



**MAHARASHTRA NATURAL
GAS LIMITED**

Tender for appointing an agency towards conducting customer satisfaction survey once in two years for CNG and PNG customers in Nashik, Sindhudurg and Ramanagara GAs of MNGL.

Bid No.: MNGL/CP/2026-27/97



MAHARASHTRA NATURAL GAS LIMITED

(A joint venture of GAIL(India) Ltd & BPCL)

CNG & CITY GAS DISTRIBUTION PROJECT FOR PUNE

**Bid document for
Appointing an agency towards conducting customer satisfaction survey once in two years for CNG and PNG customers in Nashik, Sindhudurg and Ramanagara GAs of MNGL.**

**UNDER LIMITED DOMESTIC COMPETITIVE BIDDING
v
(THROUGH E-TENDERING MODE)**

Bid Document No.: MNGL/CP/2026-27/97 Dt: 21.08.2026.

 MAHARASHTRA NATURAL GAS LIMITED	Tender for appointing an agency towards conducting customer satisfaction survey once in two years for CNG and PNG customers in Nashik, Sindhudurg and Ramanagara GAs of MNGL. Bid No.: MNGL/CP/2026-27/97
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PART A

1. INVITATION FOR BIDS (IFB)

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INVITATION FOR BIDS (IFB)

BID DOCUMENT NO.: MNGL/CP/2026-27/97

Date: 21.08.2026

M/s Maharashtra Natural Gas Ltd., Pune invites online bids (Technical & Financial) **UNDER SINGLE BID SYSTEM** from eligible bidders for the item(s) in complete accordance with the Bid Documents.

1.0 TENDER INFORMATION

Tender Document Number	MNGL/CP/2026-27/97 dated 21.08.2026 .
Item(s)	Tender for appointing an agency towards conducting customer satisfaction survey once in two years for CNG and PNG customers in Nashik, Sindhudurg and Ramanagara GAs of MNGL.
Type of Bid	Limited Domestic Competitive Bidding
Earnest Money / Bid Security	Not applicable
Bid Security Validity	Not applicable
Tender Fee (Non-refundable)	Not applicable
Bid Validity	4 (Four) months from the bid due date
Pre bid meeting date and time	Not applicable
Bid Submission at	https://etenders.gov.in
Bid submission due date and time	<u>26.08.2026 till 15:00 Hrs. IST</u>
Techno-commercial bid & price bid opening date and time	27.08.2026 at 16:00 Hrs. IST
Address for submission of EMD / Bid Security and venue for pre-bid meeting and opening of bids	General Manager (C&P) Maharashtra Natural Gas Ltd., Pride Purple Coronet, 2 nd Floor, Baner Road, Baner, Pune – 411045
Contact details	Telephone: +91 (20) 2561 1190/1154 Email: gasaid@mngl.in / shiva.tiwari@mngl.in
Bid Eligibility Criteria and Bid Evaluation Criteria	As per Annexure – I to IFB

NOTE: Bidders are advised to complete the registration with e-tender portal (<https://etenders.gov.in>) at least two working days prior to bid submission date.

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Please note that in accordance with the general conditions of tender, MNGL may amend these dates of the tender process at its sole discretion. In case any of the specified dates are declared a public holiday, the deadline shall be the next working date.

2.0 BIDDING PROCEDURE

Bidding will be conducted through Open Domestic Tendering. Single Stage Two Bid system is adopted for this tender. The submission and opening of bids will be through e-tendering mode at <https://etenders.gov.in/eprocure/app>. Tender document can be downloaded from the website <https://etenders.gov.in/eprocure/app> or from e-tender link given on official MNGL website www.mngl.in.

Note: To participate in the e-tendering, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself on CPPP's website <https://etenders.gov.in/eprocure/app>. Please also note that the bidder has to obtain digital signature token for applying in the tender and in general, activation of registration may take 24 hours subject to the submission of all requisite documents required in the process.

Note: MNGL in no way shall be responsible if the bidder fails to apply due to non-possession of Digital Signature & non-registration.

(The bids have to be submitted online in electronic form on <https://etenders.gov.in/eprocure/app> only. No physical bids will be accepted.)

3.0 DOWNLOADING OF TENDER DOCUMENT

The tender document is available for downloading from CPPP's e-tendering website <https://etenders.gov.in/eprocure/app> or from e-tender link given on official MNGL website www.mngl.in for viewing / participation of the eligible bidders. Bidders meeting the bid evaluation criteria who intend to submit their bid may download the tender for submission by the bid due date and time. Bidder shall give an undertaking on his letter head that the contents of the bidding document have not been altered or modified. Bid evaluation criteria shall be applicable for all the bidders.

Disclaimer clause: Bidders are advised to visit CPPP's e-tendering website and MNGL website regularly for any updates on the tender. The ignorance to visit the website will not be accepted as a reason for any gap / missing information like corrigenda, amendments, clarifications etc.

4.0 PRE-BID MEETING

Not Applicable

5.0 OTHERS

5.1 Bid Document is non-transferable.

5.2 Bids complete in all respects should reach on or before the BID DUE DATE AND TIME. Bids through Fax/ E-mail shall not be considered.

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- 5.3 The Bid Document calls for offers on single point "Sole Bidder" responsibility basis. Order will be placed on the "Sole Bidder" alone (in whose name the bid document has been issued) who will be responsible for all contractual purposes. Further the bidders are advised to ensure that their offer is on single bidder responsibility basis and in total compliance of scope of supply as specified in Bid Document.
- 5.4 The bid should be prepared by the "Sole Bidder" and should be sent to MNGL directly. MNGL reserve the right to reject offers made by intermediaries' representatives.
- 5.5 Bidder shall ensure that Bid Security having a validity of 6(SIX) months from the bid due date, must accompany the offer in the format made available in the Bid Document.
- 5.6 This Invitation for Bids (IFB) is an integral and inseparable part of the enclosed Bid Document.
- 5.7 MNGL reserves the right to accept or reject any or all offers without assigning any reason, whatsoever.

5.8 ZERO DEVIATION TENDER

Bidder shall note that if any deviations are taken to the under mentioned provisions of Bid Documents by the Bidder the bid is liable to be rejected: -

- i) Do not meet BEC Criteria
- ii) Bid Security
- iii) Performance Security (Contract Performance Bank Guarantee), 10% of Annualized Contract / Order value – Not Applicable
- iv) Delivery Period
- v) Terms of Payment
- vi) Force Majeure
- vii) Resolution of Dispute/Arbitration
- viii) Termination of Contract,
- ix) Warranty and Guarantee
- x) Offer not submitted for complete scope of work
- xi) Firm prices
- xii) Prices not quoted as per Schedule of Rates formats.
- xiii) The Bidder is not put on Black / holiday list by MNGL/MoP&NG/Oil Public Sector Enterprise(s).
- xiv) Bidder is under liquidation.
- xv) Bids not conforming to technical specification/requirements.
- xvi) Any other such provisions if specifically stipulated elsewhere in the Bid Document.
- xvii) Price Reduction Schedule.

