

27.3.2 The Contractor makes a general assignment for the benefit of creditors.

27.3.3 A receiver is appointed for any substantial property owned by the Contractor.

27.3.4 The Contractor is in breach of any representation or warranty made to the Owner by the Contractor.

The Contractor shall not be entitled to any further payment under the Contract if the Contract is terminated. If the order is terminated under clause 27.2 and 27.3, the Contractor shall not be entitled to any further payment, except that, if Owner completes the Work and the costs of completion are less than the Contract Price, the Owner shall pay Contractor an amount properly allocable to services fully performed by Contractor prior to termination for which payment was not made to Contractor. In case, the cost of completion of Work exceeds the Contract Price, the additional cost incurred by Owner for such completion shall be paid by the Contractor.

27.4 Owner shall be entitled to terminate the Contract at its convenience, at any time by giving thirty (30) Days prior notice to the Contractor. Such notice of termination shall specify that termination is for Companies convenience and the date upon which such termination becomes effective. Upon receipt of such notice, the Contractor shall proceed as follows:

27.4.1 cease all further work, except for such work as may be necessary and instructed by the Owner/ Owner's representative for the purpose of preserving and protecting Work already in progress and protect

materials, facilities and equipment on the Work Site or in transit;

27.4.2 stop all further sub-contracting or purchasing activity, and terminate Sub-contracts;

27.4.3 handover all Documents, equipment, materials and spares relating to the portion of Work already executed by the Contractor or procured from other sources up to the date of termination for which the Contractor has received payment equivalent to the value thereof; and

27.4.4 handover those parts of the supplies manufactured/ work executed by the Contractor up to the date of termination.

Upon termination pursuant to clause 27.4, the Contractor shall be entitled to be paid (a) all sums properly due to the Contractor under the Contract up to the date of termination; and (b) any direct and substantiated charges already incurred or committed for cancellation of the procurement of third party goods or services which were to have been supplied by the Contractor in connection with this Contract provided that the Contractor shall use its best endeavours to minimise such charges

25.5 The Contractor shall not be released from any of his obligations or liabilities accrued under the Contract on termination. For the avoidance of doubt, the termination of the Contract in accordance with this clause shall neither relieve the Contractor of his accrued obligations for Warranty or his accrued liability to pay (liquidated) damages for Delay nor shall entitle him to reduce the value of Performance Security.

**28. Consequential Damages:**

Unless otherwise specified, neither Party shall be responsible for and nor shall be liable to the other Party for indirect/consequential losses and damages suffered by such Party including for loss of use, loss of profit whether such liability or claims are based upon any negligence on the part of the other Party or its employees in connection with the performance of the Contract.

**29. Environment / ISO 14001 Certification:**

The Contractor to confirm whether their organization is ISO 14001 certified. If not, the Contractor must certify that the handling, use and disposal of their product / by-products conform to practices consistent with sound environmental management and local statutes. The Contractor shall ensure that all the wastes are disposed in environmental friendly way with strict compliance to applicable laws including adherence to MoEF guidelines with respect to disposal of batteries, lead waste, copper cables, ash, waste oil, e-waste etc which shall be disposed through MoEF approved

parties only. The Contractor shall also be responsible to collect and recycle all the e-waste generated at the end of the product life cycle at its own costs and risks as per the MoEF guidelines/orders.

### 30. Non-Exclusive Agreement

This Contract is non-exclusive and Owner reserves the right to engage other contractors to perform similar or identical work. Contractor shall accord such other contractors adequate opportunity to carry out their contracts and shall accomplish the Work in co-operation with those contractors and with Owner, in accordance with such instructions as may be issued by the Owner from time to time.

### 31. Severability

In the event that any of the provisions, or portions or applications thereof, of this Contract are held to be unenforceable or invalid by any court or arbitration panel of competent jurisdiction, Contractor and Owner shall negotiate an equitable adjustment to the provisions of the Contract with a view towards effecting the purpose of the Contract and the validity and enforceability of the remaining provisions, or portions or applications thereof, shall not be affected thereby.

### 32. Housekeeping & Removal of scrap:

The Contractor shall be responsible for keeping the areas of his work at site, neat and tidy throughout the period of his work. All excess material/ spares/ consumables taken by Contractor, as well as the scrapped items and wooden logs/ crates/ planks shall be returned, from time to time, to the Stores, and transported/ unloaded by Contractor's personnel at the place shown by Order Manager/Engineer-in charge.

The Contractor shall so arrange that all the scrap generated during the progress of his work, is separated into two categories, viz.

- i) Saleable scrap like steel, copper or other metals, etc., and,
- ii) Others, which have nil or negligible resale value, like insulation material, jute, debris, etc. (or as directed by the Order Manager/Engineer-in charge).

The saleable scrap shall be shifted to and unloaded at a central place as per directions of the Stores-in charge, while the other scraps shall be shifted to other locations as per directions from Order Manager/Engineer-in Charge, or as per terms of the order.

The Contractor shall arrange to remove the scrap on regular basis, or even on daily basis, depending upon the requirement, to keep the area around his workplace neat and tidy. In case, it is observed that the

Contractor is not carrying out regular cleaning of his areas of work, or, is not returning the excess materials/ scrap, etc., to the Stores, Owner reserves the right to arrange the same through other sources, and back-charge the Contractor the cost of doing so, along-with overheads, by deducting the amount from Contractor's bills.

Contractor's final bill will be cleared by Owner only after confirming that proper clearing of his areas of work has been completed by the Contractor, and same is certified by the Order Manager/ Engineer in-charge

### 33. Tata Code of Conduct

The Owner abides by the Tata Code of Conduct in all its dealing with stake holders and the same shall be binding on the Owner and the Contractor for dealings under this Order/ Contract. A copy of the Tata Code of Conduct is available at our website: <http://www.tatapower.com/aboutus/code-of-conduct.aspx>. The Contractor is requested to bring any concerns regarding this to the notice of our Chief Ethics Officer on the e-mail ID: [cecounsellor@tatapower.com](mailto:cecounsellor@tatapower.com).

### 34. Responsible Supply Chain Management:

The Owner is committed for a cleaner environment and respect of Human rights through its Responsible Supply Chain Management policy. The Contractor is required to comply with all the environment & Human rights related laws, including emission norms, Labour and environmental regulations. The Owner encourages its Vendors/ Contractors/ Business partners to pay more attention to green design, green supply, green production, green logistics and green packaging in performing their business obligations.

The Contractor is required to abide by the Tata Power Corporate Environment policy, Energy Conservation and Corporate Sustainability Policy.

A copy of the Responsible Supply Chain Policy along with Environment policy, Energy Conservation policy, Sustainability policy, Health & Safety policy and Human Rights policy is available at website: <http://www.tatapower.com/sustainability/policies.aspx>.

Contractor/Bidder is required to completely fill the attached "Supplier Sustainability Questionnaire" in support of their Green Supply Chain Management initiatives and submit the same with their offer.

The Owner recognizes that diversity in the workplace positively impacts business. The Owner is committed to help people from SC/ST background either by helping them to become entrepreneurs or by engaging workforce from SC/ST community under the contracts agreed herein. To encourage engaging SC/ST community, the owner may consider on the merit to incentivize the Contractor by paying additional 1% of

the service contract portion if the number of SC/ST workforce engaged in the contract exceeds 30% of the total deployed strength and 2%, if the strength goes beyond 50%. While the Contractor will assist the workforce so engaged to become self-reliant in meeting the work expectation, the Owner may also volunteer its training resources to the extent possible to improve their employability. The Contractor shall maintain the proper documentation of such category of the workforce engaged and the owner may consider to pay the incentive after its verification.

The Owner may also consider extending price preference of 5% in the bid evaluation for an order value up to Rs.50 Lacs, provided the company is owned by a person from SC/ST community having minimum 50% holding in the company.

**35. Vendor rating:**

You are requested to ensure compliance to the terms of the individual orders with regards to timely delivery, provision of all applicable documents / challans / test certificate, quality of the material etc. Your performance with respect to the said factors will be taken into consideration for future business.

**36. Vendor Feedback:**

34.1 In this dealing Vendors feedback is important for the purchaser to improve its processes. If Contractor have to report any grievance, problem or require any clarification, information, Contractor is requested to contact purchaser at email ID: [CC\\_CUSTOMERFEEDBACK@tatapower.com](mailto:CC_CUSTOMERFEEDBACK@tatapower.com)

34.2 Contractor is requested to ensure compliance to the terms of the individual orders with regards to timely delivery, provision of all applicable documents / challans / test certificate, quality of the material etc. Contractor performance with respect to the said factors will be taken into consideration for future business.

**37. Non-Waiver:**

Failure of Owner or its representatives to insist upon adherence to any of the terms or conditions incorporated in the Contract or failure or delay to exercise any right or remedies herein or by law accruing, or failure to promptly notify the Contractor in the event of breach or the acceptance of or the payment of any Material(s) hereunder or approval of any design or Material(s) shall not release the Contractor and shall not be deemed a waiver of any right of Owner to insist upon the strict performance thereof or of any of its rights or remedies as to any

such Material(s) regardless of when the Material(s) are shipped, received or accepted not shall any purported oral modification or revisions of the Contract by Owner or its representative(s) act as waiver of the terms hereof.

# **ESG FRAMEWORK FOR BUSINESS ASSOCIATES**

Tata Power's Sustainability philosophy sits at the core of its Business Strategy. Tata Power Sustainability Model has an overarching objective of 'Leadership with care' with key elements of 'Care for the Environment'; 'Care for the Community'; 'Care for our Customers / Partners' and 'Care for our People'. These sustainability objectives encompass the Environmental, Social and Governance objectives driven as integrated elements.

Tata Power, together with its stakeholders is determined to achieve sustainable growth while creating shared value for all.

As a part of future ready roadmap, Tata Power has targeted following as our Environment, Social and Governance priorities:

- Being Carbon Net Zero before 2045
- Growing Clean capacity (80% by 2030)
- Customer centricity
- Becoming water neutral before 2030
- Achieving zero waste to landfill before 2030
- No net loss of biodiversity before 2030
- Positively impacting 80 million lives by 2027

In order to create a sustainable business ecosystem, Tata Power expects that all its Business Associates (BA) which includes its suppliers, vendors, consultants and service providers to align to its ESG and sustainability commitments.

Tata Power encourages improved efficiencies and scaling up of green initiatives through technology and innovation taking us farther on the journey of reducing carbon emissions and preparing the entire eco-system towards products and services that would have net positive impact on the environment and communities that we operate in.

The Vendors/ bidders wishing to associate with Tata Power are expected to share their own sustainability and ESG journey. We at Tata Power promote all Business Associates to have a sustainable procurement policy for their supplier and service providers to contribute to our integrated approach in achieving a sustainable supply chain. The BA is encouraged to carry out the assessment of their sub-contractors and sub-vendors on sustainability readiness so that they are aware of the expectation/ business requirement.

The Vendor/ Bidder shall fill-in the 'Environment, Social and Governance Compliance Screening Questionnaire for Business Associates' attached at Annexure-I and submit the same along with the Bid in Ariba online platform.

### **Responsible Supply Chain Management:**

Tata Power is committed for a cleaner environment and respect of Human rights through its Responsible Supply Chain Management policy.

Tata Power Business Associate (BA) shall comply with all the environment & Human rights related laws, including emission norms, Labour and environmental regulations.

Tata Power encourages its BA to focus on green design, green supply, green production, green logistics and green packaging in performing their business obligations. The BA is expected to abide by the Tata Power Corporate Environment policy, Energy Conservation and Corporate Sustainability Policy (enclosed with this document as Annexure-II).

The BA is expected to:

- Strive towards Conservation of Energy, Water, Resources and optimize transportation of Men & Materials to minimize environmental impact and reduce carbon footprint.
- Carry out the assessment of materials used for construction, operation & maintenance, consumables and accordingly phase out those materials which are environmentally hazardous.
- Be cognizant that diversity in the workplace positively impacts business.
- Promote affirmative action by supporting people from SC/ ST background by engaging workforce from SC/ ST community under the contracts agreed herein.
- Share the commitment of 'No child labour', 'No forced labour', Non-discrimination on the basis of caste, colour, religion, gender, disability, maternity or pregnancy or any other factor unrelated to the requirements of the job
- Pay the wages or remuneration to the workforce, personnel deployed in compliance to all applicable laws and regulations.
- Provide its employees/ deployed labor with an employment environment that is free of physical or psychological harassment.
- Carry out the assessment of their Sub-contractors on their Sustainability Readiness so that they are aware of the above expectation/ standards
- To ensure usage of suitable package material which is more environmentally sustainable. Further the packing material shall be recycled to the extent possible. The material used for packing is expected to suit the mode of transport and to ensure its safe receipt at point of delivery.

#### **Waste Disposal:**

The BA is expected to follow best practices for disposal of waste, few of which are listed below:

- Have a detailed project plan that includes the waste management, segregation of all designated waste material (Recyclable/ Non-Recyclable), collecting, storing, disposing and transferring the same to pre-arranged facility/ destination in timely and safe manner as per environmental legislations. The project plan shall also include the innovative construction practice to eliminate or minimize waste, protect surface/ground water, control dust and other emissions to air and control noise.
- Have purchase policy to encourage the procurement of material with recycled and minimum packaging of goods during delivery and appropriate means for site-to-site transportation of materials to avoid damage and litter generation.
- Ensure that the residents living near the site are kept informed about proposed working schedule and timings/ duration of any abnormal noise full activity that is likely to happen.
- Ensure the regular maintenance and monitoring of vehicles and equipment for efficient fuel use so that emissions and noise are within acceptable limits to avoid air pollution.

#### **Water Management:**

The BA is expected to follow best practices for water management, few of which include a management and monitoring system for water withdrawals and consumption, procedures to reduce water usage or reuse/recycle water, and pretreatment of wastewater before disposal.

**Compliance to Law:**

The BA shall adhere to responsible business practices and comply with the provision of all the Statutory Acts Applicable. Special attention of the BA is drawn towards the compliance of provision of the following statues: (along with the latest amendments/additions, as applicable):

- The Child Labour (Prohibition and Regulation) ACT, 1986.
- The Contract Labour (Regulation and Abolition) ACT, 1970.
- The Employee's Pension Scheme, 1995.
- The Employee's Provident Funds and miscellaneous provisions Act, 1952.
- The Employees State Insurance Act, 1948.
- The Equal Remuneration Act, 1976.
- The Industrial Disputes Act, 1947.
- The Maternity Benefit Act, 1961.
- The Minimum Wages Act, 1948.
- The Payment of Bonus Act, 1965
- The Payment of Gratuity Act, 1972.
- The Payment of Wages Act, 1936.
- The Shops & Establishment Act, 1954.
- The Workmen's Compensation Act, 1923.
- The Employer's Liability Act, 1938.
- and any other applicable statutory act

**Social Accountability (SA 8000):**

Tata Power expects its BAs to follow guidelines of SA 8000:2014 on the following aspects

- Child Labour
- Forced or Compulsory Labour
- Health & Safety
- Freedom of Association & Right to Collective Bargaining
- Discrimination
- Disciplinary Practices
- Working Hours
- Remuneration
- Management System

**Health and Safety**

The BA is expected to ensure the health and safety of his and his Sub-contractor's staff and labour. The BA shall, in collaboration with and according to the requirements of the local health authorities, ensure that medical staff, first aid facilities, sick bay and ambulance service are available at the accommodation and on the Site at all times, and that suitable arrangements are made for all necessary welfare and hygiene requirements and for the prevention of epidemics. The BA shall maintain records and make reports concerning health, safety and welfare of persons deployed, and damage to property, as the Owner's Representative may reasonably require. The BA shall be responsible for the medical treatment / hospitalization of his and his Sub-contractor's staff/ labour.

