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|  <p>MAHARASHTRA NATURAL GAS LIMITED</p> | <p>CORRIGENDUM – I TO TENDER FOR APPOINTMENT OF DMA FOR PNG ACTIVITIES AND SERVICES ON RATE CONTRACT BASIS FOR THE PERIOD OF 2 YEARS FOR CGD NETWORK OF MNGL, PUNE Bid No.: MNGL/C&P/2016-17/112</p> |
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Date: 05.04.2017

Corrigendum – I

SUB: Corrigendum – I to Tender for Appointment of Direct Marketing Agency for PNG Activities and services on rate contract basis for the period of 2 years for City Gas Distribution Network of MNGL, Pune

REF: Bid Document No. MNGL/C&P/2016-17/112 dated 14.03.2017 & Addendum – I dated 04.04.2017.

Dear Sir,


Kindly note the following Revised Scope of Work as per Annexure – I & Revised Schedule of Rates (SOR) as per Annexure – II.

Please submit the signed & stamped copy of Corrigendum – I along with tender document with your techno-commercial offer as a token of acceptance.

All the others terms and conditions of the bid documents are unchanged.

With regards.

Ganesh Said
Sr. Manager (C&P)

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Annexure - I


Revised Scope of Work

Scope of work for Direct Marketing Agency (DMA) for registration of domestic connections for CGD Project for MNGL, Pune

1. **SCOPE OF WORK:** The scope / specification covers the minimum specified requirement for the various activities to be carried out by the DMA towards Direct Marketing Activities.

DMA's SCOPE (General):-

- a. DMA shall, with due care & diligence, execute the work in compliance with all laws, by laws, ordinances, regulation etc. and provide all services and labor inclusive of supervision thereof.
- b. Before starting of work at site, DMA shall himself familiarize for the work having obtained approval/clearance from Owner.
- c. Without limiting the generality thereon, DMA shall do all work necessary at each of the job which is complete in all respect.
- d. The primary responsibility of DMA is to create awareness and promote piped natural gas (PNG) connection for domestic segment thereby ensuring that customers are given proper guidance/service and assisting them in filling the application for PNG connection.
- e. DMA to assess the natural gas demand potential in prospective area / new society
- f. DMA to interact with president and heads of new societies to secure No Objection Certificate (NOC) for registrations from the respective societies.
- g. Securing directions from MNGL marketing team or AIC to understand potential in each area for engaging customers from that area for marketing/booking activity in an offline area; the DMA can engage with prospective customers from online areas on their own database and knowledge about the areas.
- h. All the data entry related activities to be carried out at DMA's office by a designated data entry operator.
- i. Stationary such as A-4 size papers required for Marketing Activities shall be provided by DMA.
- j. The DMA's office shall be near to MNGL Customer Office with minimum area of 100 square feet. The office should be equipped with latest configuration Computer/Laptop, Laser Printer, scanner and minimum 1MBPS Broadband Connection.
- k. Deliver the customer copy of Application Form to the respective customer.
- l. The DMA and their associated staff has no rights to commit on behalf of MNGL in writing or otherwise regarding the deliveries in form of connection completion and the discounting for gas prices.


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- m. The DMA has no authority to enter in to cash transaction for and on behalf of MNGL.
- n. In an event of any cheque being dishonored for reasons attributable other than customer which are controllable and in perview of DMA, the DMA is penalized by way of deduction of the token amount from the Service Charges payable by MNGL and the customer booking is handled as per the prevailing SOP.
- o. DMA is required to comply with all norms mentioned in the PNGRB QoS. Some of them are listed as under:
 - Procedure to apply for a PNG connection
 - List of documents to be submitted at the time of application
 - Issue a numbered and dated receipt to the customer. The receipt has to be provided by DMA assigned by MNGL at the time of registration of customer, but handing over the receipt to the customer is responsibility of the DMA.
 - Register customers only after all the statutory permissions are in place and after a clear communication by Marketing team or AIC from MNGL.
 - Accept PNG connection application from the lawful owner of the premise and submit NOC of the lawful owner in case of tenant
 - In case of any non-clarity on the documentation part, decision of MNGL will be final and binding