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However, MNGL reserve the right to request the bidder to withdraw the deviations against above-mentioned provisions of Bid Documents.

THIS IS NOT AN ORDER

Yours faithfully,
for Maharashtra Natural Gas Limited, Pune

Ganesh Said

General Manager (C&P)

Note: Please confirm your intention to quote or not within 5 (Five) days. In case not intending to quote then please give your valuable feedback to us.



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PART A

2. BID EVALUATION CRITERIA (ANNEXURE - I to IFB)

 MAHARASHTRA NATURAL GAS LIMITED	Tender for appointing an agency towards conducting customer satisfaction survey once in two years for CNG and PNG customers in Nashik, Sindhudurg and Ramanagara GAs of MNGL. Bid No.: MNGL/CP/2026-27/97
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ANNEXURE-I to IFB

BID EVALUATION CRITERIA

1. BRIEF PROJECT DETAILS

Maharashtra Natural Gas Limited (**MNGL**) is a joint venture company of M/s. GAIL (India) Limited & M/s. Bharat Petroleum Corporation Limited (BPCL). MNGL has been set up to distribute natural gas for household / commercial sectors including setting up CNG filling stations for vehicle in Pune, Nashik-Dhule & Sindhudurg, Nanded-Parbhani-Buldhana Geographical Area in Maharashtra, Nizamabad in Telangana & Ramanagara in Karnataka.

2. BRIEF SCOPE OF WORK

This tender deals with **appointing an agency towards conducting customer satisfaction survey once in two years for CNG and PNG customers in Nashik, Sindhudurg and Ramanagara GAs of MNGL.**

3. EVALUATION AND AWARD OF WORK:

Evaluation shall be done on **BOQ wise L-1 basis to the purchaser** and order shall be placed on L-1 bidder(s) accordingly.

In case of tie for L-1 bidder, the order shall be placed on the bidder having highest turnover during the preceding 3 Financial Years i.e. 2023-24, 2024-25 and 2025-26.

If the audited financial results of the immediately preceding financial year i.e. 2025-26 are not available, then the audited financial results of the year immediately prior to 2025-26 i.e. 2024-25 shall be considered.



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PART B

3. INSTRUCTION TO BIDDERS (ITB)

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35. Compensation of Extended Stay – **Not Applicable**

F. Award of Contract

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INSTRUCTIONS TO BIDDERS

INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. <http://etenders.gov.in/eprocure/app>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment" option available on the home page. **Enrolment on the CPP Portal is free of charge.**
- (ii) During enrolment/ registration, the bidders should provide the correct / true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors / bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering, possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their user ID/ password and the password of the DSC/ eToken.

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SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- (i) For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.

After selecting the tender document same shall be moved to the 'My favourite' folder of bidders account from where bidder can view all the details of the tender document.

- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will

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facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

- (i) Bidder should log into the site well in advance for bid submission so that he/ she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay.
- (ii) Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BG/others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the uploaded bid will be rejected.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BG/others.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**

Bidders shall download the Schedule of Quantities & Prices i.e. Schedule of Rates, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter, save and upload the file in financial bid cover (Price bid) only.

If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 17.0 of ITB including forfeiture of EMD.

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The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay, or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- (x) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall **take print out of system generated acknowledgement** number and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology.

ASSISTANCE TO BIDDERS:

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120-4001002, 0120-6277787 and 0120-4001005. The helpdesk email id is support-eproc@nic.in

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A: GENERAL

1. Scope of Bid

- 1.1 The Employer, as defined in the General Conditions of Contract, hereinafter "the Employer", wishes to receive bids for the Work as described in bidding document.
- 1.2 The successful bidder will be expected to complete the Works within the period stated in Special Conditions of Contract.
- 1.3 Throughout these bidding documents, the terms "bid" and "tender" and their derivatives ("bidder/tenderer", "bid/tendered", "bidding/ tendering", etc.) are synonymous, and day means calendar day. Singular also means plural.

2. Eligible Bidder

- 2.1 Bidders shall, as part of their bid, submit duly executed written power of attorney, authorizing the signatory of the bid to bind the bidder.
- 2.2 This Invitation for Bids is open to any bidder and to pre-qualified bidders in case of limited tender.
- 2.3 A bidder shall not be affiliated with a firm or entity
 - (i) that has provided consulting services related-to the Works to the Employer during the preparatory stages of the Works or of the Project of which the Works form a part, or
 - (ii) that has been hired (or is proposed to be hired) by the Employer as Engineer/ Consultant for the contract.
- 2.4 The bidder shall not be under a declaration of ineligibility by Employer for corrupt or fraudulent practices as defined in ITB.
- 2.5 While evaluating the bids, pursuant to bid evaluation criteria in Global Notice of IFB, bidders and / or his sub-contractors past performance shall be assessed for ascertaining the responsiveness of the bid. In such case the decision of employer / consultant shall be final and binding on the bidder.
- 2.6 **The Bidder is not put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).**

3. Bid Eligibility Criteria and Bid Evaluation Criteria: -

3.1 Technical Criteria – Not Applicable

3.2 Financial Criteria - As per Annexure – I of IFB

- 3.2.1 Bidder shall not be affiliated with a firm or entity, (i) that has provided consulting services related to Works to Employer during preparatory stages of Works or of the Project of which the Works form a part, or (ii) that has been hired (or is proposed to be hired) by Employer as Engineer/ Consultant for the contract.

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- 3.2.2 Bidder shall meet the technical, as well as commercial qualification criteria as stated above. Bidder shall furnish necessary documentary evidence such as LOA Copy/ Audited Financial Statement **(UDIN from CA is compulsory on financial document)** along with the bid, to justify meeting the stipulated qualification criteria. In absence of requisite documents as stated above, MNGL reserve the right to reject the bid without making any reference to the bidder

3.3 Evaluation Criteria - As per Annexure – I of IFB

4. Bids from Consortium – Not applicable

5. One Bid per Bidder

- 5.1 A firm shall submit only one bid in the same bidding process. A bidder who submits or participates in more than one bid will cause all the proposals in which the bidder has participated to be disqualified.

- 5.2 More than one bid means bid(s) by bidder(s) having same Proprietor / Partners / Limited Liability Partner in any other bidder(s). Further, more than one bids shall also include two or more bidders having common power of attorney holder.