The BA shall appoint a qualified Safety officer at the Site to be responsible for maintaining the safety, and protection against accidents, of all personnel on the Site. Such Safety officer shall have the authority to issue instructions and take protective measures to prevent accidents.

The BA shall comply in toto with the Tata Power's Contractor Safety Terms & Conditions, Health Safety & Environment Manual while working on Tata Power Site/ Services/ Contracts.

### **Grievance Mechanism**

The BA is expected to have grievance procedures that allow stakeholders to anonymously bring environmental and/or work-related violations and/or concerns to the attention of management. In addition, the BA is expected to have procedures for examining reports of environmental and/or work-related violations or concerns and/or privacy complaints.

### **Data Protection**

The BA is expected to have a formal process to address data security or privacy issues.

## **ANNEXURE-I**



Sr. No.	Question Description	Response (Y/N)	Remarks
<b>Organization</b>			
1	Does your Company have Sustainability Policy at Organization Level? If Yes, Please attach		
2	Do you have sustainable procurement policy in place for your own suppliers? If Yes, Please attach		
3	Does your company do regular assessment of its suppliers on ESG parameters?		
4	Are there ESG risks, or negative impacts identified in your supply chain		
<b>Governance</b>			
1	Is diversity taken into consideration when appointing board members/ senior management? Do you have an independent director/s?		
2	Has your company taken initiatives to ensure ethical practices at workplace? Please share the details, Policies etc.		
3	Does your company have a formal process to address data security or privacy issues? Please share the details, Policies etc.		
4	Does your company have grievance mechanism for stakeholder issues and track resolution?		
<b>Environment/ Planet</b>			
1	Does your company have Environmental Policy? If Yes, Please attach		
2	Do you have a formal process for waste management including solid wastes, liquid wastes and hazardous waste?		
3	Does your company track greenhouse gas emission? Also, what percentage of own consumption comes from the renewable energy?		
4	Does your company have a formal process for water management including monitoring of water consumption and withdrawals, and if applicable, pretreatment of wastewater?		
<b>Green Technology/ Innovation</b>			
1	Are your facility/ Product/ Services provided by you is based on green design, green production, green packaging or green logistics considerations? Please elaborate.		
2	Do your products or services have any environmental or social features or benefits (e.g. environmental/energy certification, ecolabels, fair trade certification, etc.)?		
<b>Social/ People</b>			
1	Does you facility/ Company have written personnel policies in place Are you an equal opportunity employer?		
2	Please describe any formal programme / campaign in place to promote company involvement with the community (volunteering, etc.). What is the percentage of profit spend on community activities?		
3	Does your company have a written Health & Safety Policy or Program? If Yes, Please attach		
<b>Certifications: Does your company have following certifications (valid till date-please mention validity)</b>			
1	ISO9001 accreditation		
2	SA8000 or equivalent		
3	ISO 14001 certification		
4	ISO 18001/45001 or equivalent		
5	ISO/IEC 27001 or equivalent		
6	Any Other (Please specify)		

Signature

Business Associate Name

## **ANNEXURE-II**

## CORPORATE SUSTAINABILITY POLICY

At Tata Power, our Sustainability Policy integrates economic progress, social responsibility and environmental concerns with the objective of improving quality of life. We believe in integrating our business values and operations to meet the expectations of our customers, employees, partners, investors, communities and public at large

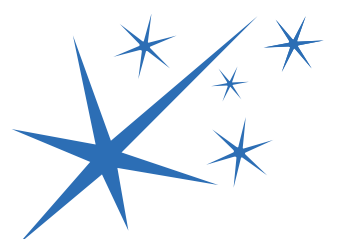
- We will uphold the values of honesty, partnership and fairness in our relationship with stakeholders
- We shall provide and maintain a clean, healthy and safe working environment for employees, customers, partners and the community
- We will strive to consistently enhance our value proposition to the customers and adhere to our promised standards of service delivery
- We will respect the universal declaration of human rights, International Labour Organization's fundamental conventions on core labour standards and operate as an equal opportunities employer
- We shall encourage and support our partners to adopt responsible business policies, Business Ethics and our Code of Conduct Standards
- We will continue to serve our communities:
  - By implementing sustainable Community Development Programmes including through public/private partnerships in and around our area of operations
  - By constantly protecting ecology, maintaining and renewing bio-diversity and wherever necessary conserving and protecting wild life, particularly endangered species
  - By encouraging our employees to serve communities by volunteering and by sharing their skills and expertise
  - By striving to deploy sustainable technologies and processes in all our operations and use scarce natural resources efficiently in our facilities
  - We will also help communities that are affected by natural calamities or untoward incidence, or that are physically challenged in line with the Tata Group's efforts

The management will commit all the necessary resources required to meet the goals of Corporate Sustainability.



(Praveer Sinha)  
CEO & Managing Director

Date: 15<sup>th</sup> June, 2018



## **Supplier Code of Conduct**

Tata Power follows the Tata Code of Conduct (TCoC) and the Whistle blower Policy and expect all its Suppliers to adhere to the same principles. “Supplier” here means any business, company, corporation, person or other entity that provides, sells or seeks to sell, any kind of goods or services to Tata Power, including the Supplier’s employees, agents and other representatives.

**Tata Code of Conduct- (TCoC):** <https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf>

**Whistle Blower Policy:** <https://www.tatapower.com/pdf/aboutus/whistle-blower-policy-and-vigil-mechanism.pdf>

**Anti-Bribery & Anti-Corruption Policy:** <https://www.tatapower.com/pdf/aboutus/abac-policy.pdf>

The suppliers are expected to adhere to the following Do’s and Don’ts:

### **Do’s**

1. The Suppliers shall be committed to supplying products and services of high quality that meet all applicable standards and laws, including product packaging, labelling and after-sales service obligations.
2. Comply with all applicable laws and regulations, both in letter and in spirit, in all the territories in which it operates.
3. Strive to provide a safe, healthy and clean working environment for its employees.
4. Strive for environmental sustainability, particularly with regard to the emission of greenhouse gases, consumption of water and energy and the management of waste and hazardous materials.
5. The Supplier shall represent our company (including Tata brand) only with duly authorised written permission from our company.
6. Safeguard the confidentiality on the use of intellectual property, information and data of the Company.
7. Gifts and hospitality given or received should be modest in value and appropriate as per Company Policy.
8. The assets of Tata Power shall be employed primarily and judiciously for the purpose of conducting the business for which they are duly authorised.
9. All actual or potential conflicts due to financial or any other relationship with a Tata Power employee shall be disclosed.

### **Don’ts**

1. The Supplier shall not make unfair or misleading statements about the products and services of competitors.
2. Children shall not be employed at workplaces.
3. Forced labour shall not be used in any form.
4. The Suppliers shall neither receive nor offer or make, directly or indirectly, any illegal payments, remunerations, gifts, donations or comparable benefits that are intended, or perceived, to obtain uncompetitive favours for the conduct of its business with Tata Power.

### **Reporting Violations**

The Supplier shall notify the Company regarding any known or suspected improper behaviour of other suppliers or employees relating to its dealings with Tata Power, by email to: [cecounsellor@tatapower.com](mailto:cecounsellor@tatapower.com). The same can also be raised through our 3<sup>rd</sup> party ethics helpline facility:

<b>Toll-free Number</b>	1800 267 4065
<b>Email</b>	<a href="mailto:tatapower@tip-offs.in">tatapower@tip-offs.in</a>
<b>Website &amp; Chatbot</b>	<a href="http://www.tatapower.tip-offs.in">www.tatapower.tip-offs.in</a>
<b>Postal address</b>	Attn to: Mr. Puneet Arora, Deloitte Touch Tohmtsu India LLP, 6 floor, AIPL Business, Sector 62, Gurugram, Haryana 122102

OLA for Meter Reading, Bill Dispatch and Seal Verification Services for Tata Power Mumbai Distribution Ref. No.4100063124/CC26ADO027	<b>THE TATA POWER COMPANY LIMITED</b>	
	<b>SPECIAL CONDITIONS OF CONTRACT</b>	

Sr. No.	TOPIC	PRINCIPLES OF TERMS & CONDITIONS
1	GENERAL	<p>The following <b>Special Conditions of Contract (SCC)</b> shall supplement the General Terms and Conditions Supply.</p> <p>Wherever there is a conflict, the provisions herein shall prevail over those in the “General Terms and Conditions Supply”.</p>
2	Earnest Money Deposit (EMD)	<p>Bidders willing to participate in the tender shall submit an EMD for Rs. 6,71,000/- (Rs. Six Lakh Seventy-One Thousand Only) in the form of Bank Guarantee (BG). Hard copy of EMD BG shall reach Tata Power at below mentioned address before the bid submission Date and Time.</p> <p>EMD BG shall be valid for 180 days from the due date of bid submission, favouring ‘The Tata Power Company Limited’. The EMD must be strictly in the format as mentioned in Tender Document, failing which it shall not be accepted by Tata Power and the bid as submitted shall be liable for rejection.</p> <p>Address for submission of EMD BG-</p> <p>Head – Procurement</p> <p>The Tata Power Company Limited, Smart Centre of Procurement Excellence,</p> <p>2nd Floor, Sahar Receiving Station, Near Hotel Leela,</p> <p>Sahar Airport Road, Andheri East, Mumbai-400059</p> <p>EMD BG of the successful bidder shall be returned after submission of Contract Performance Bank Guarantee. EMD BG of unsuccessful bidders shall be returned on completion of the tendering process.</p>
4	WARRANTY/GUARANTEE	Not Applicable
5	CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)	<p>This is further to General Terms &amp; Conditions – Supply Clause 9</p> <p>Vendor shall submit an unconditional and irrevocable Contract Performance Bank Guarantee (CPBG) cum performance Bank Guarantee (PBG) for a value equal to 5% of the total Outline Agreement value. Such CPBG shall be valid till the expiry of the Guarantee period as defined in Technical Specifications with a further claim period of 6 months.</p>
6	TERMS OF PAYMENT	<p>This is further to General Terms &amp; Conditions – Services.</p> <p>Invoice shall be submitted monthly after completion of service. Payment shall be made with a credit period of 60 days for Non MSME vendors and 45 days for MSME vendors. Credit period shall start after acceptance of commercially correct invoice. The aforesaid payments shall be subject to</p>

OLA for Meter Reading, Bill Dispatch and Seal Verification Services for Tata Power Mumbai Distribution Ref. No.4100063124/CC26ADO027	<b>THE TATA POWER COMPANY LIMITED</b>	
	<b>SPECIAL CONDITIONS OF CONTRACT</b>	

		receipt of invoices along with enclosures/supporting documents for having completed the Job according to the Scope and duly verified/certified by Owner's Order Manager against which payment is being claimed. Payments due to the Contractor shall be made after deduction of the Liquidated Damages (LD) amount, TDS, Safety Retention etc. as applicable.
7	Safety Retention	Applicable as per Tata Power General Terms and Conditions.
8	Delivery Schedule:	All Deliverables shall be as per the Service level agreements defined in scope of work.
9	Liquidated Damages (LD)	All deliverables and associated penalties shall be as per the Service level agreements defined in scope of work.
10	INSURANCE	This is further to General Terms & Conditions Complete Insurance will be in Bidder's scope.
11	Splitting of Quantities	NA
12	Reverse Auction	<p>Tata Power reserves the right to go for Reverse Auction (RA) for price negotiation and discover the most competitive price on ARIBA portal, Tata Power's official e-tendering platform. Date and time of e-auction will be intimated through E-TENDER system to Authorized Person of Interested Bidder. This will be decided after techno-commercial evaluation of the bids. Bidders need to give their acceptance with the offer for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their bids, in case Tata Power decides to go for RA.</p> <p>Only those bidders who are techno-commercially qualified shall be eligible to participate further in RA process. However, the original H1 bidder (whose price bid is the highest post techno-commercial evaluation) shall not be allowed to participate in further RA process provided minimum three techno-commercially qualified bids are available.</p>

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The Tata Power Company Ltd	 	 	 	Appendix 3 to CSCC Safety Terms and Conditions
Document No. TPSMS/GSR/STC/009 REV 05				Date of Issue: 01/08/2023

## Appendix 3:

# Safety Terms and Conditions

Reason for Change	Date of Last Revision	Prepared By	Reviewed By	Approved by
Inclusion of Odisha Discom and periodic Revision	<u>10-Jan-2021-R4</u>	All Discom and CFT members	Debi Prasad Acharya (Head-Safety-Odisha Discom)	Suresh H Khetwani (Chief safety and Environment)

Clause	Sub-clause	Description	Page No
1.0		Objectives	3
2.0		Scope	3
3.0		Safety Organization & Responsibilities	3
	3.1	Contractor Site Management and Supervision	3
	3.2	Contractor Supervisors and General Staff	4
	3.3	Contractor Workforce	4
	3.4	Vendor/Contractor/sub-contractor	5
4.0		<u>Tools and Tackles(R5)</u>	6
5.0		Site Safety Rules and Procedures	6
6.0		Critical safety Rules and Procedures	6
7.0		<u>General Safety Rules and Procedure(R5)</u>	8
8.0		Training and Capability Building	10
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11.0		<u>Recognition to the Prior Learning in Safety-R5</u>	12
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<b><u>General Safety Conditions for various contracts Specific to Discom(R5)</u></b>			
13.0		<u>Safety Conditions for maintenance of STS (Sub Transmission System) Network for Discom(R5)</u>	14
14.0		<u>Safety Conditions for maintenance of 11 KV and LT Network for Discom(R5).</u>	15
15.0		<u>Safety Conditions for the major contract work in Civil Projects for Odisha Discom(R5)</u>	16
16.0		<u>Safety Conditions for the major contract work in Commercial Department like - MMG, RRG, EAG, etc(R5)</u>	17
17.0		<u>Safety Conditions for Major Projects in Distribution Network(R5)</u>	18
18.0		<u>Schedule of Safety Audits by BA Safety Staff(R5)</u>	19

The Tata Power Company Ltd	TPCODL		TPNODL	Appendix 3 to CSCC Safety Terms and Conditions
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<b>TATA POWER</b>				

**1.0 Objective:**

The Objective of Safety Terms and Conditions is to apprise the Business Associates about various critical procedures of the Tata power Division/Discoms and the expectations from the BA to implement such procedures without fail. Certain terms and conditions are also mentioned to ensure a safe work atmosphere round the year. Refer Contractor’s Safety Code of Conduct- Document no TPSMS/GSP/ CSM/015

**2.0 Scope:**

This procedure applies to all operating and project sites of The Tata Power Company Ltd and Group companies including new businesses like Electric Vehicle charging, Home Automation, Microgrid, Roof top solar etc. This Code of Conduct also applies to all operating and project sites of four Odisha Discoms and New business based on mutually agreed timeline for implementation. R5

**3.0 Safety Organization & Responsibilities**

**3.1 Contractor Site Management and Supervision**

Each Contractor will be responsible for fulfilling all statutory and safety requirements as per the laws of the land and not limited to Factory Act, Electricity Act, Electricity Rules and Regulations, Shop and Establishment Act etc.