2. COMMUNICATIONS:

- DMA shall provide mobile phone to his staff, so effective communication from site to MNGL office can be done effectively.
- All persons engaged by the DMA shall be DMA's own employee and they will claim no privileges from MNGL. The DMA will directly responsible for the administration of his employee as regard general discipline and courteous behaviors.
- All persons engaged by the DMA are required to pick calls from MNGL Marketing Team or AIC's and should keep their phone in reachable mode on duty hours. Any lapse at their end will attract penalty.
- Sales Manager hired by the DMA will be responsible for co-ordination with DMA executives and instructions given by the MNGL Marketing Team or AIC. He shall be available for all the meeting called by MNGL Marketing Team or AIC for planning & execution of DMA Activities.
- DMA will get health check-up of his crew as per recommendation/ guidelines of MNGL before starting of job and submit the reports / fitness certificate of Registered Medical Practitioner (Industries). He shall conduct the same of new members added to his team as and when

3. WORK PLANNING:-

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- DMA shall notify the MNG Area In Charge (AIC), about all the activities planned for the day through an email along with the Daily Progress Report (DPR) and the same shall have to reach latest by 10.00 am every day.
- MNG from time to time prints various informative brochures, circulars to be sent to consumers. Distribution of circulars can either happen during pre or post marketing activities or as a separate exercise. DMA to instruct Marketing executives to circulates such brochures/Notices/circulars in societies as informed by MNG Marketing Team or AIC
- DMA Executives to keep their AIC's posted of the area or society they are collecting registration on day to day basis through calls or SMS.

4. PRE-EMPLOYMENT CHECKS:-

- Contractor shall ensure thorough pre-employment checks on the conduct and ethics of all its employees and staff to avoid inappropriate hiring of contract employee / staff.
- Contractor shall mandatorily carry out police verification of manpower employed.

5. BACK-ROOM ACTIVITIES

- DMA shall have a good office set up having adequate space in Pune limits having minimum 2 telephone lines in the name of the organization, 2-3 computers/laptop, dot matrix or laser jet printers, 1 dedicated telephone operator and other required basic infrastructure. Full particulars of office and Infrastructure should be provided.
- DMA will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender.


6. MANPOWER / RESOURCES

DMA would be responsible for recruitment of Sales Manager, Back Office In - charge, Marketing Executives.

6.1 Appointment of Sales Manager having experience in marketing duly authorized by MNG Marketing officer within 7 days of SO. The Sales manager will be empowered by the DMA to deal with MNG Marketing officer on a day-to-day basis for all marketing related issues and activities. Education of Sales manager shall be minimum graduate with prior experience of Marketing. He should be able to handle Teams & take lead generation daily from Marketing Executives. Sales Manager shall be provided with Mobile Phone. Should be conversant with Marathi, Hindi & English languages.

6.2 Job Profile of Sales Manager:

- a) Appointment of smart, presentable and experienced Marketing Executives as required.

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- b) Daily review of Sales Team regarding the status of loop wise, Building wise registrations quantity, penetration etc.
- c) To attend weekly meeting as per day and time specified by concerned Marketing In-charge.
- d) Ensure smooth operation of Back office In-charge.
- e) Ensure following reports to be submitted to MNGL.
 - DPR daily (Before 10.00 am every day)
 - Loop wise status weekly (at the time of attending the weekly meeting)
 - Beat wise status fortnightly.
 - Building wise status monthly.
 - Maintaining the Daily Visit report (DVR) of every Marketing executive as per prescribed format
- f) Any other activities prescribed by MNGL from time to time.

Sales Manager shall report to respective Marketing Team or AIC of MNGL.

6.3 Appointment of In-charge of Back Office Operation

Appointment of Back Office In-charge duly authorized by MNGL Marketing Team or AIC within 10 days of SO. He shall be minimum SSC pass and well versed with computer applications and proficient in Microsoft Office. Should be conversant with Marathi, Hindi & English languages.


6.4 Job profile of Back Office In-charge

- Keeping track of the POP material, banner etc. and plans for inventories.
- Checking, Verification & Data entry of registration forms as required by MNGL after collected by Sales Teams.
- Keeping track of receipt books and preparing receipt reconciliation report and submitting to MNGL every Monday. Follow up of the bounce cheques.
- Maintaining database for all payment related matters & construction activities.
- Depositing cheque, soft data in specified format by MNGL along with registration forms at Data Center twice in a week.
- Properly maintaining the permission letters loop wise/ correspondence received from the societies.
- Updating the reports required by the Sales Manager from time to time.
- All backroom related matter shall be the responsibility of the Sales admin. Officers.
- Any other activities prescribed by MNGL from time to time.