Failure to comply this clause during tendering process will disqualify all such bidders from process of evaluation of bids.

- 5.3 Alternative Bids shall not be considered.

- 5.4 The provisions mentioned at Sl. No. 5.1 and 5.2 shall not be applicable wherein bidders are quoting for different Items / Sections / Parts / Groups / SOR items of the same tender which specifies evaluation on Items / Sections / Parts / Groups / SOR items basis.

6. Cost of Bidding

- 6.1 The bidder shall bear all costs associated with the preparation and submission of the bid, and MNGL will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7. Site Visit

- 7.1 The bidder is advised to visit and examine the Site of Works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for construction of the Works. The costs of visiting the Site shall be at the bidder's own expense.

- 7.2 The bidder and any of its personnel or agents will be granted permission by the Employer to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the bidder, its personnel, and agents will release and indemnify the Employer and its personnel and agents from and against all liability in

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respect thereof and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.

- 7.3 The Employer may conduct a Site Visit concurrently with the pre-bid meeting.

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B. BIDDING DOCUMENTS

8. Content of Bidding Document

- 8.1 The Bidding Documents/ Tender Documents are those stated below and should be read in conjunction with any addenda issued in accordance with ITB Clause 10.
- 8.2 The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. The Invitation for Bids (IFB) together with all its attachments thereto, shall be considered to be read, understood and accepted by the bidders. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at bidder's risk and may result in the rejection of his bid.

9. Clarification of Bidding Documents

- 9.1 A prospective Bidder requiring any clarification of the bid documents may notify the Owner and / or the Consultant as the case may be, in writing or by cable (hereinafter, the term 'cable' is deemed to include electronic mail and facsimile) at the address indicated in the tender. The Owner / Consultant will respond in writing to any request for clarification of the bid documents which it receives after issue of the bid documents but prior to at least one (01) working day before the pre-bid meeting date. Owner will not entertain any queries received after 18:00 Hrs post one (1) day of pre-bid meeting. Written copies of the Owner's/ Consultant's response (including an explanation of the query but without identifying the source of inquiry) will be hosted on CPPP's e-procurement website <https://etenders.gov.in> and MNGL website along with the corrigendum before the bid due date. All such clarifications issued shall deem to form a part and parcel of the Bid documents.

Any Clarification or information required-by the bidder but same not received by the Employer, one (01) working day prior to the pre-bid meeting date, the same is liable to be considered as no clarification/information required.

10. Amendment of Bidding Documents

- 10.1 At any time prior to the bid due date, the PURCHASER may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents, by issuing addenda.
- 10.2 Any addendum / corrigendum / clarifications to bidders query thus issued shall be part of the bidding documents pursuant to ITB Clause 8.0 and shall be hosted on the on website www.mnql.in and CPPP's e-tendering website before bid due date. All the prospective bidders who have attended the Pre-Bid meeting / submitted bid document fee, shall be informed by email / post about the addendum / corrigendum / clarifications to bidders query for their reference. Bidders desirous to submit its bid have to take into consideration of all the addendum(s) / corrigendum (s) / clarifications to bidders query hosted on the above websites before submitting the bid.
- 10.3 Bidders are advised to visit MNGL's websites and CPPP's e-tendering website from time to time to get updated information / documents.

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- 10.4 In case of any inconsistency between an addendum and this tender document, the addendum shall prevail and in similar case between two or more addenda, the last issued addendum shall prevail.
- 10.5 The Purchaser may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the addenda / corrigenda issued.

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C. PREPARATION OF BIDS

11. Language of Bid

- 11.1 The bid prepared by the bidder and all-correspondence/drawings and documents relating to the bid exchanged by bidder and MNGL shall be written in English language. Any printed literature furnished by the bidder may be written in another language so long as accompanied by an ENGLISH translation duly authenticated by the chamber of commerce of Bidders country, in which case, for the purpose of interpretation of the bid, the ENGLISH translation shall govern. Metric measurement system shall be applied.

12. Documents Comprising the Bid

- 12.1 The bid prepared by the bidder shall comprise of the following components that are required to be provided on the e-tendering portal:

12.1.1 Technical cover:

Scanned documents (duly signed by the authorized signatory) to be uploaded by the bidder on the portal as per list below:

- i) Covering Letter for Bid (Annexure VII - Submission of Bid).
- ii) Duly Signed Annexure I to IFB (BID EVALUATION CRITERIA).
- iii) Duly filled Annexures I to VIII.
- iv) Duly filled Formats F-1 to F-7.
- v) Power of Attorney in favour of person(s) signing the bid.
- vi) Addendum, Corrigendum and Other Documents if any.
- vii) Copy of GST Certificate and PAN Card.
- viii) Cancelled Cheque / Bank Mandate.
- ix) Any other information / details required as per bid document.

12.1.2 Financial cover:

Price bid SOR as per prescribed format on the e-tender portal.

- 12.2 All the documents submitted shall be duly signed and stamped on each page by the bidder or an authorized signatory of the bidder.
- 12.3 Bidders are advised to submit quotations based strictly on the terms and conditions and specifications contained in the bid document and not stipulate any deviations. Should it, however, become unavoidable, deviations should be stipulated only in the prescribed Pro forma. Owner reserves the right to evaluate quotations containing deviations having financial implications after adding the cost for such deviations as determined by Owner.
- 12.4 Original schedule of rates duly filled in shall not contain any condition whatsoever. Any condition given in this part shall not be considered and shall render the offer liable for rejection.



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- 12.5 All signatures in bids shall be dated, as well as all pages of bids shall be initialed at lower right-hand corner by the Bidder or by a person holding power of attorney authorizing him to sign on behalf of the bidder before the submission of bids.
- 12.6 The Bidder's bid is central to the evaluation and selection process. Therefore, it is important that the Bidder carefully prepares the bid and answers all questions completely. Missing information and vague answers may delay the evaluation of a bid and may impair the Bidder's chances of success.
- 12.7 Information received by Purchaser from the Bidder will be disclosed to Purchaser's employees and/or advisers or external consultants for the purpose of evaluating the bid response.
- 13. Bid Prices**
- 13.1 Unless stated otherwise in the Bidding Documents, the Contract shall be for the whole works as described in Bidding Document, based on the unit rates and prices submitted by the Bidder and accepted by the EMPLOYER.
- 13.2 Prices must be filled in format for 'Schedule of Rates' enclosed as part of Bidding Document. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed; the bid is liable to be rejected.
- 13.3 Bidder shall quote for all the items of Schedule of Rates after careful analysis of cost involved for the performance of the completed item considering all parts of the Bidding Document. In case any activity though specifically not covered in description of item under 'Schedule of Rates' but is required to complete the works as per Scope of Work, Scope of supply, Specifications, Standards, Drawings, General Conditions of Contract, Special Condition of Contract or any other part of Bidding Document, the prices quoted shall deemed to be inclusive of cost incurred for such activity. Items against which no rate or price is entered by the bidder will not be paid for by the Employer when executed and shall be deemed covered by the rates for other items and prices in the SOR.
- 13.4 All duties and taxes including applicable Custom duty, Works Contract tax, Goods & Service Tax and other levies payable by the Contractor under the Contract, or for any other cause, shall be included in the rates and prices and the total bid price submitted by the bidder.
- 13.5 Prices quoted by the bidder, shall remain firm and fixed and valid until completion of the Contract and will not be subject to variation on any account except statutory variations in Goods & Service tax as mentioned below.