Each Contractor shall provide at least one competent full-time safety supervisor for workforce of every 50 workers or less than that. When workforce ranges to 500, the contractor must provide at least one qualified safety officer (This may be subjected to change as per applicable act). Thus, for work force of 500 workers there will be one qualified safety officer and 10 safety supervisors. For every 500 additions in workforce, the contractor must add 1 safety officer and 10 safety supervisors. The Order Manager or Safety Department of the Tata Power Division /Discoms will review and approve the appointment of all safety officers and supervisors. The safety supervisors/officers will work with the guidance from Tata Power Division /Discoms Safety Department and align themselves with Tata power Division/Discom safety requirements.

For O&M related AMC activities, minimum one qualified safety officer to be deployed for each Division of the Discoms.

Qualified safety officer means he or she has completed PDIS or ADIS from a recognized institute.

Site Safety Officer/Safety Supervisor / Safety Coordinator shall be interviewed by the Order Manager/ Safety head of the Tata Power Division/Discom and then gate passes shall be issued if the interview is successful.

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Site Manager of Contractor/Subcontractor is responsible, and will be held accountable, for the safety of their own workforce as well as that of sub-contractors. He should also ensure that all equipment, materials, tools, and procedures remain in safety compliance at job site.

Responsibility of Site manager includes, but not limited to:

- 3.1.1 Holding officer/supervisors accountable for safety and actively promote safe work performance.
- 3.1.2 Participate in and cooperate with all safety program requirements to be implemented to meet Tata Power Division /Discoms safety objectives
- 3.1.3 Ensure timely reporting of safety incidents, near misses, unsafe acts, and conditions.
- 3.1.4 Identify the training needs of BA employees and maintain all safety training documents.
- 3.1.5 Provide Safety Performance Report at an agreed frequency.
- 3.1.6 Stopping of unsafe work (Acts and/or Conditions) immediately. Work to start only after corrective actions are implemented.
- 3.1.7 Ensure and participate in daily toolbox talk for all the jobs.
- 3.1.8 Ensure that only tested and certified tools and equipment are issued to the workers and being used at the site.

### 3.2 Contractor Supervisors and General Staff.

Contractors' site supervisors and general staff members in charge of job site functions such as field engineering, warehousing, purchasing, costing, 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 Safety program and ensuring that all site activities are performed with SAFETY as the primary objective.

Each site supervisor is responsible and will be held accountable for identifying, analyzing, and eliminating or controlling all hazards through implementation of an aggressive, pro-active Health, Safety and Environmental Program. Each supervisor will proactively participate in the Safety program by observing, correcting, and recording unsafe acts and conditions at plant / sites.

### 3.3 Contractor Workforce

- 3.3.1 Contractors shall provide adequate quality and quantity of manpower as mutually agreed. (R5)
- 3.3.2 All the contractor employees shall attend "SHE L0(Other than new business and Odisha Discom)/L1 Foundation Course in Safety". Depending on the critical procedure in job employees shall also be required to attend "SHE L2 course of critical/high risk operations". All Supervisors shall be required to attend "SHE L3 Supervisory Training". All the above trainings will be conducted by TPSDI/Skill development institute of Disco, or other equivalent institute approved by Tata Power.

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- 3.3.3 Contractor employees shall be required to attend any other additional training if suggested by Order manager or Site Safety Head. The cost of such additional training shall be borne by the Vendor.
- 3.3.4 Contractor / Vendor shall mobilize their manpower well in advance to complete the training through TPSDI/Sill development Institute.
- 3.3.5 The Vendor / BA shall arrange or bear the conveyance and food expenses incurred during training of BA employees in Odisha Discom. (R5)
- 3.3.6 The validity of the training L1, L2 and L3 is 3 years. There will be competency assessment as Revalidation test in every three months for Tata Power Division and six months for Odisha Discom till one year from implementation of CSCC.(R5) Those who fail in the competency assessment shall undergo training again.
- 3.3.7 Supervisors/Welder/Electricians/Line man /Fitters /Radiographers/Riggers engaged by the contractor shall have valid competency certificates issued by authorized agency/Institute.
- 3.3.8 Contractor workforce must make safety a part of their job by following safety rules and regulations and by using all safeguards and safety equipment. They must take an active part in the Safety programs for the Site.
- 3.3.9 Every member of the workforce is expected to report for work without influence of any Drug/Alcohol. Failure to comply with this requirement shall result in immediate termination of employees under the influence of drug and alcohol plus show cause notice/penalty to the vendor.
- 3.3.10 All employees shall report hazardous conditions, practices and behaviours in their work areas and correct wherever possible.
- 3.3.11 Workforce is responsible for active participation in safety and health programs, suggestion systems, trainings and reporting of unsafe act/practices, Unsafe conditions incidents and injuries to their supervisors.

### **3.4 Vendor/Contractor/sub-contractor**

- 3.4.1 Vendors/Contractor shall always comply with and ensure that their workforce comply with all site safety rules and regulations. Specifically, with applicable provisions of the Site Safety Management Plan and all statutory safety rules and regulations.
- 3.4.2 After receiving the work order/ purchase order vendor/contractor/bidder shall not appoint Sub-contractor without safety assessment of the sub-contractor through safety concurrence group Under Contractor Safety Code of Conduct. Penalty of 5% of contract value will be applicable to the contractor if subcontractor is appointed without the permission of SCG and without evaluation through CSCC process.

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#### **4.0 Tools and Tackles(R5)**

- 4.1 Tools & Tackles used to carry out the job shall be checked and inspected by Order Manager and safety Officer.
- 4.2 Vendor must submit a valid Certificate from Competent person under the Factories Act 1948 and State Factories Rule for all Lifting Tools and Tackles (like Hoist, D Shackles, chain Block, wire ropes etc.).
- 4.3 All Electrical Hand Tools must be tested for leakage of current by a person /agency authorized by Tata Power Division /Discoms. Electrical power must be taken though RCCB of 30mA. Electrical hand tools should not have cord more than 3 meters in length. If power source is at > 3 meters, extension boards with RCCB of 30 mA and ON/OFF switch, shall be used.
- 4.4 Removal or inclusion of tools any new tool /tackles / machinery / equipment at site should only be done with concurrence of the order Manager / Head Safety.

#### **5.0 Site Safety Rules and Procedures:**

The work in the safest possible manner can only happen when it has been carefully planned and all applicable procedures are followed. The Tata Power Safety Procedures are derived from Tata Power best practices and the applicable Government acts regulations. In each case, the most stringent regulation is used. All safety rules and procedures developed from time to time shall be mandatorily followed by the vendor and his employees while working at Site.

**6.0 Critical safety Rules and Procedures:** Following is the list of Tata Power's critical Safety Rules and Procedures. Contractor shall refer to approved Rules and Procedures for detailed requirements and ensure conformance

##### **6.1 Lock Out and Tag Out Procedure.**

This procedure is intended to be used for the protection of Personnel while servicing or performing maintenance on distribution network/ equipment / pipeline / vessel / process systems. This is a general procedure that shall be used as the minimum requirements for isolation of equipment, pipelines, machines, system from all possible sources of hazardous energy and / or material such as Steam, Hot Water, Compressed Air, any other process fluid / chemical energy /Mechanical energy or Electrical energy. For complete procedure kindly refer Procedure Document No. **TPSMS/CSP/LOTO/001**

##### **6.2 Excavation Safety (Shoring and Sloping) Procedure**

This procedure is developed to cover the safe practices required for shoring and sloping in excavation and trenching jobs. This procedure is developed to establish mandatory requirements for practices to protect personnel, property and equipment from hazards associated with above activities. For complete procedure kindly refer Procedure Document No **TPSMS/CSP/EXS/002**

##### **6.3 Confined Space Entry Procedure:**

This procedure outlines the steps required to perform the confined space entry and to protect personnel from the hazards of entering and conducting operations in confined spaces. For complete procedure kindly refer Procedure Document No – **TPSMS/CSP/CSE/003**.

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#### **6.4 Working at Height Procedure:**

This procedure describes the rules and procedures to protect employees from the hazards of working at heights. This procedure is developed to cover the safe practices required for Working at Heights. This procedure is developed to establish mandatory requirements for practices to protect personnel from hazards associated in this area. For complete procedure kindly refer Procedure Document No – TPSMS/CSP/WAH/004.

#### **6.5 Heavy Equipment Movement Safety Procedure.**

Heavy equipment lifting and movement is an activity involving loading, unloading, storage and movement from one place to another including lifting and erection or repairing of equipment with cranes or hoists. Material, machinery and equipment handling operations are being carried out by large capacity cranes and hoists, which make the job safer and faster. This procedure addresses the hazards and precautions associated with such equipment and their use. For complete procedure kindly refer Procedure Document No – TPSMS/CSP/HEMS/005.

#### **6.6 Mobile Crane Safety Procedure.**

Mobile cranes are responsible for many incidents, injuries. Falling loads from mobile cranes pose a severe hazard to operators and nearby workers and property. Many types of cranes, hoists, and rigging devices are used for lifting and moving materials. To maintain safe, appropriate standards must be adhered to and only qualified and licensed individuals shall operate these devices. For complete procedure kindly refer Procedure Document No – TPSMS/CSP/MCS/006.

#### **6.7 Scaffold Safety Procedure.**

This procedure is developed to provide information on the safe erection, use, dismantling and maintenance of access scaffolding in the workplace. It is developed to establish mandatory requirements for practices to protect personnel from hazards associated with erection, use and dismantling of scaffolds. For complete procedure kindly refer Procedure Document No – TPSMS/CSP/SCAF/007.

#### **6.8 Permit to Work Procedure.**

Given the inherent hazards of the power generation and distribution industry, a significant number of TATA POWER operations and installations are critical. Work Permit (WP) System is an essential element in controlling the workplace risks in an effective manner. For complete procedure kindly refer Procedure Document No – TPSMS/CSP/PTW/008.

#### **6.9 Job Safety Analysis (JSA) Procedure.**

This objective of this procedure is to have a task-based risk assessment process in place that identifies, evaluates and controls the risks associated with work activities, and as a result, prevents those involved in the task or those potentially affected by the task, from being harmed. For complete procedure kindly refer Procedure Document No- TPSMS/CSP/JSA/009 REV 01.

#### **6.10 Electrical Safety Procedure.**

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The objective of these standards is to specify minimum mandatory requirements and advisory guidance for identifying and controlling hazards to ensure 'Zero Harm' regarding operation maintenance and testing of electrical equipment. For complete procedure kindly refer Procedure Document No- TPSMS/CSP/ELEC/010

**6.11 Fire Safety Management Procedure.**

Objective of This standard is to specify the minimum mandatory requirements and advisory guidelines to ensure prevention of fire related incidents and managing / controlling their impacts if they do occur. For complete procedure kindly refer Procedure Document No - TPSMS/CSP/ELEC/011

**6.12 Hazard Identification & Risk Assessment (HIRA) Procedure(R5):**

Objective of this procedure is to define guidelines for Hazard identification, Risk assessment and determination of controls. For complete procedure kindly refer Procedure Document No - TPSMS/CSP/HIRA/012.

**6.13 Management Of Change (MOC) Procedure(R5):**

The objective of this document is to establish the procedures necessary to ensure that HSE risks are managed to an acceptable level in Tata Power Management of Change (MOC) process. For complete procedure kindly refer Procedure Document No - TPSMS/CSP/MOC/013.

**6.14 Pre-Start-up Safety Review (PSSR) Procedure(R5).**

Objective of this procedure is to provide guidelines for safe initial startup of a new facility or restart of a modified facility. The PSSR process verifies that the new/modified facility meets the original design and operating parameters. The intent is to prevent incidents caused by inadequate, incomplete, unauthorized design, construction, installation, and/or commissioning. For complete procedure kindly refer Procedure Document No - TPSMS/CSP/MOC/014.

**6.15 Road Safety procedure(R5):**

To provide Safety Rules for road travel management and safe usage of all types of vehicles viz. passenger/ commercial, owned/ hired by company, driven by employees or contractors. For complete procedure kindly refer Procedure Document No - TPSMS/CSP/RSP/015.

**7.0 General safety Rules and Procedure:**

**7.1 Lift (Elevator) Safety Procedure:**

To provide safe operating procedure for taking control of lift car before entering and existing the pit of OTIS make elevators. For complete procedure kindly refer Procedure Document No – TPSMS/GSP/LIFT/001,

**7.2 Working on conveyor belt Procedure:**

This procedure is developed to cover the safe practices required for Working on live equipment and to protect personnel from hazards associated with it. For complete procedure kindly refer Procedure Document No – TPSMS/GSP/CONV/003

**7.3 Batteries Handling & Disposal(R5)**

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To provide procedure for recycling and / or safe disposal of used / waste batteries in compliance with all legislation. For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/HAZM/003**

**7.4 Material Handling and Storage Procedure:**

The purpose of this document is to provide procedures to assist the safe handling of materials (manual handling and mechanical handling). For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/MATL/004**.

**7.5 Office Safety Procedure(R5):**

The objective is to provide a safe working environment to those working in office premise, who may be exposed to emergency situations and other chronic / cumulative risks that may arise due to various reasons of unsafe act, unsafe condition, fire and or pandemic crisis like COVID-19 etc. For complete procedure kindly refer Procedure Document No - **TPSMS/GSP/OFS/006**

**7.6 Earth Leakage Circuit Breaker (ELCB) Testing Procedure(R5):**

The objective of this procedure is to define the minimum requirements for testing of Earth Leakage Circuit Breaker (ELCB). For complete procedure kindly refer Procedure Document No - **TPSMS/GSP/ELCB/008**.

**7.7 Occupational Health & Safety Legal Compliance Procedure(R5):**

Objective of this procedure is provide guidelines for compliance of Occupational Health & Safety (OH&S) legal requirements and all ratified protocols and agreements are incorporated in Tata Power Safety Management System (SMS). For complete procedure kindly refer Procedure Document No - **TPSMS/GSP/LEGL/009**.