Back Office In-charge shall report to Sales Manager and ensure all reports to MNGL without fail.

6.5 Appointment of Marketing Executives

Appointment of Marketing Executives duly authorized by MNGL Marketing Team or AIC within 10 days of SO as per the requirement of MNGL. Minimum 3 marketing executives to be deployed and will be augmented further as per the requirement from MNGL. The

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manpower that represents the agency shall be minimum SSC pass & having conversant with Marathi, Hindi & English languages.


6.6 Job Profile of Marketing Executive

- Maintaining the logbook for consumer enquiry and consumer complaints.
- Attending telephone call for enquiries/ complaints and forwarding the same to Sales Manager accordingly.
- To meet the secretary /manager along with Sales Manager during initial visit.
- Developing a rapport with the Secretary/ Chairman of Housing Societies
- Corresponding with society / domestic customers regarding permission and other related issues of MNGL.
- Immediately attending the customer's complaints and updating the Sales Manager accordingly.
- Arranging 'Consumer Meet' on monthly basis or as and when required by MNGL.
- Any other activities prescribed by MNGL from time to time.

Marketing Executives will report to Sales Manager and will be responsible for forwarding reports to MNGL as specified above.

All the personnel shall be smartly dressed / presentable & carry identity cards /authorization letter while meeting customers /on door-to-door visit.

DMA will monitor, supervise & ensure that his/her personnel will communicate the correct information to consumers & behave in a dignified manner as a representative of MNGL. On receipt of any complaint regarding misbehavior/any other conduct which brings disrepute, DMA shall immediately terminate services of such personnel on the instructions from Area In-charge MNGL.

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ACTIVITES OF DMA

1. ON FIELD ACTIVITIES OF DMA

I. Gasified Buildings

1.1. DMA in consultation with MNGL Marketing team or AIC shall carry out re-marketing activities to increase the penetration level of PNG customers and domestic customers in gasified buildings

1.2 The activities shall be conducted in following manner:

1.2.1 Select the area in consultation with MNGL Marketing team or AIC to organize the online camps.

1.2.2 Shortlist the existing pending customers from the data provided by MNGL.

1.2.3 Approach the Cooperative Housing society with the intimation letter as provided by MNGL.


1.2.4 Make calls to every non registered customer and persuade them for opting PNG.

1.2.5 Approach every pending customer and take an appointment for the connection.

- a) If the customer is ready for immediate connection inform the project team.
- b) Collect the Balance amount prior to the conversion.
- c) If the customer is not interested in PNG connection, convince him for having PNG.
- d) In spite of persuasion if the customer is not interested, obtain the letter and forward it to MNGL Marketing team or AIC for further processing of refund.
- e) If the customer is found already converted, inform MNGL Marketing team or AIC for processing of Joint Meter recordings (JMR), collect the balance amount if due and report to MNGL Marketing team or AIC on a weekly basis.
- f) DMA has to submit the monthly report as per prescribed format.

1.2.6 For New registrations DMA shall submit the list of prospects to marketing in charge in a prescribed format. After the approval of Marketing Department, DMA shall assist the customers to fill up registration form and the A/c payee cheque towards registrations charges proposed by MNGL from time to time. DMA will ensure that

- a. The registration form is duly filled along with customer's signature and necessary documents specified in the registration forms.
- b. The A/c payee cheque in favour of 'Maharashtra Natural Gas Limited' duly filled along with customer signature & issue receipts.

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1.2.7 DMA to make all efforts to sign up the ECS as a payment option to the customer as & when it is applicable at the time of conversion.

II. Non Gasified Buildings

2.1 DMA to find out the quantum of left over activities in registered but non gasified buildings and submit the building wise report to MNGL Marketing team or AIC. DMA to submit details of the interested customers in non-gasified areas.

2.2 These activities are to be completed within 45 days from the issue of SO for all the buildings as per the data provided by MNGL.

DMA in consultation of MNGL Marketing team or AIC and based on the quantum of left over jobs per building shall provide the building wise schedule of activities with a time frame for gasifying these buildings.