Statutory variations in Goods & Service Tax on finished product during the contractual completion period, shall be to the Employer's account for which the Contractor will furnish documentary evidence(s) in support of their claims to MNGL. However, any increase in the rate of these taxes and duties beyond the contractual completion period shall be to Contractor's account and any decrease shall be passed on to MNGL.

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13.6 The Bidder shall quote the prices both in figures as well as in words. There should not be any discrepancies between the price indicated in figures and the price indicated in words. In case of any discrepancy, the price indicated in words shall prevail over the price indicated in figure.

13.7 Alternative bids shall not be considered.

13.8 Conditional discount, if offered, shall not be considered for evaluation.

13.9 The bidder shall have to raise the Cenvatable invoice.

14. Bid Currencies

14.1 The Prices should be quoted in **INR** only

15. Bid Validity

15.1 Bids shall be kept valid for 4 (four) months from the final bid due date.

15.2 In exceptional circumstances, prior to expiry of the original bid validity period, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by fax / e-mail. A bidder may refuse the request without forfeiture of his bid security, A bidder agreeing to the request will not be required or permitted to modify his bid but will be required to extend the validity of its bid security for the period of the extension and in accordance with Clause 16 in all respects.

16. Bid Security

16.1 The bidder shall furnish, as part of his bid, bid security in the amount specified in the Invitation for Bids (IFB).

16.2 The bid security is required to protect MNGL against the risk of bidder's conduct which would warrant the security's forfeiture, pursuant to Clause-16.7

16.3 The bid security in Indian Rupees for bidders quoting in Indian currency shall be in the form of a Bank Draft/ Banker's Cheque/ Bank Guarantee.

MNGL shall not be liable to pay any bank charges, commission or interest on the amount of Bid Security.

In case Bid Security is in the form of a Bank Guarantee or irrevocable Letter of Credit, the same shall be from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve bank of India as scheduled foreign bank in case of Indian bidder and from any reputed International bank or Indian scheduled bank in case of foreign bidder. Bid Security shall be valid for 2 months beyond the validity of the Bid.

16.4 Any bid not secured in accordance with Clause-16.1 may be rejected by MNGL as nonresponsive.

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- 16.5 Unsuccessful bidder's bid security will be discharged/ returned as promptly as possible after award of contract and signing of agreement.
- 16.6 The successful bidder's bid security will be discharged upon the bidder's accepting the award & signing the Agreement, pursuant to Clause-39 and furnishing the Contract Performance Security pursuant to Clause-40.
- 16.7 The bid security may be forfeited:
- If a bidder withdraws his bid during the period of bid validity.
 - in the case of a successful bidder, if the bidder fails:
 - to accept the Notification of Award/Service Order (SO) or
 - to furnish Contract Performance Security in accordance with Clause-40.
 - to accept arithmetical corrections,
- 16.8 Bid Security should be in favour of Maharashtra Natural Gas Limited and addressed to MNGL. In case Bid Security is in the form of Bank Guarantee or Letter of Credit, the same must indicate the Bid Document and the work for which the bidder is quoting. This is essential to have proper co-relation at a later date. The Bid Security shall be in the form provided at F-4 (Bank Guarantee).
- 16.9 The Indian / Domestic firms registered with NSIC/MSME, under its single point registration scheme are exempted from furnishing Tender Fee & Bid Security, provided they are registered for the items / work they intend to quote and subject to their enclosing with their bid a copy of latest and current registration certificate.**
- 17. Pre-Bid Meeting – As per IFB**
- 17.1 The bidder(s) or his designated representative, who have purchased bid document, are invited to attend a pre-bid meeting which will take place as indicated in IFB
- 17.2 The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 17.3 Text of the questions raised and the responses given, together with any responses prepared after the meeting, will be transmitted without delay (without identifying the sources of the question) to all purchasers of the bidding documents. Any modification of the bidding documents listed in ITB Sub-Clause 8.1 that may become necessary as a result of the pre-bid meeting shall be made by the Employer exclusively through the issue of an Addendum pursuant to Clause 10 and not through the minutes of the pre-bid meeting.
- 17.4 Non-attendance of the pre-bid meeting will not be a cause for disqualification of a bidder.

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18. Format and Signing of Bid

- 18.1 The original of the bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the bidder. The name and position held by each person signing, must be typed or printed below the signature. All pages of the bid except for unamended printed literature where entries or amendments have been made shall be initialed by the person or persons signing the bid.
- 18.2 The bid shall contain no alterations, omissions, or additions, unless such corrections are initialed by the person or persons signing the bid.

19. Zero Deviation

- 19.1 Bidders shall note that if any deviation are taken to the under mentioned provisions of Bid Document by the Bidder the bid is liable to be rejection.
- i) Do not meet BEC Criteria
 - ii) Bid Security
 - iii) Performance Security (Contract Performance Bank Guarantee), 10% of Annualized Contract / Order value - Not Applicable
 - iv) Delivery Period
 - v) Terms of Payment
 - vi) Force Majeure
 - vii) Resolution of Dispute/Arbitration
 - viii) Termination of Contract,
 - ix) Warranty and Guarantee
 - x) Offer not submitted for complete scope of work
 - xi) Firm prices
 - xii) Prices not quoted as per Schedule of Rates formats.
 - xiii) The Bidder is not put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).
 - xiv) Bidder is under liquidation.
 - xv) Bids not conforming to technical specification/requirements.
 - xvi) Any other such provisions if specifically stipulated elsewhere in the Bid Document.
 - xvii) Price Reduction Schedule.

However, MNGL reserve the right to request the bidder to withdraw the deviations against above mentioned provisions of Bid Documents.

20. Mode of Payment

Maharashtra Natural Gas Limited will release payment through Online / Cheque / RTGS payable at par in case work is awarded to bidder.