**7.8 Incident Reporting & Investigation Procedure(R5):**

Objective of this procedure is to outline the process for reporting, recording and investigating an incident, recommending corrective and preventive actions and to communicate the lessons learned to prevent recurrence of similar incidents. For complete procedure kindly refer Procedure Document No - **TPSMS/GSP/IRI/011**.

**7.9 Contractor Safety Management Procedure.**

The purpose of this document is to engage with contractors in a way to create safe work environment for everyone working for Tata Power. For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/CSM/015**.

**7.10 Tree Trimming Procedure(R5):**

The objective of this procedure is to define guidelines and minimum requirements for Tree trimming. For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/TTRM/017**

**7.11 Safe Lone Working Procedure(R5):**

Objective of this procedure is to lay down guidelines for reduction and safe managing of any additional risk arising from lone working. For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/LONE/019**.

**7.12 Good Housekeeping(5S) Procedure(R5):**

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Objective of this procedure is to explain the meaning, importance and provide guidelines for implementation of Good Housekeeping(5S) at workplaces across organization. For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/GHK/022**.

**7.13 Personal Protective Equipment(R5):**

This procedure describes the basic requirements, applicability, minimum specifications of Personal Protective Equipment (PPE). For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/PPE/023**.

**7.14 Process Safety Management Procedure(R5):**

The objective of this document is to provide a standardized & uniform guideline to implement Process Safety Management in Tata Power, its JVs, and subsidiaries to prevent or minimize the consequences of releases of toxic, flammable, pressurized or uncontrolled chemicals/Steam/Water or any other material which may result in toxic, fire, explosion, burn or flood like situation. For complete procedure kindly refer Procedure Document No – **TPSMS/GSP/PSM/024**

The above procedures will be updated time to time and the updated version of the procedures as well as any additional critical procedure will be available on official website of Tata Power ([www.tatapower.com](http://www.tatapower.com)) for your reference.

**8.0 Training and Capability Building.**

Safety Training and capability building of workforce is a major component of safety management program. All training required must be provided and documented as specified by Tata Power and Indian Regulations. Tata Power Division /Discoms Safety department will audit contractors training and related documentation to assure its adequacy.

**8.1 Tata power Odisha Discom Site Safety Orientation.R5**

All Tata Power contractor and subcontractor workforce is required to attend Site Safety Orientation Training to receive a Safety Training Card, which is required to obtain a Gate Pass to the site, prior to entry. This Safety Orientation Course will be for duration of minimum half day. The information provided during the orientation will include, but is not limited to following:

- 8.1.1 Job rules, personal safety, and conduct
- 8.1.2 Hazard's reporting
- 8.1.3 Reporting of injuries
- 8.1.4 Emergency procedures
- 8.1.5 Safety Activities and Program including disciplinary measure and incentives.
- 8.1.6 Critical safety procedure relevant to the job

**8.2 Capability Building:**

- 8.2.1 All Tata Power contractor and subcontractor workforce is required to attend L1 Training to receive a Safety Training Card, which is required to obtain a Gate Pass to the site, prior to entry.
- 8.2.2 Appropriate practical training such as SHE L1, L2& L3 is given to ensure that a jobholder, either supervisor or worker, is competent to do his/her job safely. The skill training is provided through TPSDI, and other agencies authorized

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by Tata Power on the list of 15 critical Safety procedures mentioned under safety procedures. Duration of course is as specified by Division/Discom

- 8.2.3** Contractor shall ensure that concerned workmen are provided with adequate training before he/she is allowed to execute the work. An evaluation test will be conducted after the completion of the training. Those employees who meet the minimum required competency will be provided with Certificate (Card), which will be valid for 3 years, post which the workmen have to reappear for assessment.
- 8.2.4** If the workman is not able to qualify the assessment, he/she will be given 3 additional attempts to clear in 3-month time failing which he/she will not be allowed to work in the Division /Discoms.
- 8.2.5** After expiry of Certificate or Training /Competency Card again one day recertification of L1, L2 and L3 skill training will be provided. R7.
- 8.2.6** Quarterly /Half yearly(For Odisha and New business) Revalidation Test - "SHE L1 Revalidation test" will be conducted for the contractor's employees to revalidate their safety awareness and knowledge.
- 8.2.7** Order Manager and Safety In charge of the Division/Site /Plant will conduct a Competency Assessment of all workforces, going to be deployed at site / plant for high-Risk job.
- 8.2.8** The Contactor shall bear the conveyance and food expenses of his staff for attending training sessions and capability building sessions in new business-like Odisha Discom.
- 8.2.9** The Contactor shall bear the entire cost of L1/L2/L3, the costs towards training, salaries/wages, boarding and lodging of his staff for attending training sessions and capability building sessions. These trainings are offered on nominal chargeable basis payable by Contractor and rates shall be decided by TPSDI from time to time in case of training through TPSDI. Generally, L0 is of one day, L1 is for 2 days for each critical procedure and L3 is for one day. Around Rs 700+GST is approx. cost /Day/Candidate. -R5
- 8.2.10** Competency assessment of all critical workforce to be carried out for all who has taken L2 training. R5

#### **9.0 Recognition to the Prior Learning in Safety-R5**

If "Order Manager" recommends and "Head of the Safety Department of Discom" is satisfied with the safety knowledge and competency of the employee of contractor, a test may be conducted by Tata power Skill development Institute/ other recognized institute to assess the prior learning in safety. If employees of the contractors pass in such test, he will be exempted from appearing in SHE L1 training. This assessment is on nominal chargeable basis and rates are decided by TPSDI from time to time.

**10.0 Safety performance retention(R5) and Safety Performance Evaluation: A certain percentage of the bill value will be retained against every running bill as safety performance retention. The amount will be released with the last invoice or every six-month based on Safety Performance Score of contractors. This is as per CSCC Document no TPSMS/GSP/ CSM/015**

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*This safety retention shall be waived for Contractors who have either submitted a Contract Performance Bank Guarantee or have a retention from each running bill for an amount not less than 10% of each bill subject to the express undertaking / understanding that if there are any deductions required to be made for safety non-performance as per the Safety Performance Score, then Tata Power shall recover any such deductions against safety non-performance directly from the monthly bills / final settlement as the case may be failing which it shall be within its right to recover such sum from accounts payable or the CPBG or the retention of the Contractor available with Tata Power for the said contract or any other contract between the Contractor and Tata Power.*

### **11.0 Pre-Employment and Periodic Medical check-up:**

Contractor shall arrange to conduct a pre-employment and periodic medical check-up for its entire workforce by Tata Power medical officer or Tata Power authorized medical officer. The contractor shall be able to produce the certificate prior to the employment. The contractor shall also organize to conduct periodical medical checkup (six monthly) for the following category of employees:

- Drivers (Check for Vision & Hearing)
- HEM Equipment Operators (Check for Vision & Hearing)
- Workforce working at Height (Check for Vision, Hearing, Vertigo & Height Phobia)
- Workforce Handling the hazardous substances - Coal, ash and chemicals (Chest X-ray and Lung Function T)
- Workforce in high Noise area (> 90 Decibel), Check for Hearing
- Workforce handling radiography equipment for conducting NDT.
- Workforce, working in specific areas requiring specific medical attention should conduct the medical tests test as laid down in the respective Site Safety Management Plan.

### **12.0 Other Conditions:**

- 12.1. The manpower/vehicles/Tools & Tackles/Equipment provided shall be as per mutually agreed SLA.
- 12.2. No Supervision No work policy should strictly be followed.
- 12.3. Test Before Touch must be ensured every time a job is being carried out in electrical network.
- 12.4. HIRA /JSA as per the job scope must be prepared in detail and submitted along with Site Safety Plan by the successful bidder.
- 12.5. Personal protective equipment (PPE) must always be checked before use to ensure that they are in good condition and clean. Replace them if necessary.
- 12.6. All relevant PPE shall be provided by the vendor while working at the site.
- 12.7. Housekeeping shall be maintained all the time while execution of work. All the unwanted material shall be removed from the site at the end of the day's work. Old/damaged parts if taken out of the system shall be kept at

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identified placed and it shall be shifted to scrap yard or disposed of as per instruction of order manager.

- 12.8. Site Safety Plan shall be prepared by successful bidder along with order manger. Appendix 1 to be filled by successful bidder and submitted to Tata Power safety in-charge, before mobilization of team at site and start of the work.
- 12.9. The Owner or Proprietor of BA must visit worksite at least once in a month and meet Order Manager every month. In case of incidents, the Owner or Proprietor of BA is required to attend Time Out Meetings to understand the gaps that contributed to the incident.

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**General Safety Conditions for various contracts Specific to Odisha Discom(R5)**

**13.0. Safety Conditions for maintenance of STS (Sub Transmission System) Network.**

A BA awarded a major contract work of maintenance of sub – transmission network in area of a power system will be required to fulfil the following conditions:

- Availability of Discharge Rods - Minimum 6 Nos. in each maintenance vehicle, fit for purpose and in good conditions and defective rods are removed from service.
- Availability of Neon tester - Minimum one Neon Tester in each Maintenance Vehicle, in good and working condition and defective or non-standard neon testers are removed from service.
- Electrical hand Gloves - Minimum two sets of 33 KV and two sets of 11 KV in maintenance vehicles.
- The BA linemen must be having required ELBO certification for the voltage level involved.
- BA shall provide Safety Policy, Safety Objectives, Organogram showing structure and responsibility of Safety management of his company and shall document the work practices and procedures in terms of Safety Management.
- BA shall comply with all statutory requirements like applicable acts, regulations, codes of practice, OHSAS Standards, Labour laws, etc.
- The BA shall participate in Safety promotional activities like celebration of Lineman day on 4<sup>th</sup> March, National Fire Service Day on 14<sup>th</sup> April and Theme based safety campaigns undertaken by the Discoms every month.
- BA shall abide by Safety manuals and guidelines of Discom issued from time to time.
- BA shall ensure safety training and induction program for the employees. The BA employees must carry safety training card / competency card to the worksite and produce the card on demand.
- All BA employees must be given valid ID card issued by BA cell of Discom who will check statutory compliances before issuing ID cards.
- BA shall not employ a new workman without training and issue of ID card.
- BA shall conduct safety audits & inspections as per Discom procedures.
- BA shall provide proper PPEs as per CSM F-8 ensure periodic inspection of PPE, Tools and tackles to ensure their serviceability.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by the Discoms.
- BA shall ensure that no job shall be carried out without efficient supervision.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident, or accident to engineer in-charge and SAFETY team of the Discom.
- BA shall provide safety performance and Safety MIS to engineer in-charge and Discom SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA safety staff shall work as per the guidance of the Discom safety department and functionally report Safety Head of Discom. Any leaves by safety staff of the BA shall have to approved by Discom Safety Department.
- BA shall ensure to depute Safety Staff for managing safety in worksites. In case the BA has been awarded work in more than one area power system, then the following safety structure will be adopted.
- Safety manager and Safety engineer must be having PDIS or ADIS.

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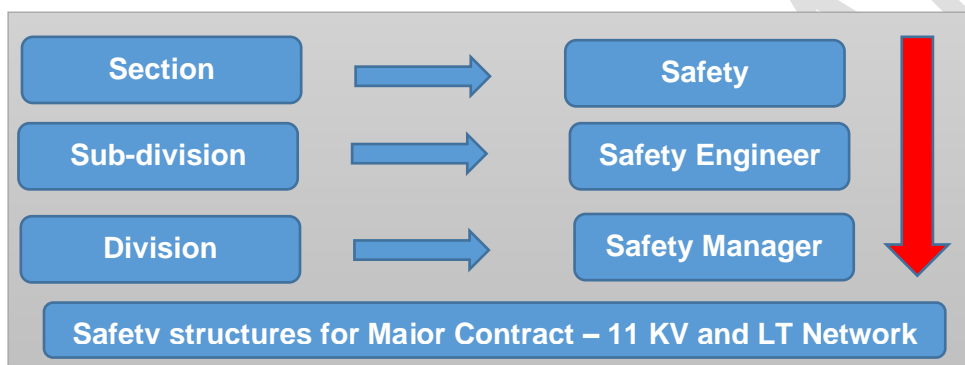
#### 14.0 Safety Conditions for maintenance of 11 KV and LT Network.

A BA awarded a major contract work of maintenance of 11 KV and LT Network in area of a power system will be required to fulfil the following conditions:

- Availability of Discharge Rods - Minimum 6 Nos. in each PSS/FCC and maintenance vehicle, fit for purpose and in good conditions and defective rods are removed from service.
- Availability of Neon tester - Minimum one Neon Tester in each PSS/FCC/ Maintenance Vehicle, in good and working condition and defective or non-standard neon testers are removed from service.
- Electrical hand Gloves - Minimum two sets of 33 KV and two sets of 11 KV in each PSS/Maintenance vehicles and two sets of LT hand gloves at each FCC.
- The BA linemen must be having required ELBO certification for the voltage level involved.
- BA shall provide Safety Policy, Safety Objectives, Organogram showing structure and responsibility of Safety management of his company and shall document the work practices and procedures in terms of Safety Management.
- BA shall comply with all statutory requirements like applicable acts, regulations, codes of practice, OHSAS Standards, Labour laws, etc.
- BA shall abide by Safety manuals and guidelines of Discom issued from time to time.
- BA shall ensure safety training and induction program for the employees. The BA employees must carry safety training card / competency card to the worksite and produce the card on demand.
- All BA employees must be given valid ID card issued by BA cell of Discom who will check statutory compliances before issuing ID cards.
- BA shall not engage new workman without training and issue of ID card.
- PSS operator shall not be involved in maintenance activities.
- BA shall conduct safety audits & inspections as per Discom procedures.
- BA shall provide proper PPEs as per CSM F-8 ensure periodic inspection of PPE, Tools and tackles to ensure their serviceability.
- The BA shall participate in Safety promotional activities like celebration of Lineman day on 4<sup>th</sup> March, National Fire Service Day on 14<sup>th</sup> April and Theme based safety campaigns undertaken by the Discoms every month.
- BA to ensure that all LT complaints are routed through Call Centre and recorded in FCC. Rectification of fault shall be done only after call centre logging and with the knowledge of BA supervisor.
- No one will work alone or unsafely under public pressure or otherwise.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by the Discoms.
- BA shall ensure that no job shall be carried out without efficient supervision.

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- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident, or accident to engineer in-charge and SAFETY team of the Discom.
- BA shall provide safety performance and Safety MIS to engineer in-charge and Discom SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA safety staff shall work as per the guidance of the Discom safety department and functionally report Safety Head of Discom. Any leaves by safety staff of the BA shall have to approved by Discom Safety Department.
- BA shall ensure to depute Safety Staff - One safety supervisor per section, One safety engineer per sub-division and one safety manager per Division Safety manager and Safety engineer must be having PDIS or ADIS.