2.3 These activity needs to be completed with in 15 days of submission of the status report.

Based on the commitment, MNGL Marketing team or AIC shall prepare the letters to the customer which needs to be delivered by the DMA.

No fresh registrations shall be made unless notified by MNGL Marketing team or AIC in writing.

2.4 Once the building is gasified as scheduled, DMA shall repeat the activities as per the clause 1.2.6 and 1.2.7 of gasified buildings above.

2.5 DMA obtain permission letters from societies for carrying out registration activities.


DMA shall carry out potential surveys of the societies/areas customers as per the expansion plans of MNGL and submit the report to MNGL Marketing team or AIC

III. New Buildings where MP tap off / Road crossing / MP Extension is required excluding Under Construction (Builder Category)

3.1 DMA to identify such buildings and notify to MNGL Marketing team or AIC from time to time.

3.2 It is desirable that these activity to be completed within 90 days of LOA.

3.3 DMA has to submit report of new buildings in relation to the MP status

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3.4 DMA to obtain letter of interest along with permission to carry out Mktg & engineering activity from such societies / buildings and forward to MNGL Marketing team or AIC to consult with MNGL engineer for a time frame to gasify the same.

3.5 Registration to be obtained as per the direction of MNGL Marketing team or AIC

3.6 DMA shall make all efforts to have more than 80% penetration level before the construction activity completed.

3.7 Once the building is gasified as scheduled, DMA shall repeat the activities as detailed at clause No. 1.2.6 and 1.2.7 of gasified buildings above.

3.8 DMA to inform details of residential customers which are located on already charged gassified network to AIC/ EIC.

IV. Central or State Govt. / Semi Govt. / Public Sector Undertakings / Nationalized Banks / Insurence Corporations / Builders / Societies where MP tap off / Road crossing / MP Extension is required.

DMA to identify such buildings and notify to MNGL Marketing team or AIC from time to time. Registration to be obtained only after confirmation from MNGL Marketing team or AIC's/EIC's.

4.1 100% registration to be accepted from the Builder Category.

4.2 Agreements to be signed with Builder as provided by MNGL.


4.3 DMA to collect all the documents including registration forms / NOC etc. for new as well as old registrations from above mentioned catagories. In case of old builder agreements wherein security deposit has already been obtained, DMA has to collect Domestic PNG Registrations duly filled-in and signed from the Central or State Govt. / Semi Govt. / Public Sector Undertakings / Nationalized Banks / Insurence Corporations / Builders / Societies without payment of Security Deposit in gasified/non gaisified societies as per the direction of AIC's/EIC's in the specified format.

4.3.1 DMA to comply all requirements of MNGL's agreement with the customers of above categories.

2. COLLECTION OF DOMESTIC REGISTRATIONS


2.1 DMA to keep track of all the registration forms and receipts issued by MNGL and submit the reconciliation report to MNGL on monthly basis.

2.2 DMA to maintain their own database for newly registered customers and data

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provided by MNGL which are not registered by the DMA under this contract.

- 2.3 DMA to submit all the cheques /Registration forms only in the MNGL specified format to Data Center / Mktg dept periodically.
- 2.4 DMA to verify the filled up registration forms properly, for correct name of customer, address details, valid ownership proof, signatures of customers and cheque collected from customer etc. before submitting it to Data Center/Mktg dept.
- 2.5 Interest Free Security Deposit is to be collected by way of A/c Payee Cheque/ DD only in favour of Maharashtra Natural Gas Limited. Under no circumstances cash will be collected. Any deviation from this policy will attract penalty as decided by MNGL.
- 2.6 In the event of cheques not clearing, DMA is required to follow up the matter with customers at no extra charges or cost till cheques are cleared into MNGL account.
- 2.7 The security deposit and other charges prescribed herein are applicable at present. However MNGL shall have absolute discretion /liberty to amend, modify the charges and / or terms and conditions /manner in which the same are to be administered/ collected. The DMA shall be required to abide by the decision of MNGL in this regard.
- 2.8 DMA to submit Progress report (as specified by MNGL) on New registration and Balance payment collection on daily basis through fax or email or any other mode as specified by concerned AIC's.
 - 2.8.1 Receipts Books issued will have to be kept under utmost care and any loss should be reported immediately to MNGL AIC, apart from publishing public notice in newspaper and reporting to nearest police station. **Penalty will be imposed of Rs.2500/- for each lost receipt book if the above actions are not taken immediately.**
- 2.9 DMA shall create records of all new registrations, collections, conversions and receipts in electronic form as per MNGL requirement and submit the same to MNGL at specified periodicity.
- 2.10 MNGL will supply pamphlets, Registration forms to DMA. DMA shall arrange for audio/video equipment's & other requirements for presentations in societies/customer's end at his own cost. DMA will also provide consumer complaint book/feedback form.
- 2.11 DMA will have to collect registration forms from builder category for KYC updation as informed by MNGL Marketing Team or AIC and prepare a soft copy of same and submit to MNGL.