21. Agent/ consultant/ Representative/ Retainer/ Associate - VOID

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D. SUBMISSION OF BIDS

22. DEADLINE FOR SUBMISSION OF BID

- 22.1 The bid must be submitted on the specified e-tendering portal as specified in IFB not later than the time and date as specified in IFB. The online e-tendering portal will not allow any bid or part thereof whatsoever to be submitted after the due time on the due date.
- 22.2 The Purchaser may, in exceptional circumstances and at its discretion, on giving reasonable notice by email or any written communication to all prospective bidders who have been issued the bid document to extend the deadline for the submission of bids in which case all rights and obligations of the Purchaser and bidders, previously subject to the original deadline will thereafter be subject to deadline as extended.

23. LATE BIDS

Any Bid Security / EMD received by the Purchaser after the deadline for submission of bid may render the bid to be declared "Late" and such bid is liable for rejection; such EMD may be returned unopened to the bidder at the sole discretion of the Purchaser.

24. MODIFICATION AND WITHDRAWAL OF BIDS

- 24.1 The bidder may modify or withdraw its bid after the bid submission, but, before the due date of submission as per provisions provided on the e-tendering portal. After the bid due date & time however, no modifications whatsoever are allowed in the bid.
- 24.2 No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid form. In case of request in written by the authorized signatory for withdrawal of a bid during this interval, the Bidder's bid security shall be forfeited.

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E. BID OPENING AND EVALUATION

25. Bid Opening

- 25.1 The Purchaser will open all bids on the e-tendering portal in the presence of bidder(s) representatives who choose to attend, at the time, on the date and place (as specified in IFB). The bidder(s) representatives, who are present, shall sign an attendance sheet evidencing their attendance, if so required by the Purchaser.
- 25.2 The Bidder's names and the presence or absence of requisite Bid Security (EMD) and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for bids without EMD.
- 25.3 Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Bidder's specific attention is drawn to this stipulation to enable the representative of the Bidder at the bid opening time to bring out to the attention for the Purchaser any documents pertaining to its bid is not being acknowledged and relevant portions read out.
- 25.4 The Purchaser will prepare a bid opening statement to be signed by all representatives present during bid opening.

26. Process to be Confidential

- 26.1 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 officially concerned with such process. Any effort by a bidder to influence the Employer's processing of bids or award decisions may result in the rejection of the bidder's bid.

27. Contacting the Employer

- 27.1 From the time of bid opening to the time of Contract award, if any bidder wishes to contact the Employer on any matter related to the bid, it should do so in writing.
- 27.2 Any effort by the bidder to influence the Employer in the Employer's bid evaluation, bid comparison, or Contract award decisions may result in the rejection of the bidder's bid.

28. Examination of bids and Determination of Responsiveness

- 28.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid.
- meets the Bid Evaluation Criteria.
 - has been properly signed.
 - is accompanied by the required securities.
 - is substantially responsive to the requirements of the bidding documents; and
 - provides any clarification and/ or substantiation that the Employer may require to determine responsiveness pursuant to Sub-Clause 28.2.

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- 28.2 A substantially responsive bid is one which conforms to all the terms, conditions, and specifications of the bidding documents without material deviations or reservations. A material deviation or reservation is one.
- that affects in any substantial way the scope, quality, or performance of the Works.
 - that limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the bidder's obligations under the contract; or
 - whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 28.3 If a bid is not substantially responsive, it will be rejected by the Employer and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.
- 29. Opening Of Price Bid**
- 29.1 In case of two-part bidding, the Bidders whose bids are found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance.
- 29.2 The bid prices stated in the price schedules will be announced during price bid opening.
- 30. Correction of Errors**
- 30.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:
- where there is a discrepancy between the amounts in words and in figures, the amount in words will govern; and
 - where there is a discrepancy between the unit rate and the total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- 30.2 The amount stated in the bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security shall be forfeited.
- 31. Conversion to Single Currency for Comparison of Bids - NOT APPLICABLE**
- 32. Evaluation and Comparison of Bids**
- 32.1 The evaluation and comparison of bids will be done as per the provisions of the bid evaluation criteria as per Annexure – I to ITB (to be separately enclosed along with bidding document against individual tenders).
- 33. Preference for Domestic Bidders - VOID**
- 34. Purchase Preference - VOID**
- 35. Compensation for extended stay - Not Applicable**

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F. AWARD OF CONTRACT

36. Award

- 36.1 Subject to Clause 29, MNGL will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest, is determined to be qualified to satisfactorily perform the contract.

37. Employer's Right to Accept Any Bid and to Reject Any or all Bids

- 37.1 MNGL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the ground for MNGL'S ACTION.

38. Notification of Award

- 38.1 Prior to the expiration of period of bid validity MNGL will notify the successful bidder in writing by fax, cable or telex to be confirmed in writing, that his bid has been accepted. The notification of award/ Service Order will constitute the formation of the Contract.
- 38.2 Delivery / completion period shall be counted from the date of notification of award / Service Order.

The notification of award will constitute the formation of a Contract, until the Contract has been effected pursuant to signing of Contract as per Clause 39 of ITB.

Upon the successful bidder's furnishing of contract performance security, pursuant to Clause 40 of ITB, MNGL will promptly notify each unsuccessful bidder and will discharge his bid security, pursuant to Clause 16 of ITB.

39. Signing of Agreement

Not Applicable

40. Contract Performance Security

Not Applicable

41. Corrupt or Fraudulent Practices

- 41.1 MNGL requires that bidders/ contractors observe the highest standard of ethics during the execution of contracts. In pursuance of this policy, the Employer:
- defines, for the purposes of this provision, the terms set forth below as follows:
 - "corrupt practice" means the offering, giving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
 - "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Employer and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices

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at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition.

- b) will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- c) will declare a firm ineligible and put on holiday, either indefinitely or for a stated period of time if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

42. Procurement From a Bidder Which Shares a Land Border With INDIA

- I. Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020, Department of Expenditure, Ministry of Finance, Govt. of India refers. The same are available at website <https://doe.gov.in/procurement-policy-divisions>.
- II. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020. Further the above will not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs, Govt. of India
- III. "Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) for purpose of this provision means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.
- IV. "Bidder from a country which shares a land border with India" for the purpose of this:
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- V. "Beneficial owner" for the purpose of above (4) will be as under:
 - i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or

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more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation—