#### 15.0 Safety Conditions for the major contract work in Civil Projects:

A BA awarded a major contract work of / in civil project will be required to fulfil the following safety conditions:

- BA shall provide Safety Policy, Safety Objectives, Organogram showing structure and responsibility of Safety management of his company and shall document the work practices and procedures in terms of Safety Management.
- BA shall comply with all statutory requirements like applicable acts, regulations, codes of practice, OHSAS Standards, Labour laws, etc.
- BA shall abide by Safety manuals and guidelines of Discom issued from time to time.
- BA shall ensure safety training and induction program for the employees. The BA employees must carry safety training card / competency card to the worksite and produce the card on demand.
- All BA employees must be given valid ID card issued by BA cell of Discom who will check statutory compliances before issuing ID cards.
- BA shall not employ a new workman without training and issue of ID card.
- BA shall conduct safety audits & inspections as per Discom procedures.
- BA shall provide proper PPEs as per CSM F-8 ensure periodic inspection of PPE, Tools and tackles to ensure their serviceability.
- BA shall ensure the adherence to standard operating procedures or guidelines laid down by the Discoms.
- BA shall ensure that no job shall be carried out without efficient supervision.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident, or accident to engineer in-charge and SAFETY team of the Discom.

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- The BA shall participate in Safety promotional activities like celebration of Lineman day on 4<sup>th</sup> March, National Fire Service Day on 14<sup>th</sup> April and Theme based safety campaigns undertaken by the Discoms every month.
- BA shall provide safety performance and Safety MIS to engineer in-charge and Discom SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA safety staff shall work as per the guidance of the Discom safety department and functionally report Safety Head of Discom. Any leaves by safety staff of the BA shall have to approved by Discom Safety Department.
- BA shall refer Construction Safety Manual of the Discom for details.
- BA shall ensure to depute a Safety Supervisor (for workforce up to 100 at site) / a safety engineer (for workforce up to 250 at site) / safety manager (for more than two safety engineers) for managing safety at the project site. In case the BA has been awarded more than one major contracts, then the following safety structure will be adopted.
- Safety Engineers and Safety Managers must be having PDIS or ADIS.



**16.0 Safety Conditions for the major contract work in Commercial Department like - MMG, RRG, EAG, etc.:**

A BA awarded a major contract work in meter management group & energy auditing group will be required to fulfil the following safety conditions:

- BA shall provide Safety Policy, Safety Objectives, Organogram showing structure and responsibility of Safety management of his company and shall document the work practices and procedures in terms of Safety Management.
- BA shall comply with all statutory requirements like applicable acts, regulations, codes of practice, OHSAS Standards, Labour laws, etc.
- BA shall abide by Safety manuals and guidelines of Discom issued from time to time.
- BA shall ensure safety training and induction program for the employees. The BA employees must carry safety training card / competency card to the worksite and produce the card on demand.
- All BA employees must be given valid ID card issued by BA cell of Discom who will check statutory compliances before issuing ID cards.
- BA shall not employ a new workman without training and issue of ID card.
- BA shall conduct safety audits & inspections as per Discom procedures.
- The BA shall participate in Safety promotional activities like celebration of Lineman day on 4<sup>th</sup> March, National Fire Service Day on 14<sup>th</sup> April and Theme based safety campaigns undertaken by the Discoms every month.
- BA shall provide proper PPEs as per CSM F-8 ensure periodic inspection of PPE, Tools and tackles to ensure their serviceability.

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- BA shall ensure the adherence to standard operating procedures or guidelines laid down by the Discoms.
- BA shall ensure that no job shall be carried out without efficient supervision.
- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident, or accident to engineer in-charge and SAFETY team of the Discom.
- BA shall provide safety performance and Safety MIS to engineer in-charge and Discom SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- BA safety staff shall work as per the guidance of the Discom safety department and functionally report Safety Head of Discom. Any leaves by safety staff of the BA shall have to be approved by Discom Safety Department.
- BA shall ensure to depute a Safety Supervisor for managing safety at worksite.
- The BA for the RRG work shall depute one Safety supervisor.



#### 17.0 Safety Conditions for Major Projects in Distribution Network

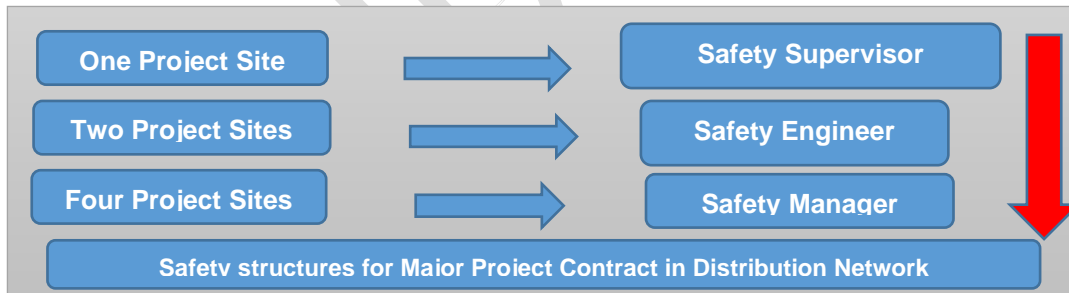
A BA awarded a major Projects in Distribution Network shall be required to fulfil the following conditions:

- Availability of Discharge Rods - Minimum 6 Nos. for each project site, fit for purpose and in good conditions and defective rods are removed from service.
- Availability of Neon tester - Minimum one Neon Tester in each project site, in good and working condition and defective or non-standard neon testers are removed from service.
- Electrical hand Gloves - Minimum one sets of 33 KV, 11 KV and LT in each project site.
- The BA linemen must be having required ELBO certification for the voltage level involved.
- BA shall provide Safety Policy, Safety Objectives, Organogram showing structure and responsibility of Safety management of his company and shall document the work practices and procedures in terms of Safety Management.
- BA shall comply with all statutory requirements like applicable acts, regulations, codes of practice, OHSAS Standards, Labour laws, etc.
- BA shall abide by Safety manuals and guidelines of Discom issued from time to time.
- BA shall ensure safety training and induction program for the employees. The BA employees must carry safety training card / competency card to the worksite and produce the card on demand.
- The BA shall participate in Safety promotional activities like celebration of Lineman day on 4<sup>th</sup> March, National Fire Service Day on 14<sup>th</sup> April and Theme based safety campaigns undertaken by the Discoms every month.
- All BA employees must be given valid ID card issued by BA cell of Discom who will check statutory compliances before issuing ID cards.
- BA shall not employ a new workman without training and issue of ID card.
- BA shall conduct safety audits & inspections as per Discom procedures.
- BA shall provide proper PPEs as per CSM F-8 ensure periodic inspection of PPE, Tools and tackles to ensure their serviceability.

- BA shall ensure the adherence to standard operating procedures or guidelines laid down by the Discoms.
- BA shall ensure that no job shall be carried out without efficient supervision.

Sr. No	Type of Audit	Frequency
1	Tool Bag and PPE audit	Weekly
2	First Aid Box Maintenance Record	Fortnightly
3	Fire Extinguisher Record (Applicable for the BA involved in major construction works and have storage of flammable material at worksite)	Monthly
4	Safety Talk Register	Weekly
5	Site Safety Audit	Daily

- BA shall ensure reporting of any unsafe act, unsafe conditions, near miss, incident, or accident to engineer in-charge and SAFETY team of the Discom.
- BA shall provide safety performance and Safety MIS to engineer in-charge and Discom SAFETY group periodically. Based on any non-confirmation to the safety procedures and guidelines, BA is liable to be negatively marked for his performance and suitable penalty will be imposed.
- The BA shall participate in Safety promotional activities like celebration of Lineman day on 4th March, National Fire Service Day on 14th April and Theme based safety campaigns undertaken by the Discoms every month.
- BA safety staff shall work as per the guidance of the Discom safety department and functionally report Safety Head of Discom. Any leaves by safety staff of the BA shall have to approved by Discom Safety Department.
- BA shall ensure to depute Safety Staff for managing safety in worksites. One safety supervisor per project site or 100 persons, one safety engineer for 2 project sites of 250 persons, and one safety manager for four project sites or 500 persons.
- Safety manager and Safety engineer must be having PDIS or ADIS.



**18.0 Schedule of Safety Audits by BA Safety Staff**

**Safety Undertaking of BA by way of Affidavit**

I \_\_\_\_\_ s/o \_\_\_\_\_ R/o \_\_\_\_\_ (AUTHORIZED REPRESENTATIVE/PARTNER/DIRECTOR/PROPRIETOR ) of M/S \_\_\_\_\_ (name of company/firm) having its office at (Complete address of Company), authorized vide power

The Tata Power Company Ltd	 	 	 	Appendix 3 to CSCC Safety Terms and Conditions
Document No. TPSMS/GSR/STC/009 REV 05				Date of Issue: 01/08/2023

of attorney dated -----/Board resolution dated----/letter of authority dated----, hereinafter referred to as **Contractor [or Business Associate (BA)]** which expression shall, unless it be repugnant to or inconsistent with the meaning or context thereof, be deemed to include its heirs, executors, administrators, and assigns do hereby affirm and undertake as under :

1. The present undertaking shall remain in force from the date of execution of contract and shall be valid till the date of termination of the said contract by either party. The undertaking is binding on me (contractor) as well as my sub-contractor and its employees, representatives etc.
2. That I (the contractor) will be responsible and liable to comply and abide by all the safety rules, instructions and regulations as may be specified and laid down by the Discom to achieve its goal of Zero for on-site incidences.
3. That the Contractor shall be fully responsible for ensuring occupational health and safety of its employees, representatives, agents as well as of its subcontractor's employees, at all times during the discharge of their respective obligations under the contract including any methods adopted for performance of their tasks / work.
4. That Contractor shall ensure ,at its own expense to arrange for and procure, implement all requisite accident prevention tools, first aid boxes, personal protective equipment, fire extinguisher, safety training, Material Safety Data Sheet, pre-employment medical test, etc. for operations & activities including as & when so specified by Discom specifically. , failing which Discom shall be entitled, but not obliged, to provide the same and recover the actual cost thereof from the Contractor's payments.
5. That the Contractor shall engage adequate and competent Safety – Supervisor / Engineer / Manager / Skilled persons at site as per the Para 5 (Qualification and experience of safety personnel) and Annexure 3 of Contract Safety Management.
6. That the Contractor shall engage the competent Site – Supervisor with each group of workers for safe and correct workmanship, proper co-ordination of material and site work as per contract.
7. That the Contractor shall immediately replace supervisor in case it is found to be not up to the level of skill and experience required, but any such replacement shall be only with the prior concurrence of the Discom representative.

The Tata Power Company Ltd	TPCODL	 <b>TATA</b>	TPNODL	Appendix 3 to CSCC Safety Terms and Conditions
Document No. TPSMS/GSR/STC/009 REV 05	TPSODL	 <b>TATA POWER</b>	TPWODL	Date of Issue: 01/08/2023

8. That the Contractor and its subcontractors shall abide by all the safety guidelines as per Safety Manual, Contract Safety Management and other guidelines issued from time to time by Discom during the contract period.
9. That in case the Contractor and/or any of its Subcontractor fail to ensure the compliance as required in terms of this undertaking the Contractor shall keep and hold Discom / its directors / officers / employees indemnified against any / all losses / damage / expense / liability / fines / compensation / claims / action / prosecutions or the like which might be suffered by Discom or to which Discom might get exposed to as a result of any breach /wilful negligence /deliberate default on the part of the Contractor /Subcontractor in complying with the same. Contractor shall also furnish any press release, clarification etc. if sought by Discom for any near miss or safety violations, accidents, which are attributable to fault of Contractor.

DEPONENT

VERIFICATION

Verified at .....on this \_Day of \_\_\_\_\_ 20\_\_ that the contents of the above affidavit are true and correct and nothing material has been concealed therefrom

CONFIDENTIAL

The Tata Power Company Ltd	     	Contractor's Safety Code of Conduct
Document no TPSMS/GSP/ CSM/015/REV 07		Date of Issue: 01/08/2023

### Annexure to Appendix 3 : Safety Terms and Conditions Safety Retention Matrix

**5.5 Safety performance retention(R7):** A certain percentage of the bill value will be retained against every running bill as safety performance retention. The amount will be released with the last invoice or every six-month based on Safety Performance Score of contractors. The retention amount will be calculated based on contract value as below. ( R7)

Risk Category-(R7)	Contract Value	Retention Amount (%)
<u>Very high/High risk job/ Medium Risk jobs</u>	Up to 10 Lakhs	2.5
<u>Very high/High risk job/ Medium Risk jobs</u>	10 – 50 Lakhs	2
<u>Low/Very Low Risk jobs</u>	10 – 50 Lakhs	1
<u>Very high/High risk job</u>	0.5 to 10 Cr	2
<u>Medium Risk jobs</u>	0.5 to 10 Cr	1.5
<u>Low/Very Low Risk jobs</u>	0.5 to 10 Cr	1
<u>Very high/High risk job</u>	>10 Cr	1.5
<u>Medium Risk jobs</u>	>10 Cr	1

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**Appendix 6: CSM F6 - Safety Competency Assessment Form (Template)**

Name of the Vendor/Bidder:  
Name of the Sub Vendor (If job is given to Sub Vendor):  
Description of the Job:  
Request for Quotation (RFQ) No.:

**Vendor/Bidder to mandatorily provide the below safety competency related information:**

**1. Proposed Manpower Deployment Schedule :-**

Type of manpower	Qualification	Experience	Month 1	Month 2	Month 3	.....
<u>Project /AMC Manager(R7)</u>						
Site In Charge						
Safety Manager						
Safety Officer						
Supervisors						
Technicians						
High Skilled workmen						
Skilled workmen						
Semiskilled workmen						
Lineman						
Helpers						
Drivers						
Unskilled						
<u>Others(R7)</u>						

**Instruction to Bidders:**

- i. Indicate the overall site manpower deployment schedule as above
- ii. Indicate direct or subcontracted employees by using color code given below:
  - Direct Bidder Employee – Green**
  - Partly Direct / partly Subcontracted – Yellow**
  - 4.3.5 **Subcontracted – Red** *If subcontractor detail is not available at stage of Bid evaluation, then this can be agreed with Order manager or Engineer in charge before deployment Ensure that all sub-contractors follow the Tata Power Safety Procedure and agreed CSM F9 Site Safety Management Plan.R7*

iii. Against each category, indicate minimum educational qualification and work experience

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- iv. Add rows to include other specialized manpower, if any.
- v. Extend columns to cover the entire duration of the proposed contract.
- vi. If the operation is in shifts, then indicate shift in charge and / or safety officers required for each shift operation.