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2.12 Rejected Registration forms submitted by DMAs shall be rectified with the help of another DMA agency at the risk and cost of existing DMA with additional penalty of Rs.50/- per rejected Form.

3 PAYMENTS TO BE COLLECTED TOWARDS PNG CONNECTION

a) New Registration

- **Interest Free Security Deposit towards Last Mile connectivity**

The interest free refundable Security deposit to be collected from customer in full / parts as advised by Marketing Department from time to time:

Rs.5,000/- (in full/part) to be collected before Conversion.

Apart from this, the following amount to be collected per registration:

Rs.500/- to be collected towards Application Fee

Rs.500/- to be collected towards Gas Consumption Deposit (Refundable)

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| 1 st stage : Rs.500/- | Towards Application Fee |
| 2 nd stage : Rs.2,500/- commencement | Towards Registration & Connection prior to of work in the society |
| 3 rd stage : Rs.2,500/- | Towards Registration & Connection before installation of meter, copper inside kitchen |
| + | + |
| Rs.500/- | Towards Gas Consumption deposit |


(Along with the final installment, security deposit towards gas consumption payments to be collected and also Online connection charges wherever applicable)

DMA shall ensure that a total of Rs.6,000/- or the amount decided by MNGL, has to be necessarily collected from the customers before the conversion is done. DMA will have to recover outstanding amount from the customer converted earlier but have not paid their due amount as of now. List of such customer shall be provided by the MNGL Marketing Team or AIC from time to time for collection of balance amount.

- **Application Fee:**

DMA to collect an amount of Rs.500/- towards Application Fee during registration which is non-refundable

- **Gas Consumption Deposit:**

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DMA to collect interest free refundable security deposit of Rs.500/- towards Gas Consumption payments before conversion.

- **Online Charges for Online connection**

DMA to collect Online charges of Rs.550/- per online connection in cases where building is gasified and particular riser is charged with few domestic connections.

DMA shall get additional fix amount of Rs. 50/- per online registration.

b) Already Registered Customers

Balance amount to be collected (not exceeding Rs.5,000/-) as interest free refundable security deposit towards LMC.

- **Gas Consumption Deposit:**


DMA to collect interest free refundable security deposit of Rs.500/- towards Gas Consumption payments before conversion.

4. CHEQUE DEPOSIT WITHIN 30 DAYS OF CHEQUE DATE:

- (a) Cheque collected on behalf of MNGL shall be submitted to the MNGL Marketing team or AIC of MNGL within 30 days from the cheque date in the prescribed format.
- (b) In case of a weekend or holiday the previous working day would be considered as the last submission date.

Penalties: (for serial no. 2, 3)

- (a) Loss of filled up form / cheque as collected from customer and not submitted to MNGL would invite a penalty of Rs.250/-.
- (b) In case of loss of blank forms a penalty of Rs.20/- would be levied for each lost form.
- (c) Penalty of Rs.100/- per report/ data not submitted to MNGL as prescribed by MNGL.
- (d) For cheques collected and not submitted within 30 days from cheque date, a penalty of Rs.25/- per cheque shall be levied.
- (e) **Cheque Bounce Penalty will be Rs.150/-** per Cheque, if cheque is bounced due to controllable reason i.e. Payee Name Missing, payee Name is wrong, Sign or date on the cheque is missing or wrong, amount in words & figures mismatch etc.
- (f) In case it is observed that DMA has collected registrations from technically non-feasible areas and the same are to be refunded by MNGL then the administrative charges of Rs.500/- per registration shall be recovered from DMA.
- (g) Security Deposit is to be collected by way of A/c Payee cheque/ DD only in favor of "Maharashtra Natural Gas Limited". Any cash collected case shall invite penalty of Rs.5,000/- apart from the collected amount. Repeated incidents may result in unilateral termination of contract.