- a) "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
 - b) "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 - ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 - iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
 - iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
 - v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- VI. "Agent" for the purpose of this Order is a person employed to do any act for another, or to represent another in dealings with third persons.
- VII. SUBMISSION OF CERTIFICATE IN BIDS: Bidder shall submit a certificate in this regard as Form-I to Section-II. If such certificate given by a bidder whose bid is accepted is found to be false, this would be a ground for immediate rejection of the bid/termination and further action as per "Procedure for Action in case of Corrupt/Fraudulent/ Collusive / Coercive Practices" of tender document.
- VIII. The registration, wherever applicable, should be valid at the time of submission of bids and at the time of acceptance of bids. In respect of supply otherwise than by tender, registration should be valid at the time of placement of order. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution.
- 43. Failure by the contractor to comply with the provisions of the contract**
- 43.1 If the CONTRACTOR refuses or fails to execute the WORK or any separate part thereof with such diligence as will ensure its completion within the time specified in the CONTRACT or extension thereof or fails to perform any of his obligation under the CONTRACT or in any manner commits a breach of any of the provisions of the

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CONTRACT it shall be open to the EMPLOYER at its option by written notice to the CONTRACTOR:

a) TO DETERMINE THE CONTRACT in which event the CONTRACT shall stand terminated and shall cease to be in force and effect on and from the date appointed by the EMPLOYER on that behalf, whereupon the CONTRACTOR shall stop forthwith any of the CONTRACTOR's work then in progress, except such WORK as the EMPLOYER may, in writing, require to be done to safeguard any property or WORK, or installations from damage, and the EMPLOYER, for its part, may take over the work remaining unfinished by the CONTRACTOR and complete the same through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR, and any of his sureties if any, shall be liable to the EMPLOYER for any excess cost occasioned by such work having to be so taken over and completed by the EMPLOYER over and above the cost at the rates specified in the schedule of quantities and rate/prices.

b) WITHOUT DETERMINING THE CONTRACT to take over the work of the CONTRACTOR or any part thereof and complete the same through a fresh contractor or by other means at the risk and cost of the CONTRACTOR. The CONTRACTOR and any of his sureties are liable to the EMPLOYER for any excess cost over and above the cost at the rates specified in the Schedule of Quantities/ rates, occasioned by such works having been taken over and completed by the EMPLOYER.

43.2 In such events of Clause 43.1(a) or (b) above.

a) The whole or part of the Contract Performance Security furnished by the CONTRACTOR is liable to be forfeited without prejudice to the right of the EMPLOYER to

recover from the CONTRACTOR the excess cost referred to in the sub-clause aforesaid, the EMPLOYER shall also have the right of taking possession and utilizing in completing the works or any part thereof, such as materials equipment and plants available at work site belonging to the CONTRACTOR as may be necessary and the CONTRACTOR shall not be entitled for any compensation for use or damage to such materials, equipment and plant.

b) The amount that may have become due to the CONTRACTOR on account of work already executed by him shall not be payable to him until after the expiry of Six (6) calendar months reckoned from the date of termination of CONTRACT or from the taking over of the WORK or part thereof by the EMPLOYER as the case may be, during which period the responsibility for faulty materials or workmanship in respect of such work shall, under the CONTRACT, rest exclusively with the CONTRACTOR. This amount shall be subject to deduction of any amounts due from the CONTRACT to the EMPLOYER under the terms of the CONTRACT authorized or required to be reserved or retained by the EMPLOYER.

43.3 Before determining the CONTRACT as per Clause 42.1(a) or (b) provided in the judgement of the EMPLOYER, the default or defaults committed by the CONTRACTOR is/are curable and can be cured by the CONTRACTOR if an

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opportunity given to him, then the EMPLOYER may issue Notice in writing calling the CONTRACTOR to cure the default within such time specified in the Notice.

- 43.4 The EMPLOYER shall also have the right to proceed or take action as per 42.1(a) or (b) above, in the event that the CONTRACTOR becomes bankrupt, insolvent, compounds with his creditors, assigns the CONTRACT in favour of his creditors or any other person or persons, or being a company or a corporation goes into voluntary liquidation, provided that in the said events it shall not be necessary for the EMPLOYER to give any prior notice to the CONTRACTOR.
- 43.5 Termination of the CONTRACT as provided for in sub-clause 42.1(a) above shall not prejudice or affect their rights of the EMPLOYER which may have accrued up to the date of such termination.

44. Termination of contract

44(A) TERMINATION OF CONTRACT FOR DEATH:

If the CONTRACTOR is an individual or a proprietary concern and the individual or the proprietor dies or if the CONTRACTOR is a partnership concern and one of the partner dies then unless, the EMPLOYER is satisfied that the legal representative of the individual or the proprietary concern or the surviving partners are capable of carrying out and completing CONTRACT, he (the EMPLOYER) is entitled to cancel the CONTRACT for the uncompleted part without being in any way liable for any compensation payment to the estate of the deceased CONTRACTOR and/or to the surviving partners of the CONTRACTOR'S firm on account of the cancellation of CONTRACT. The decision of the EMPLOYER in such assessment shall be final and binding on the parties. In the event of such cancellation, the EMPLOYER shall not hold the estate of the deceased CONTRACTOR and/or the surviving partners of the CONTRACTOR'S firm liable for any damages for non-completion of CONTRACT.

44(B) TERMINATION OF CONTRACT IN CASE OF LIQUIDATION / BANKRUPTCY ETC.

If the Contractor shall dissolve or become bankrupt or insolvent or cause or suffer any receiver to be appointed of his business or any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, EMPLOYER shall be at liberty:-

To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the Contractor or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to his providing a guarantee up to an amount to be agreed upon by EMPLOYER for due and faithful performance of the contract.

- 44(C) In case of termination of CONTRACT herein set forth (under clause 42.0) except under conditions of Force Majeure and termination after expiry of contract, the



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CONTRACTOR shall be put under holiday [i.e. neither any enquiry will be issued to the party by Maharashtra Natural Gas Limited against any type of tender nor their offer will be considered by MNGL against any ongoing tender (s) where contract between MNGL and that particular CONTRACTOR (as a bidder) has not been finalized] for three years from the date of termination by Maharashtra Natural Gas Limited to such CONTRACTOR.

44(D) Termination for convenience

MNGL may by written notice sent to contractor, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by MNGL till the date upon which such termination becomes effective.

45. Additions to GCC

i) In case of range of variation up to inclusive of range of +50% & -50% no increase and' or decrease shall be applicable in Schedule of Rates.

ii) Abnormally High Rated Item (AHR):

In items rate contract where the quoted rates for the item, exceed 50% of the owners' estimated rates, such items will be considered as Abnormally High Rates Items (AHR) and payment of AHR items beyond the BOQ stipulated quantities shall be made at the least of the following rates:

1. Rates as per BOQ, quoted by the Contractor.
2. Rate of the item, which shall be delivered as follows:
 - a) Based on rate of machine and labor as available from the contract (which is including 15% cover towards contractor's profit overhead and other expenses).
 - b) Based on prevailing market rate of machine materials and labor plus 15% to cover contractors' profit, overhead and other expenses, when the rates are not available in the contracts.

iii) Notwithstanding the provisions contained in Clause (ii) above, MNGL would have the right to negotiate all such AHR items before the award of the work.