**2. List of Tools, Tackles, Machines and Equipment: -**

Bidder/ Vendor to provide the list of tools, tackles, equipment to be used during the job / project execution. Bidder/Vendor to ensure that all the lifting tools and tackles, pressure vessels are duly certified by the competent person authorised by the Chief Inspector of Factories of the respective state prior to start of the job

Sr. No	Description of Tools / Tackles	Capacity / Rating	Quantity	Make	Year of manufacture	Remarks
1						
2						
3						
4						
5						
.....						

**3. Safety Records:**

Bidder to provide the details of fatalities and lost workday cases (LWDC), occurred in last three years (data to be provided for the last completed FY and preceding 2 years).

Description	Safety Data for current and Last 3 Years			
	Current Year	Year 1 (Last FY)	Year 2	Year 3
		20__ - __	20__ - __	20__ - __
Fatalities (Nos.)				
Lost Workday Cases (Nos.)				

In case of no fatalities, LWDC during any year, the form may be filled stating NIL against the respective year. Bidders are encouraged to also submit the RCA / incident investigation reports and the learning's implemented out of the above reported incidents

**4. Job Safety Plan/ Method Statement:**

Bidder to provide / enclose a detailed Site/Job Safety Plan along with a Method statement detailing the execution philosophy (how the bidder intends to execute the Job/Project), identifying all key activities which are required to be performed by the contractor at Site.

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Bidder to also list down all high-risk activities and provide the Hazard Identification and Risk Assessment (HIRA) for all such high-risk activities involved in the site work.

(Use Method Statement template attached as Appendix 9)

**5. PPE Requirement -R7**

Division/DISCOM Requirement	Bidders Response
The Bidder/Vendor shall ensure that all PPE of Approved standards as per CSM F8 – PPE Requirements shall be always available and shall be used by his employees with no exception whatsoever. Bidders to also ensure Standard PPE matrix of Tata Power to be followed for all activities.	
10% Buffer stock of PPEs to be provided by bidders at each circle to meet any contingency	
Bidder will ensure that sample PPEs to be submitted/approved by Safety Department along with EIC at the time of submission of Safety bids for evaluation In case bidder manpower found using substandard or any PPEs which are not approved by the Tata Power-Division /DISCOM representative, then Tata Power-Division /DISCOM will provide the same to manpower deployed at the cost of bidders.	

**6. Vehicle Deployment:** Bidders to provide details of all vehicles deployed during execution of work-(R7)

S. No.	Vehicle No.	Vehicle Type	Location	EV/CNG/Diesel/Petrol	Year	Whether CNG endorsed on RC

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**7. Crane Deployment**-(R7): Bidders to provide details of crane to be deployed during the execution of work as and when required. Bidders to provide approved new gen crane ACE Model SX150, ACE FX150 and Escorts Model TRX 1550.

Sl No	Crane No	Location	Year

**8. Training Records**-(R7): Bidders to provide training records of employees deployed for the execution of work during last one year. These training includes OHS (Occupational Health and Safety) Training, Training on SOP/Work Procedures and Medical Emergency trainings imparted at their own facility, cost, and expenses. Bidders to provide the following details:

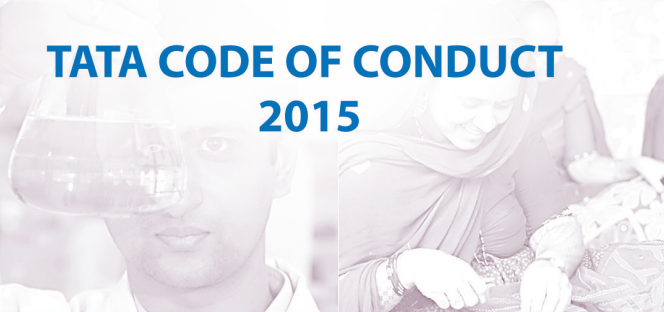
Tata Power-Division /DISCOM Requirement	Bidders Response
Training records of employees at their own facility, cost, and expenses for last one year	
Training facility available with Bidders	
Future road map for enhancing the competency of workforce	

**9. Rewards and Recognition**-(R7): Bidders to provide the details of process deployed in their organization for sharing and resolution of safety concerns raised by their employees. Also, bidders to provide the details of Rewards and Recognition process in their organization for safety to encourage the morale of their workforce.

**10. Management System Certification: -**

Sr.No	Certification	Yes / No	If Yes, Year of Certification	If No, Target date for Certification
1	ISO 9001			
2	ISO 14001			
3	ISO 45001			
4	Any other (Specify....)			

Note: Please attach certificates to support above. In case not accredited for above but applied for, application letters may be attached.



**TATA CODE OF CONDUCT  
2015**



## **LEADERSHIP THAT INSPIRES**

For over 100 years, the Tata group has been led by visionaries who have stayed true to the vision of the founder, Jamsetji Tata.

A vision that placed the greater good of society at par with business growth.

A vision that put into practice pioneering social initiatives that changed the way responsible business was run.

And a vision that brought into the group a strong social conscience.



We do not claim to be more unselfish, more generous or more philanthropic than other people. But we think we started on sound and straightforward business principles, considering the interests of the shareholders our own, and the health and welfare of the employees, the sure foundation of our success.

**Jamsetji Tata**  
Founder of the Tata group  
Chairman (1868 – 1904)

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## FOREWORD

Tata companies have consistently adhered to the values and ideals articulated by the Founder for over 150 years. The Tata Code of Conduct was first formalized by Mr Ratan Tata. It articulates the Group's values and ideals that guide and govern the conduct of our companies as well as our colleagues in all matters relating to business. Today, the Code is a bedrock on which we base our individual, as well as leadership commitments to core Tata values.

The Tata Code of Conduct outlines our commitment to each of our stakeholders, including the communities in which we operate, and is our guiding light when we are sometimes faced with business dilemmas that leave us at ethical crossroads. The Code is also dynamic in that it has been periodically refreshed in order to remain contemporary and contextual to the changes in law and regulations. However it remains unaltered at its core.

Our stellar reputation and success as a business entity has been defined by the powerful commitment and adherence to the core values and principles expressed in this Code, by all our employees, directors and partners. I trust every Tata colleague and Tata company will continue to not only comply with the laws and regulations that govern our business interests around the world, but will continue to set new standards of ethical conduct that will generate deep respect and inspire emulation by others.

**N. Chandrasekaran**

21<sup>st</sup> February, 2017



## A. OUR VALUES

TATA has always been values-driven. The five core values that underpin the way we conduct our business activities are:



### INTEGRITY

We will be fair, honest, transparent and ethical in our conduct; everything we do must stand the test of public scrutiny.

### UNITY

We will invest in our people and partners, enable continuous learning, and build caring and collaborative relationships based on trust and mutual respect.

### RESPONSIBILITY

We will integrate environmental and social principles in our businesses, ensuring that what comes from the people goes back to the people many times over.

### PIONEERING

We will be bold and agile, courageously taking on challenges, using deep customer insight to develop innovative solutions.

### EXCELLENCE

We will be passionate about achieving the highest standards of quality, always promoting meritocracy.

These universal values serve as the foundation for the Tata Code of Conduct. They find expression within the value system of every Tata company.

## B. SCOPE AND PURPOSE OF THIS CODE

1. This Code sets out how we behave with:
    - our employees, or those who work with us;
    - our customers;
    - the communities and the environment in which we operate;
    - our value-chain partners, including suppliers and service providers, distributors, sales representatives, contractors, channel partners, consultants, intermediaries and agents;
    - our joint-venture partners or other business associates;
    - our financial stakeholders;
    - the governments of the countries in which we operate; and
    - our group companies.
  2. In this Code, “we or us” means our company, our executive directors, officers, employees and those who work with us, as the context may require.
  3. The term “our group companies” in this Code typically means companies Tata Sons intends for this Code to apply to, and / or to whom Tata Sons has issued this Code.
  4. This Code sets out our expectations of all those who work with us. We also expect those who deal with us to be aware that this Code underpins everything we do, and in order to work with us they need to act in a manner consistent with it.
- 

### REMEMBER...

It is our commitment to protect our reputation and our brand equity by adhering to the values and principles set out in this Code. By doing so, we strengthen our unique culture and identity.

# OUR CORE PRINCIPLES



The Tata philosophy of management has always been, and is today more than ever, that corporate enterprises must be managed not merely in the interests of their owners, but equally in those of their employees, of the consumers of their products, of the local community and finally of the country as a whole.

**J.R.D. Tata**

Chairman, Tata Sons (1938 – 1991)

## C. OUR CORE PRINCIPLES

1. We are committed to operating our businesses conforming to the highest moral and ethical standards. We do not tolerate bribery or corruption in any form. This commitment underpins everything that we do.
2. We are committed to good corporate citizenship. We treat social development activities which benefit the communities in which we operate as an integral part of our business plan.
3. We seek to contribute to the economic development of the communities of the countries and regions we operate in, while respecting their culture, norms and heritage. We seek to avoid any project or activity that is detrimental to the wider interests of the communities in which we operate.
4. We shall not compromise safety in the pursuit of commercial advantage. We shall strive to provide a safe, healthy and clean working environment for our employees and all those who work with us.
5. When representing our company, we shall act with professionalism, honesty and integrity, and conform to the highest moral and ethical standards. In the countries we operate in, we shall exhibit culturally appropriate behaviour. Our conduct shall be fair and transparent and be perceived as fair and transparent by third parties.
6. We shall respect the human rights and dignity of all our stakeholders.
7. We shall strive to balance the interests of our stakeholders, treating each of them fairly and avoiding unfair discrimination of any kind.
8. The statements that we make to our stakeholders shall be truthful and made in good faith.
9. We shall not engage in any restrictive or unfair trade practices.
10. We shall provide avenues for our stakeholders to raise concerns or queries in good faith, or report instances of actual or perceived violations of our Code.
11. We shall strive to create an environment free from fear of retribution to deal with concerns that are raised or cases reported in good faith. No one shall be punished or made to suffer for raising concerns or making disclosures in good faith or in the public interest.
12. We expect the leaders of our businesses to demonstrate their commitment to the ethical standards set out in this Code through their own behaviour and by establishing appropriate processes within their companies.
13. We shall comply with the laws of the countries in which we operate and any other laws which apply to us. With regard to those provisions of the Code that are explicitly dealt with under an applicable law or employment terms, the law and those terms shall take precedence. In the event that the standards prescribed under any applicable law are lower than that of the Code, we shall conduct ourselves as per the provisions of the Code.

### REMEMBER...

“Good faith” means having a reasonable belief that the information you have provided is truthful. It does not mean having ‘all the evidence’ about the potential violation or case reported.

## OUR EMPLOYEES



Once you got the best people, the people who shared our values and ideals, we left them free to act on their own. We do not fetter them. We encourage them and give them opportunities for leadership.

**J.R.D. Tata**

Chairman, Tata Sons (1938 – 1991)

## D. OUR EMPLOYEES

### Equal opportunity employer

1. We provide equal opportunities to all our employees and to all eligible applicants for employment in our company. We do not unfairly discriminate on any ground, including race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability or any other category protected by applicable law.
2. When recruiting, developing and promoting our employees, our decisions will be based solely on performance, merit, competence and potential.
3. We shall have fair, transparent and clear employee policies which promote diversity and equality, in accordance with applicable law and other provisions of this Code. These policies shall provide for clear terms of employment, training, development and performance management.

### Q&A

**A job requirement entails extensive travel. One of the candidates has excellent relevant experience and qualifications. However, this candidate is a single parent. As a result, I feel such a situation would significantly hinder this candidate's ability to cope with the job requirement. What should I do?**

In accordance with the Code, the decision to recruit an employee should be based upon merit. We cannot make a presumption that the candidate would not be able to meet the travel requirements of the job. All eligible candidates should be provided with equal opportunity to demonstrate or justify that they can cope with the travel requirements of the job. Being a single parent cannot be a ground to be discriminated against at any stage of recruitment or ongoing employment in our company.

### REMEMBER...

We do not tolerate harassment in any form and therefore we expect every employee to discourage such misdemeanours in the workplace.

## Dignity and respect

4. Our leaders shall be responsible for creating a conducive work environment built on tolerance, understanding, mutual cooperation and respect for individual privacy.
5. Everyone in our work environment must be treated with dignity and respect. We do not tolerate any form of harassment, whether sexual, physical, verbal or psychological.
6. We have clear and fair disciplinary procedures, which necessarily include an employee's right to be heard.
7. We respect our employees' right to privacy. We have no concern with their conduct outside our work environment, unless such conduct impairs their work performance, creates conflicts of interest or adversely affects our reputation or business interests.

## Human rights

8. We do not employ children at our workplaces.
9. We do not use forced labour in any form. We do not confiscate personal documents of our employees, or force them to make any payment to us or to anyone else in order to secure employment with us, or to work with us.

## Bribery and corruption

10. Our employees and those representing us, including agents and intermediaries, shall not, directly or indirectly, offer or receive any illegal or improper payments or comparable benefits that are intended or perceived to obtain undue favours for the conduct of our business.

### REMEMBER...

Violation by even a single employee of any law relating to anti-bribery, anti-corruption, anti-competition, data privacy, etc. could result in severe financial penalties and cause irreparable reputational damage to the company.

## Gifts and hospitality

11. Business gifts and hospitality are sometimes used in the normal course of business activity. However, if offers of gifts or hospitality (including entertainment or travel) are frequent or of substantial value, they may create the perception of, or an actual conflict of interest or an 'illicit payment'. Therefore, gifts and hospitality given or received should be modest in value and appropriate, and in compliance with our company's gifts and hospitality policy.

## Freedom of association

12. We recognise that employees may be interested in joining associations or involving themselves in civic or public affairs in their personal capacities, provided such activities do not create an actual or potential conflict with the interests of our company. Our employees must notify and seek prior approval for any such activity as per the 'Conflicts of Interest' clause of this Code and in accordance with applicable company policies and law.

### REMEMBER...

As a general rule, we may accept gifts or hospitality from a business associate, only if such a gift:

- has modest value and does not create a perception (or an implied obligation) that the giver is entitled to preferential treatment of any kind;
- would not influence, or appear to influence, our ability to act in the best interest of our company;
- would not embarrass our company or the giver if disclosed publicly.

The following gifts are never appropriate and should never be given or accepted:

- gifts of cash or gold or other precious metals, gems or stones;
- gifts that are prohibited under applicable law;
- gifts in the nature of a bribe, payoff, kickback or facilitation payment\*;
- gifts that are prohibited by the gift giver's or recipient's organisation; and
- gifts in the form of services or other non-cash benefits (e.g. a promise of employment).

(\*'Facilitation' payment is a payment made to secure or speed up routine legal government actions, such as issuing permits or releasing goods held in customs.)