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- (h) In case of cheque bounce, service charges will be deducted from the DMA running bill. The same will be released on receiving full payment from the customer.
- (i) In case refund to the customer is being made for non interest in PNG connection a penalty of Rs.500/- per case will be levied.

5. SURVEY & ASSESSMENT

- a) **Gasified Survey:** The DMA shall visit all the non-registered flats in the Gasified building and register the interested customers. In case customer is not interested, DMA shall be paid on the basis of submission of survey report mentioning reason for not registering along with details of the customer. The DMA shall mention the contact No. of the customer, which will be mandatory requirement.
- b) **New Areas:** The DMA shall visit all the non-registered societies and flats in new area informed by the MNGL Marketing Team or AIC and collect information such as total flats in society, names and contact no of chairman/secretory or office bearers of society etc. DMA shall be paid on the basis of submission of survey report mentioning details of the society.

6. ADDRESS VERIFICATION: -

- (a) Agency is responsible for collecting all required details like flat number (zero flats), building name; phone number, email ids etc. through personal visits and physical survey. He is responsible for maintaining correct records of all customers / consumers in the area that has been allocated.
- (b) Agency will submit the details to the MNGL marketing team or Area In-charge in the prescribed format. This rectification includes customer master & address details.
- (c) The payment against verification shall be done after submission of data as per MNGL prescribed format and final updation in MNGL data base.

Penalties:


In case it is observed that MNGL data, is not rectified & submitted to Area In-charge within 1 month, a penalty of Rs.50/- per case would be levied

7. Permission from Society:

Obtaining permission/NOC from societies and submission of details in the given formats as per the requirement of MNGL in soft/hard copy. The works is to be carried out as per the instructions of EIC/AIC.

8. Collection of amount against Bounce cheques:

Re-collection of amount against bounce cheque along with administrative charges. Payment shall only be made if the cheque bounce incident occurs due to the fault of customers end i.e. insufficient balance in his account etc.

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9. BALANCE PAYMENT COLLECTION

- (a) Agency is required to collect full payment from Part Paid customers as per list provided by AIC.
- (b) Agency is responsible for collecting all data required through personal visits. He also needs to maintain the records of all Non-converted customers in the area. Special visits should be organized for locked flats on weekends or holidays.
- (c) DMA shall deliver the receipt of registration to customer at the time of registering the customer and at the time of collecting balance payment
- (d) The details of the survey should be collated in the prescribed format by the Agency and a monthly update should be given to the Area In-charge for the data that has been collected based on the survey carried out.
- (e) Agency has to follow up for balance payment as per the format provided as per the PDC or time line finalized for conversion. Agency to also follow up for bounce of customers
- (f) Payment to DMA shall be made only after payment is reflecting in SAP.

Penalties:

- (a) In case it is observed that Agency has not collected details of part paid customers penalty of Rs.25/- needs to be levied per customer for all those who have not been approached.

10. TERMINATION OF CONTRACT


- (a) The Direct Marketing Agent may be terminated in case of non-compliance of guidelines issued by MNGL after giving 1 month Notice.
- (b) 5 cases of cash collection will cause immediate termination of the contract and encashment of performance Bank Guarantee submitted.

11. TERMS OF PAYMENT

MNGL shall make the payment towards Marketing activities plus service charges as under.

The payment shall be made subject to

- a) DMA submits the bills on monthly basis to Mktg dept, MNGL. Bills will be submitted for successful registrations only. A successful registration means:
 - i) Getting the registration form & cheque duly filled along with customer's signature & relevant documents.
 - ii) Depositing the cheques along with Registration forms to MNGL.
 - iii) Clearance of cheques.