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PART B

4. ANNEXURES TO INSTRUCTIONS TO BIDDERS (ITB)



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SR. NO.	ANNEXURE	DESCRIPTION
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2)	ANNEXURE - II	: LIST OF FORMATS (F-1 TO F-7)
3)	ANNEXURE - III	: FORMAT FOR TENDER ACCEPTANCE LETTER
4)	ANNEXURE - IV	: NOT APPLICABLE
5)	ANNEXURE - V	: NOT APPLICABLE
6)	ANNEXURE - VI	: ACKNOWLEDGEMENT CUM CONSENT LETTER
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8)	ANNEXURE -VIII	: UNDERTAKING ON LETTERHEAD (FOR LAND BORDER WITH INDIA)

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ANNEXURE – II: LIST OF FORMATS

CONTENT

Sr. No.	Description
1)	F-1 : Bidder's General Information
2)	F-2 : Bid Form
3)	F-3 : Financial Details
4)	F-4 : Not Applicable
5)	F-5 : Letter of Authority
6)	F-6 : No Deviation Confirmation
7)	F-7 : Certificate

(SIGNATURE OF BIDDER WITH SEAL)

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F-1

BIDDER'S GENERAL INFORMATION

To
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

- 1.1 Bidder Name : _____
- 1.2 Number of Years in Operation : _____
- 1.3 Registered Address : _____

- 1.4 Operation Address : _____
(if different from above) _____

- 1.5 Telephone Number : _____
(Country Code) (Area Code) (Telephone No.)
- 1.6 E-mail address & Web Site : _____
- 1.7 Telefax Number : _____
(Country Code) (Area Code) (Telephone No.)
- 1.8 ISO Certification, if any : _____
{If yes, please furnish details}

(SIGNATURE OF BIDDER WITH SEAL)

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**F-2
BID FORM**

To
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

After examining/ reviewing the Bidding Documents for _____, including technical specifications, drawings, General and Special Conditions of Contract and schedule of rates etc. The receipt of which is hereby duly acknowledged, we, the undersigned, pleased to offer to execute the whole of the Job of _____ and in conformity with, the said Bid Document, including Addenda Nos. (if any).

We confirm that this bid is valid for a period of four (4) months from the date of opening of Techno-commercial Bid, and it shall remain binding upon us and may be accepted by any time before the expiration of that period.

Until a final Agreement is prepared and executed, the bid together with your written acceptance thereof in your notification of award shall constitute a binding Agreement between us.

We understand that Bid Document is not exhaustive, and any action and activity not mentioned in Bid Documents but may be inferred to be included to meet the intend of the Bid Documents shall be deemed to be mentioned in Bid Documents unless otherwise specifically excluded and we confirm to perform for fulfillment of Agreement and completeness of the Work in all respects within the time frame and agreed price.

We understand that you are not bound to accept the lowest priced or any bid that you may receive.

SEAL AND SIGNATURE
DATE: _____

Duly authorized to sign bid for and on behalf of _____

(SIGNATURE OF WITNESS)
WITNESS NAME:
ADDRESS:

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F-3

FINANCIAL DETAIL

Applicant's Legal Name: _____

Date: _____

Tender No: _____

Page _____ of _____

Each bidder must fill in this form (Single Entity)

Annual Turnover data for the last 3 audited financial years.

Year	Currency	Amount	Exchange Rate (*)	Amount (INR) (*)
Year 1:				
Year 2:				
Year 3:				

1. The information supplied should be the – Annual Turnover of the applicant.
2. A brief note should be appended describing details as per audited results.
3. Indicate Financial year if it is different from April to March.

Bidder must submit CA Audited (with UDIN No) Financial Year wise Statements supporting above.

Signature of Bidder

(*) To filled by Owner

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F-5

**LETTER OF AUTHORITY
PROFORMA FOR LETTER OF AUTHORITY FOR ATTENDING AND SUBSEQUENT
NEGOTIATIONS/CONFERENCES**

No.:

Date:

To,
Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

We _____ hereby authorize following representative(s) to attend un-priced bid opening and price bid opening and for any other correspondence and communication against above Bidding Document:

1) Name & Designation _____ Signature _____

2) Name & Designation _____ Signature _____

We confirm that we shall be bound by all commitments made by aforementioned authorized representatives.

Yours faithfully,

Signature

Name & Designation

For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by a person competent and having the power of attorney to bind the bidder.

Not more than two persons are permitted to attend techno-commercial un-priced and price bid opening.

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F-6

NO DEVIATION CONFIRMATION

(Tender/ Bid Document No. _____)

EXCEPTION AND DEVIATION STATEMENT

Name of Work:

Bid Document No:

Bidder may stipulate exceptions and deviations to Bid Document, if considered unavoidable as per the following format:

SR. NO.	CLAUSE NO.	PAGE NO. OF TENDER DOCUMENT	DEVIATION	REASONS FOR DEVIATION

Any exceptions / deviations brought out by us elsewhere in our Offer shall not be considered as valid and should be ignored by the Owner.

NOTE - In case of no exceptions / deviations, bidder needs to mention "No Deviations" in above table. Blank table with sign and stamp of the bidder to be presumed as "No Deviations" taken by the bidder.

Name Of Bidder : _____

Signature of Bidder : _____
& Seal

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F-7

CERTIFICATE

To,
Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

If, we become a successful bidder and pursuant to the provisions of the Bidding Documents and contract is awarded to us the following certificate shall be automatically enforceable:

‘We agree and acknowledge that the Employer is entering into the Agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed that the Government of India is not a party to the Agreement and has no liabilities, obligations or rights there under. It is expressly understood and agreed that the Employer is authorized to enter into Agreement, solely on its own behalf under the applicable laws of India. We expressly agree, acknowledge and understand that the Employer is not an agent, representative or delegate of the Government of India. It is further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the Agreement. Accordingly, we hereby expressly waive, release and forego any and all actions or claims, including cross claims, VIP claims or counterclaims against the Government of India arising out of the Agreement and covenants not to sue to Government of India as to any manner, claim, cause of action or things whatsoever arising of or under the Agreement.’