## Working outside employment with us

13. Taking employment, accepting a position of responsibility or running a business outside employment with our company, in your own time, with or without remuneration, could interfere with your ability to work effectively at our company or create conflicts of interest. Any such activity must not be with any customer, supplier, distributor or competitor of our company. Our employees must notify and seek prior approval for any such activity as per the 'Conflicts of Interest' clause of this Code and in accordance with applicable company policies and law.

## Integrity of information and assets

14. Our employees shall not make any wilful omissions or material misrepresentation that would compromise the integrity of our records, internal or external communications and reports, including the financial statements.
15. Our employees and directors shall seek proper authorisation prior to disclosing company or business-related information, and such disclosures shall be made in

accordance with our company's media and communication policy. This includes disclosures through any forum or media, including through social media.

16. Our employees shall ensure the integrity of personal data or information provided by them to our company. We shall safeguard the privacy of all such data or information given to us in accordance with applicable company policies or law.
17. Our employees shall respect and protect all confidential information and intellectual property of our company.
18. Our employees shall safeguard the confidentiality of all third party intellectual property and data. Our employees shall not misuse such intellectual property and data that comes into their possession and shall not share it with anyone, except in accordance with applicable company policies or law.
19. Our employees shall promptly report the loss, theft or destruction of any confidential information or intellectual property and data of our company or that of any third party.

## Q&A

**I am an accountant in the finance department of my company. Due to my artistic skills, I received an offer to pen cartoons for a children's publication for which I would receive compensation. I plan to undertake this activity during week-ends. What should I do before accepting this offer?**

Before accepting the offer, you should ascertain whether the company policies and rules require you to make a disclosure to your supervisor so that the company may determine whether your undertaking this activity adversely affects our company's interests. On confirmation from the company that it does not do so, you would be free to take up the activity. It is also your duty to bring to the attention of the company whenever there is any change in the situation you have disclosed.

20. Our employees shall use all company assets, tangible and intangible, including computer and communication equipment, for the purpose for which they are provided and in order to conduct our business. Such assets shall not be misused. We shall establish processes to minimise the risk of fraud, and misappropriation or misuse of our assets.
21. We shall comply with all applicable anti-money laundering, anti-fraud and anti-corruption laws and we shall establish processes to check for and prevent any breaches of such laws.

### Insider trading

22. Our employees must not indulge in any form of insider trading nor assist others, including immediate family, friends or business associates, to derive any benefit from access to and possession of price sensitive information that is not in the public domain. Such information would include information about our company, our group companies, our clients and our suppliers.

### Q&A

**Our company has recently announced the launch of a new business initiative. In connection with this, your friend who is a journalist with a leading business newspaper has asked you to provide some information that he could cover in his forthcoming article. He has promised not to quote you, or reveal your identity. Should you be giving him this information?**

No. You should not be sharing information of this nature with the media, even if it is assured that the source would remain anonymous. Only authorised personnel in the company are permitted to speak to the media and provide information of this nature.

**Our company has a “Use of Social Media” policy that lays down the “dos and don’ts” for use of social media even if you may access such media on your own time. Why is there such a policy?**

External communication is a serious matter. It must be carefully managed because information put out with reference to our company or its businesses needs to be clear, truthful and not violate any undertakings we have given to other parties. In each business there are managers nominated to authorise and make different types of statements to the outside world. These managers should be consulted about any request for information you may receive or information you think we should give out.

In using social media, in particular blogs or social networking sites, you should exercise great caution while talking about our company or the business we do. It may feel like you are chatting with friends or expressing a personal opinion but even while doing so you cannot share any confidential information of our company.

### REMEMBER...

We must respect the property rights of others by never misusing their assets, intellectual property or trade secrets, including the copying or downloading of unauthorised software, trademarks, copyrighted material or logos. We should never make unauthorised copies of computer software programs or use unlicensed personal software on company computers.

### Prohibited drugs and substances

23. Use of prohibited drugs and substances creates genuine safety and other risks at our workplaces. We do not tolerate prohibited drugs and substances from being possessed, consumed or distributed at our workplaces, or in the course of company duties.

### Conflicts of interest

24. Our employees and executive directors shall always act in the interest of our company and ensure that any business or personal association *including close personal relationships* which they may have, does not create a conflict of interest with their roles and duties in our company or the operations of our company. Further, our employees and executive directors shall not engage in any business, relationship or activity, which might conflict with the interest of our company or our group companies.
25. Should any actual or potential conflicts of interest arise, the concerned person must immediately report such conflicts and seek approvals as required by applicable law and company policy. The competent authority shall revert to the employee within a reasonable time as defined in our company's policy, so as to enable the concerned employee to take necessary action as advised to resolve or avoid the conflict in an expeditious manner.
26. In the case of all employees other than executive directors, the Chief Executive Officer / Managing Director shall be the competent authority, who in turn shall report such cases to the Board of Directors on a quarterly basis. In case of the Chief Executive Officer / Managing Director and executive directors, the Board of Directors of our company shall be the competent authority.

### Q&A

**You are responsible for maintaining our company's customer database. One of your friends is starting a business venture and requests you to share a few particulars from this database for marketing purposes of his business. He assures you that he would keep the data as well as his source confidential. Should you do so?**

No. You should respect the confidentiality of customer information and not share any part of the database with any person without due authorisation.

**You have access to revenue numbers of different business units of our company. While having a conversation with you over evening drinks, your friend enquires about the financial performance of our company. You do not share detailed information with your friend, but share approximate revenue figures. Is this conduct of yours correct?**

No, it is not. You are not permitted to share financial information of our company with others who do not need to know this information. Financial information should always be safeguarded and disclosed only on a need-to-know basis after obtaining requisite approvals. Sharing of any price sensitive information that is not generally available with the public could also lead to violation of applicable insider trading laws.

27. Notwithstanding such or any other instance of conflict of interest that exists due to historical reasons, adequate and full disclosure by interested employees shall be made to our company's management. At the time of appointment in our company, our employees and executive directors shall make full disclosure to the competent authority, of any interest leading to an

actual or potential conflict that such persons or their immediate family (including parents, siblings, spouse, partner, children) or persons with whom they enjoy close personal relationships, may have in a family business or a company or firm that is a competitor, supplier, customer or distributor of, or has other business dealings with, our company.

### REMEMBER...

A conflict of interest could be any known activity, transaction, relationship or service engaged in by an employee, his/her immediate family (including parents, siblings, spouse, partner, and children), relatives or a close personal relationship, which may cause concern (based upon an objective determination) that the employee could not or might not be able to fairly perform his/her duties to our company.

### Examples of Potential Conflicts of Interest

A conflict of interest, actual or potential, arises where, directly or indirectly, an employee or executive director:

- (a) engages in a business, activity or relationship with anyone who is party to a transaction with our company;
- (b) is in a position to derive an improper benefit, personally or for any family member or for any person in a close personal relationship, by making or influencing decisions relating to any transaction;
- (c) conducts business on behalf of our company or is in a position to influence a decision with regard to our company's business with a supplier or customer where a relative of, or a person in close personal relationship with, an employee or executive director is a principal officer or representative, resulting in a personal benefit or a benefit to the relative;
- (d) is in a position to influence decisions with regard to award of benefits such as increase in salary or other remuneration, posting, promotion or recruitment of a relative or a person in close personal relationship employed in our company or any of our group companies;
- (e) undertakes an activity by which the interest of our company or our group companies can be compromised or defeated; or
- (f) does anything by which an independent judgement of our company's or our group companies' best interest cannot be exercised.

28. If there is a failure to make the required disclosure and our management becomes aware of an instance of conflict of interest that ought to have been disclosed by an employee or executive director, our management shall take a serious view of the matter and consider suitable disciplinary action as per the terms of employment. In all such matters, we shall follow clear and fair disciplinary procedures, respecting the employee's right to be heard.

### Examples of activities normally approved (post-disclosure) as per applicable company policy

Acceptance of a position of responsibility (whether for remuneration or otherwise) in the following cases would typically be permitted, provided the time commitments these demand do not disturb or distract from the employee's primary duties and responsibilities in our company, and are promptly disclosed to the relevant competent authority:

- (a) Directorships on the Boards of any of our group companies, joint ventures or associate companies.
- (b) Memberships/positions of responsibility in educational/professional bodies, where such association will promote the interests of our company.
- (c) Memberships or participation in government committees/bodies or organisations.

### Q&A

**You are in a relationship with a colleague who has been recently moved into your team and would now be reporting to you. What should you do?**

Romantic or close personal relationships with another employee where a reporting relationship exists and one is responsible for evaluating the other's performance, is likely to create a conflict of interest. In such a situation, you would need to report the potential conflict to your supervisor.

**Your company is submitting a proposal to a company in which you were previously employed. You have confidential information pertaining to your previous employer, which you believe will help your present employer in winning the contract. Should you share this information?**

No. You should not share this information with your company since it relates to confidential information of a third party. Your company respects its employees' duty to protect confidential information that they may have relating to their previous employers.

**You are the purchasing manager in the procurement department of your company. You receive an invitation from a supplier to attend a premier sporting event as her guest. This particular supplier is one of the vendors who has submitted a proposal for an open tender issued by your company. Should you accept the invitation?**

No. You should not accept the invitation in this instance. Since you are in a key decision-making role for the tender, any unusual benefit that you receive could be perceived as an inducement that could compromise your objectivity.

## OUR CUSTOMERS



We have continued to enjoy prosperity, even with adverse times to fight against. Our relations with all concerned are the most friendly. We have maintained the same character for straight-forward dealing with our constituents and customers. Our productions have continued to be of the same high quality, and therefore command the best reputation and realise the highest prices. ... I mention these facts only to point out that with honest and straight-forward business principles, close and careful attention to details, and the ability to take advantage of favourable opportunities and circumstances, there is a scope for success.

**Jamsetji Tata**

Founder of the Tata group  
Chairman, Tata Sons (1868 – 1904)

## E. OUR CUSTOMERS

### Products and services

1. We are committed to supplying products and services of world-class quality that meet all applicable standards.
2. The products and services we offer shall comply with applicable laws, including product packaging, labelling and after-sales service obligations.
3. We shall market our products and services on their own merits and not make unfair or misleading statements about the products and services of our competitors.

### Export controls and trade sanctions

4. We shall comply with all relevant export controls or trade sanctions in the course of our business.

### Fair competition

5. We support the development and operation of competitive open markets and the liberalisation of trade and investment in each country and market in which we operate.
6. We shall not enter into any activity constituting anti-competitive behaviour such as abuse of market dominance, collusion, participation in cartels or inappropriate exchange of information with competitors.
7. We collect competitive information only in the normal course of business and obtain the same through legally permitted sources and means.

### Dealings with customers

8. Our dealings with our customers shall be professional, fair and transparent.
  9. We respect our customers' right to privacy in relation to their personal data. We shall safeguard our customers' personal data, in accordance with applicable law.
-

## Q&A

**You are the Regional Sales Manager of our company. You have become a member of an “informal group”, on an instant messaging service, whose members are the regional sales heads of our company’s competitors. The administrator of the group has requested an in-person meeting to informally discuss market conditions and brainstorm on “pricing strategy” from an industry perspective. What should you do?**

Any meeting with competitors, especially to discuss “pricing strategy”, could be an attempt to promote an anti-competitive practice or manipulate prices. You should respond by declining this invitation and exiting the “informal group”. You should also report this incident to your supervisor and your Legal department.

**You are attending a customer meeting with a colleague, and your colleague makes an untruthful statement about the company’s services. What should you do?**

You should assist your colleague in correcting the inaccuracy during the meeting if possible. If this is not possible, raise the issue with your colleague after the meeting to enable him/her or the company to correct any misrepresentation made to the customer.

**While working on a customer project, you receive a call from your colleague. He used to manage that customer account before you took over his role. He recalls that he had worked with the customer on developing a new ordering system which he thinks would be beneficial for another customer and requests you to send him the project details. What should you do?**

You must not share this information without specific approval of the customer; you are not permitted to use a customer’s assets, including software, for another customer or for any personal use.

## REMEMBER...

Striving for excellence in the standards of our work and in the quality of our goods and services is a core Tata value. It is the unwavering practice of this value that builds and sustains customer trust in our brand.

# OUR COMMUNITIES AND THE ENVIRONMENT



“In a free enterprise, the community is not just another shareholder in business but is in fact the very purpose of its existence.”

**Jamsetji Tata**

Founder of the Tata group  
Chairman, Tata Sons (1868 – 1904)

## F. OUR COMMUNITIES AND THE ENVIRONMENT

### Communities

1. We are committed to good corporate citizenship, and shall actively assist in the improvement of the quality of life of the people in the communities in which we operate.
2. We engage with the community and other stakeholders to minimise any adverse impact that our business operations may have on the local community and the environment.
3. We encourage our workforce to volunteer on projects that benefit the communities in which we operate, provided the principles of this Code, where applicable, and in particular the 'Conflicts of Interest' clause are followed.

### The environment

4. In the production and sale of our products and services, we strive for environmental sustainability and comply with all applicable laws and regulations.
5. We seek to prevent the wasteful use of natural resources and are committed to improving the environment, particularly with regard to the emission of greenhouse gases, consumption of water and energy, and the management of waste and hazardous materials. We shall endeavour to offset the effect of climate change in our activities.

# OUR VALUE-CHAIN PARTNERS



“If we had done some of the things that some other groups have done, we would have been twice as big as we are today. But we didn’t, and I would not have it any other way.”

**J.R.D. Tata**

Chairman, Tata Sons (1938 – 1991)

(on the pace of expansion of the Tata group in the 1960s and 70s)

## G. OUR VALUE-CHAIN PARTNERS

1. We shall select our suppliers and service providers fairly and transparently.
2. We seek to work with suppliers and service providers who can demonstrate that they share similar values. We expect them to adopt ethical standards comparable to our own.
3. Our suppliers and service providers shall represent our company only with duly authorised written permission from our company. They are expected to abide by the Code in their interactions with, and on behalf of us, including respecting the confidentiality of information shared with them.
4. We shall ensure that any gifts or hospitality received from, or given to, our suppliers or service providers comply with our company's gifts and hospitality policy.
5. We respect our obligations on the use of third party intellectual property and data.

### Q&A

**You head the procurement function in our company. You have tight budgetary constraints for a project that you are working on. In order to complete the project within the targeted costs, you intend to request your supplier to provide you an exceptional discount on this project order on the understanding that you would “make it up to him” in future orders. Would you be violating the Code?**

Yes, you would. Inducement in any form, including future benefits to the supplier, could compromise your ability to act objectively and in the best interests of the company and therefore must be avoided.

### REMEMBER...

Our value-chain partners would include our suppliers and service providers, distributors, sales representatives, contractors, channel partners, consultants, intermediaries and agents; joint-venture partners and other business associates.

# OUR FINANCIAL STAKEHOLDERS



Ethical behaviour in business – in every sphere and with all constituents – has been the bedrock on which the Tata group has built, and operates, its enterprises. This has been an article of faith for the group ever since its inception, a fundamental element of our cherished heritage and the essence of our way of life.