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b) DMA will not be entitled for payment in respect of unsuccessful connection (by any reason, including customer default)

SOR wise payment details are as under:

| SOR item No. | Payment (%) | Description |
|---------------------|--------------------|--|
| 1 | 90 | Obtaining permission/NOC from societies and submission of details in the given formats as per the requirement of MNGL in soft/hard copy. |
| | 10 | Submission of documents/reports, Closure of contract |
| 2 | 40 | Ist Stage cheque collection : Domestic customers registration including prima facie technical feasibility survey, interaction time with customers on safety tips, product benefits etc. |
| | 20 | IIInd Stage cheque collection |
| | 40 | IIIrd Stage cheque collection |
| 3 | 90 | Collection of Domestic PNG Registrations duly filled-in and signed from the Builders/Govt. Colonies/Other Govt. Agencies/Societies/Builders without payment of Security Deposit in gasified/non gaisified societies |
| | 10 | Submission of documents/reports, Closure of contract |
| 4 | 90 | Conduct survey in gasified area/Non gasified area /society (for each min 50 Nos of domestic HH & more) and submission of details in the given formats (towards expression of intrest for PNG connection) as per the requirement of MNGL in soft/hard copy. |
| | 10 | Submission of documents/reports, Closure of contract |
| 5 | 90 | Re-collection of amount agaist bounce cheque along with administrative charges |
| | 10 | Submission of documents/reports, Closure of contract |

Debiting all the penalties levied if any from time to time.

| | |
|---|--|
|  MAHARASHTRA NATURAL GAS LIMITED | CORRIGENDUM – I TO TENDER FOR APPOINTMENT OF DMA FOR PNG ACTIVITIES AND SERVICES ON RATE CONTRACT BASIS FOR THE PERIOD OF 2 YEARS FOR CGD NETWORK OF MNGL, PUNE Bid No.: MNGL/C&P/2016-17/112 |
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Annexure – II

Revised Schedule of Rates (SOR)

Item: Tender for Appointment of Direct Marketing Agency for PNG activities and services on rate contract basis for the period of 2 years for CGD project of MNGL, Pune

RFQ No. MNGL/C&P/2016-17/112 dated 14.03.2017

| Item No. | Item Description | Unit | Quantity | Rate per Unit except Service Tax (in Rs.) | Service Tax @15% (in Rs.) | Unit rate including of Service Tax (in Rs.) | Total Amount including of all taxes & duties (in Rs.) |
|----------|--|------|----------|---|---------------------------|---|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7)=(5)+(6) | (8)=(4)x(7) |
| 1 | Permission from Society : Obtaining permission/NOC from societies and submission of details in the given formats as per the requirement of MNGL in soft/hard copy. | No. | 5000 | | | | |
| 2 | Collection of Domestic PNG registrations : Domestic customers registration including prima facie technical feasibility survey, interaction time with customers on safety tips, product benefits etc. | No. | 125000 | | | | |



**MAHARASHTRA
NATURAL GAS LIMITED**

**CORRIGENDUM – I TO TENDER FOR APPOINTMENT
OF DMA FOR PNG ACTIVITIES AND SERVICES ON
RATE CONTRACT BASIS FOR THE PERIOD OF 2
YEARS FOR CGD NETWORK OF MNGL, PUNE
Bid No.: MNGL/C&P/2016-17/112**

| Item No. | Item Description | Unit | Qty. | Rate per Unit except Service Tax (in Rs.) | Service Tax @15% (in Rs.) | Unit rate including of Service Tax (in Rs.) | Total Amount including of all taxes & duties (in Rs.) |
|--|--|------|-------|---|---------------------------|---|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7)=(5)+(6) | (8)=(4)x(7) |
| 3 | <p>Collection of Domestic PNG Registrations from establishments of Central or State Govt. / Semi Govt. / Public Sector Undertakings / Nationalized Banks / Insurance Corporations / Builders</p> <p>Only collection of Domestic PNG Registrations duly filled-in and signed from the Builders/Govt. Colonies/Other Govt. Agencies/Societies/Builders without payment of Security Deposit in gasified/non gasified societies</p> | No. | 20000 | | | | |
| 4 | <p>Survey : Conduct survey in gasified area/Non gasified area /society (for each min 50 Nos of domestic HH & more) and submission of details in the given formats (towards expression of interest for PNG connection) as per the requirement of MNGL in soft/hard copy.</p> | No. | 3000 | | | | |
| 5 | <p>Bounce cheque : Re-collection of amount against bounce cheque along with administrative charges</p> | No. | 7500 | | | | |
| Total amount including of all taxes & duties (in Rs.) | | | | | | | |

Note:

- 1) Taxes shall be clearly indicated in above SOR.

Seal & Signature of Bidder