**Ratan Tata**

Chairman, Tata Sons (1991 – 2012)

## H. OUR FINANCIAL STAKEHOLDERS

1. We are committed to enhancing shareholder value and complying with laws and regulations that govern shareholder rights.
  2. We shall inform our financial stakeholders about relevant aspects of our business in a fair, accurate and timely manner and shall disclose such information in accordance with applicable law and agreements.
  3. We shall keep accurate records of our activities and shall adhere to disclosure standards in accordance with applicable law and industry standards.
-

# GOVERNMENTS



Business, as I have seen it, places one great demand on you; it needs you to impose a framework of ethics, values, fairness and objectivity on yourself at all times. It is not easy to do this; you cannot impose it on yourself forcibly because it has to become an integral part of you.

**Ratan Tata**

Chairman, Tata Sons (1991 – 2012)

## I. GOVERNMENTS

### Political non-alignment

1. We shall act in accordance with the constitution and governance systems of the countries in which we operate. We do not seek to influence the outcome of public elections, nor to undermine or alter any system of government. We do not support any specific political party or candidate for political office. Our conduct must preclude any activity that could be interpreted as mutual dependence/favour with any political body or person, and we do not offer or give any company funds or property or other resources as donations to any specific political party, candidate or campaign.

Any financial contributions considered by our Board of Directors in order to strengthen democratic forces through a clean electoral process shall be extended only through the Progressive Electoral Trust in India, or by a similar transparent, duly-authorised, non-discriminatory and non-discretionary vehicle outside India.

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### Government engagement

2. We engage with the government and regulators in a constructive manner in order to promote good governance. We conduct our interactions with them in a manner consistent with our Code.
3. We do not impede, obstruct or improperly influence the conclusions of, or affect the integrity or availability of data or documents for any government review or investigation.

# OUR GROUP COMPANIES



I do not think anyone was on par with Jamsetji as an industrial visionary. But that is not the sole reason why I have been an admirer of Jamsetji. The major reason was his sense of values, sterling values, which he imparted to this group. If someone were to ask me, what holds the Tata companies together, more than anything else, I would say it is our shared ideals and values which we have inherited from Jamsetji Tata.

**J.R.D. Tata**

Chairman, Tata Sons (1938 – 1991)

## J. OUR GROUP COMPANIES

1. We seek to cooperate with our group companies, including joint ventures, by sharing knowledge, physical resources, human and management resources and adopting leading governance policies and practices in accordance with applicable law including adherence to competition law, where relevant.
2. We shall strive to achieve amicable resolution of any dispute between us and any of our group companies, through an appropriate dispute resolution mechanism so that it does not adversely affect our business interests and stakeholder value.
3. We shall have processes in place to ensure that no third party or joint venture uses the TATA name/brand to further its interests without proper authorisation.
4. Our Board of Directors shall consider for adoption policies and guidelines periodically formulated by Tata Sons and circulated to group companies.

### Q&A

**You are in the process of selecting potential vendors for an IT project in our company. In the final shortlist of two companies, one is a new start-up with limited references and a lower price-quotation, while the other is a Tata company with thirty years of implementation experience and good references, but a marginally higher quote for the same job. With all other parameters of choice being nearly equal, which company should you select for the job?**

While price is undoubtedly an important criterion for decision making, it is clearly not the only one to be evaluated. You may also need to consider good customer references, proven track record and shared value systems in order to decide on your IT partner.

**You are in the process of selecting potential vendors for a project. One of the three finalists is a group company. In reviewing the final proposals, you rank the group company second out of the three proposals based on pricing and total cost of ownership, and select the first-ranked vendor. Is this the right decision?**

Yes. You should select the vendor that, on its own merits, is the vendor that is most appropriate for your company's requirements. You should not select a group company only because of its affiliation.

## RAISING CONCERNS

We encourage our employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of our Code, policies or law.

We also encourage reporting of any event (actual or potential) of misconduct that is not reflective of our values and principles.

Avenues available for raising concerns or queries or reporting cases could include:

- immediate line manager or the Human Resources department of our company
- designated ethics officials of our company
- the 'confidential reporting' third party ethics helpline (if available)
- any other reporting channel set out in our company's 'Whistleblower' policy.

We do not tolerate any form of retaliation against anyone reporting legitimate concerns. Anyone involved in targeting such a person will be subject to disciplinary action.

If you suspect that you or someone you know has been subjected to retaliation for raising a concern or for reporting a case, we encourage you to promptly contact your line manager, the company's Ethics Counsellor, the Human Resources department, the MD/CEO or the office of the group's Chief Ethics Officer.

### Q&A

**My supervisor has asked me to do something which I believe may be illegal. I am afraid if I do not do what I am told, I could lose my job. Should I do it?**

No. Breaking the law is never an option. Discuss the situation with your supervisor to be certain that you both understand the facts. If your concerns are not resolved, contact a higher level supervisor, the Ethics Counsellor, the Legal department or report them via the company's confidential reporting system, if available.

**I feel that my supervisor is treating me unfairly for reporting a concern to the Ethics Counsellor. What should I do?**

Retaliation against anyone who raises a concern is a violation of the Code. You should therefore promptly report this action of your supervisor to the Ethics Counsellor or the MD/CEO of your company or via the company's confidential reporting system, if available.

## ACCOUNTABILITY

This Code is more than a set of prescriptive guidelines issued solely for the purpose of formal compliance. It represents our collective commitment to our value system and to our core principles.

Every person employed by us, directly or indirectly, should expect to be held accountable for his/her behaviour. Should such behaviour violate this Code,

they may be subject to action according to their employment terms and relevant company policies.

When followed in letter and in spirit, this Code is 'lived' by our employees as well as those who work with us. It represents our shared responsibility to all our stakeholders, and our mutual commitment to each other.

### SPEAK UP...

If you are unsure whether a particular action you are about to take is consistent with the principles set forth in the Code, ask yourself:

- Could it directly or indirectly endanger someone or cause them injury?
- Is it illegal/unlawful or out of line with our policies and procedures?
- Does my conscience reject it? Does it conflict with my personal values?
- Would I feel uncomfortable if the story appeared in the media? Would it shame my company, spouse, partner, parent or child?
- Does it 'feel' wrong?

If the answer to any of these questions is "Yes", please stop and consult your reporting manager, the Ethics Counsellor, the Human Resource department, the Legal department or any member of the senior management team, to assist you in making the decision.

**When faced with a dilemma:** Stop, Think, Act Responsibly

**NOTE**

The Code does not provide a comprehensive and complete explanation of all expectations from a company standpoint or obligations from a stakeholder standpoint.

Our employees have a continuing obligation to familiarise themselves with all applicable law, group-level advisories and policies, company-level policies, procedures and work rules as relevant. For any guidance on interpretation of the Code, we may seek support from our company's Ethics Counsellor or from the group's Chief Ethics Officer, as appropriate.

All joint ventures are encouraged to adopt the Tata Code of Conduct (TCOC) or a code of conduct that incorporates all elements of the TCOC.

This version of the Tata Code of Conduct supersedes all earlier versions and associated documents and stands effective from 29<sup>th</sup> July, 2015.

For any query or clarification on the Code, please contact the office of the group's Chief Ethics Officer via email at: [ethicsoffice@tata.com](mailto:ethicsoffice@tata.com).



## TATA CODE OF CONDUCT – 2015

I acknowledge that I have received the Tata Code of Conduct.

I have read the Tata Code of Conduct and I acknowledge that as a Tata employee, I am required to comply with the guidelines described therein and failure to do so may subject me to action as per my employment terms and relevant company policies.

If I have a concern about a violation, or a potential violation of the Tata Code of Conduct, I understand that there are channels available to me in my company to report such concerns. By making use of these channels when necessary, I will play my part in maintaining the high ethical standards to which we hold ourselves.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

*(Please submit this declaration to your Ethics Counsellor or the Human Resource department of your company.)*











For further information on the Code please contact:  
The Ethics Office,  
Tata Sons Ltd.,  
Bombay House,  
24, Homi Mody Street,  
Mumbai – 400001, India.  
Email: [ethicsoffice@tata.com](mailto:ethicsoffice@tata.com)

## HEALTH AND SAFETY POLICY

**We, at Tata Power, reaffirm our belief that the health and safety of our stakeholders is of the utmost importance and takes precedence in all our business decisions. In pursuit of this belief and commitment, we strive to:**

- Maintain and proactively improve our management systems to minimize health and safety hazards to our stakeholders and all others influenced by our activities.
- Comply and endeavour to exceed all applicable occupational health & safety legal and other requirements by setting the highest standards.
- Integrate health & safety procedures and best practices into every operational activity with assigned line-functional responsibilities at all levels, for improving and sustaining health & safety performance.
- Involve our employees in maintaining a safe and healthy work environment through risk assessments, periodic reviews of operational procedures, safe work methods and adoption of new technology.
- Develop a culture of safety through active leadership and provide appropriate training at all levels to enable employees developing their skills to work safely.
- Incorporate appropriate health & safety criteria into business decisions for selection of plant and technology, performance appraisal of individuals and appointments in key positions.
- Ensure availability at all times of appropriate resources to fully implement the health & safety policy of the company.
- Promptly report incidents, investigate for root causes and ensure lessons learnt shared and deployed across the company.
- Ensure service providers and their workmen align with company's safety codes and practices for the health and safety of personnel working with us.
- Set safety & health metrics as indicators of excellence, monitor progress and continually improve performance.

We shall actively communicate this policy to all stakeholders by suitable means and periodically review its relevance in continuously changing business environment.

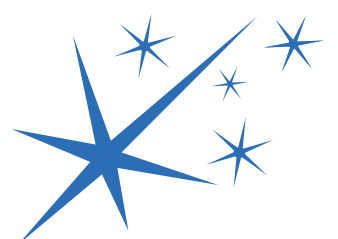


(Praveer Sinha)  
CEO & Managing Director

Date: 15<sup>th</sup> June, 2018

**TATA POWER**

Lighting up Lives!



## CORPORATE ENVIRONMENT POLICY

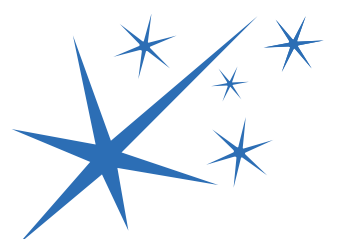
**Tata Power is committed to a clean, safe and healthy environment, and we shall operate our facilities in an environmentally sensitive and responsible manner. Our commitment to environmental protection and stewardship will be achieved by:**

- Complying with the requirements and spirit of applicable environmental laws and striving to exceed required levels of compliance wherever feasible
- Ensuring that our employees are trained to acquire the necessary skills to meet environmental standards
- Conserving natural resources by improving efficiency and reducing wastage
- Making business decisions that aim towards sustainable development
- Engaging with stakeholders to create awareness on sustainability



(Praveer Sinha)  
CEO & Managing Director

Date: 15<sup>th</sup> June, 2018



## **FORMAT OF EMD – Bid Guarantee BG**

## FORMAT OF EMD – Bid Guarantee BG

**Note: a) Format shall be followed in toto**

**b) Claim period of six months must be kept. In case of Bank is not ready to give BG for six months and claim period of six months EMD BG valid of one year to be given**

**c) The guarantee to be accompanied by the covering letter from the bank confirming the signatories to the guarantee on the Bank's letter head.**

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The Tata Power Co Ltd  
34, Sant Tukaram Road  
Carnac Bunder,  
Mumbai 400 009

Whereas (Name of the Contractor ), a Company incorporated under the Indian Companies Act 1956, having its Registered office at \_\_\_\_\_, (hereinafter called the "BIDDER") has in response to your Invitation to Bid against Enquiry No. \_\_\_\_\_ dated \_\_\_\_\_, for (name of work), offered to supply and/or execute the works as contained in Employers letter dated \_\_\_\_\_.

AND WHEREAS BIDDER is required to furnish to you a Bank Guarantee for the sum of Rs. \_\_\_\_\_/(Rupees \_\_\_\_ only) as Earnest Money against Bidder's offer as aforesaid.

AND WHEREAS we, (name of the bank) having our Registered Office at \_\_\_\_\_ and Branch office at \_\_\_\_\_, have at the request of Bidder, agreed to give you this Guarantee as hereinafter contained.

NOW THEREFORE, in lieu of earnest money deposit, we, the undersigned, hereby covenant that the aforesaid Bid of the BIDDER shall remain open for acceptance by you during the period of validity as mentioned in the Bid Document or any extension thereof as requested by you and if Bidder shall for any reason back out, whether expressly or impliedly, from this said Bid during the period of its validity or any extension thereof as aforesaid, we hereby guarantee to you the payment of the sum of Rs. \_\_\_\_\_/(Rupees \_\_\_\_ only) on demand and without demur and notwithstanding the existence of any dispute between you and the BIDDER in this regard and we hereby further agree as follows:

- (a) You shall have the right to file/make a claim on us under the Guarantee for a further period of six months from the said date of expiry.
- (b) That this guarantee shall not be revoked during its currency without your written express consent.
- (c) That you may without affecting this guarantee grant time or other indulgence to or negotiate further with BIDDER in regard to the conditions contained in the said Bid document and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between you and BIDDER.
- (d) That the guarantee hereinbefore contained shall not be affected by any change in the constitution of our Bank or in the constitution of BIDDER.

- (e) That any account settled between you and BIDDER shall be conclusive evidence against us of the amount due hereunder and shall not be questioned by us.
- (f) That this guarantee commences from the date hereof and shall remain in force till BIDDER, if his Bid is accepted by you, furnishes the Contract Performance Guarantee as required under the said specifications and executes formal Contract Agreement as therein provided or till \_\_\_\_Days ( \_\_ days) from the date of submission of the Bid by the BIDDER i.e. (expiry date), whichever is earlier.
- (g) That the expression, BIDDER and Bank, and OWNER herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assignees.
- (h) Notwithstanding anything herein contained, our liability under this guarantee is limited to Rs.\_\_\_\_\_/-(Rupees \_\_\_\_\_ only) and the Guarantee will remain in force upto and including and shall be extended from time to time for such period or periods as may be desired by you. Unless a demand or claim under this Guarantee is received by us in writing within six months from (expiry date ), i.e. on or before (claim period date), we shall be discharged from all liabilities under this guarantee thereafter.
- (i) Any claim/extension under the guarantee can be lodgeable at issuing outstation bank or at Mumbai branch and claim will also be payable at Mumbai Branch. **(To be confirmed by Mumbai Branch by a letter to that effect)**

Notwithstanding anything contained hereinabove :

- a) Our liability under this Bank Guarantee shall not exceed Rs.\_\_\_\_\_/-(Rupees \_\_\_\_\_ only).
- b) This Bank Guarantee shall be valid upto ----- 200.
- c) Our Liability to make payment shall arise and we are liable to pay the guaranteed amount or any part there of under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----- 200.