(SEAL AND SIGNATURE OF BIDDER)

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ANNEXURE – III: FORMAT FOR TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date: _____

To,
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Raod, Baner,
Pune – 411045

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work : _____

Dear Sir / Madam,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by MNGL/MoP&NG/Oil Public Sector Enterprise(s) undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

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ANNEXURE – VI: ACKNOWLEDGEMENT CUM CONSENT LETTER

To,
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune – 411045
Ph.No. : 91-20-2561157
E-mail : balakrishna.thatikonda@mngl.in

Kind Attn: Ganesh Said, General Manager (C&P)

Sub:

Dear Sir,

We hereby acknowledge receipt of complete set of Bid Document along with enclosures for the subject works. We understand that documents received remain property of M/s Maharashtra Natural Gas Limited and further undertake that the contents of the above bid documents shall be kept confidential and shall not be transferred. We indicate below our intentions with respect to the Invitation for Bid.

a) We intend to bid as requested and furnish following details with respect to our quoting office

- I) POSTAL ADDRESS : _____

II) TELEPHONE NO. : _____
III) TELEFAX NO. : _____
IV) E-MAIL : _____
IV) CONTACT PERSON : _____

b) Contact Person at Pune, if any: -

- I) POSTAL ADDRESS : _____

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II) TELEPHONE NO. : _____

III) TELEFAX NO. : _____

IV) E-MAIL : _____

IV) CONTACT PERSON : _____

c) We are hereby returning the bid document as we are unable to bid for the reasons given below.

Reasons for non-submission of Bid:

COMPANY'S NAME : _____

SIGNATURE : _____

NAME : _____

DESIGNATION : _____

DATE : _____

Note: Bidder is requested to furnish the details mentioned at (a), (b) & (c) above as applicable, immediately after receipt of Bid Document.

(SIGNATURE OF BIDDER)

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ANNEXURE – VII: SUBMISSION OF BID (COVERING LETTER)
(To be given on Company Letter Head)

From:
M/s

To:
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune – 411045

1. I/We hereby tender for execution of the WORKS of _____,
as per TENDER DOCUMENT within the Time Schedule of completion of work for jobs, as separately signed and accepted by me/us, at the Schedule of Rates quoted by me/us for the whole work in accordance with Notice / Letter Inviting Tender, General Conditions of Contract, Special Conditions of Contract, Schedule of Rates of Completion of Job, and other documents and papers, all as detailed in the Tender documents.
2. It has been explained to me/us that the time stipulated for jobs and completion of WORKS in all respects and in different stages mentioned in the "Time Schedule" of completion of jobs and signed and accepted by me/us in the essence of the CONTRACT. I/We agree that in the case of failure on my/our part to strictly observe the Time of Completion mentioned for jobs or any of them and to the Final Completion of WORK in all respects according to the schedule set out in the said "Time Schedule" of completion of jobs. I/We shall pay compensation to the OWNER as per provisions and stipulations contained in General Conditions of Contract and I/We agree to recovery being made as specified therein. In exceptional circumstances, extension of time which shall always be in writing may, however, be granted by the Engineer-in-Charge at his entire discretion for some items of work, and I/We agree that such extension of time will not be counted for the extension of completion dates stipulated for job and for the Final Completion of WORK as stipulated in the said "Time Schedule" of completion of jobs.
- 3.. Should this tender be accepted, I/We hereby agree to abide by and fulfill all terms and conditions referred to above and in default thereof, to forfeit and pay to the OWNER or its successors or its authorized nominees such sums of money as are stipulated in conditions contained in General Tender Notice and other Tender Documents.

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I/We enclose herewith evidence of my/our experiment of execution of works of similar nature and magnitude carried out by me/us in the prescribed proforma and also the Income- Tax Clearance Certificates.

Dated the _____ day of _____ 2025

Witness:

Yours faithfully,

Name in Block Letters:

Signature of Tenderer(s) with the
seal of the Firm.

Address:

Name and Designation of authorized person
signing the Tender on behalf of the Tenderer(s).

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**ANNEXURE – VIII: UNDERTAKING ON LETTERHEAD
(For Land Border with India)**

To,
M/s Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune – 411045

Sub:

Tender No:

Dear Sir,

We have read the clause regarding Provisions for Procurement from a Bidder which shares a land border with India, we certify that, bidder M/s _____ (Name of Bidder) is:

Bidder to tick (✓) the appropriate option from below:

(i) Not from such a country [☒]

(ii) If from such a country, has been registered [☒]
with the Competent Authority.
(Evidence of valid registration by the
Competent Authority shall be attached)

We hereby certify that bidder M/s _____ (**Name of bidder**) fulfils all requirements in this regard and is eligible to be considered against the tender.

Place: {Signature of Authorised Signatory of Bidder}

Date: Name:

Seal: Designation:



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PART C

5. GENERAL CONDITIONS OF CONTRACT (GCC - SERVICES)

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GENERAL CONDITIONS OF CONTRACT (GCC - SERVICES)

ARTICLE 3.1: DEFINITIONS AND INTERPRETATIONS

In this Document, as hereunder defined, the following terms and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

AGREEMENT means the agreement concluded on non-judicial stamp paper between Maharashtra Natural Gas Ltd. and Service provider for Services as per this Bid document.

Maharashtra Natural Gas Ltd./OWNER shall mean MNGL.

MNGL REPRESENTATIVE means the person appointed or authorized from time to time by MNGL for execution of the contract.

Service provider **REPRESENTATIVE** means the person appointed from time to time by Service provider for execution of the Contract.

ENGINEER-IN-CHARGE/EXECUTIVE-IN-CHARGE shall mean the person designated from time to time by the MNGL and shall include those who are expressly authorized by him to act for and on his behalf for operation of this CONTRACT.

SIGN OFF means a recorded statement for completion of a milestone/major activity by Service provider as envisaged in this document and accepted by MNGL.

CONTRACT shall mean Letter of Acceptance / Service Order and all attached exhibits and document referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.

SERVICES mean the duties to be performed and the services to be rendered by Service provider according to the terms and conditions of the Contract.

HEADINGS the headings appearing herein are for convenience only and shall not be taken in consideration in the interpretation or construction of the Contract.

SINGULAR AND PLURAL WORDS importing the singular only also include the plural and vice-versa where the context requires.

ARTICLE 3.2: PERFORMANCE OF DUTIES AND SERVICES BY CONSULTNT

- 3.2.1 Service provider shall perform its Services in full accordance with the terms and conditions of the Contract and any applicable local laws and regulations and shall exercise all reasonable professional skill, care and diligence in the discharge of said Project work. Service provider shall in all professional matters act as a faithful advisor

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to MNGL and will provide all the expert commercial/technical advice and skills which are normally required for the class of Services for which it is engaged.

Service provider, its staff, employees shall carry out all its responsibilities in accordance with the best professional standards.

Service provider shall prepare and submit documents /reports etc. in due time and in accordance with the Tender Conditions.

- 3.2.2 Service provider will maintain for the performance of the Contract, personnel as determined to be responsible for carrying out this job and such persons shall not be replaced or substituted without written approval of MNGL.

ARTICLE 3.3: MNGL REPRESENTATIVE

- 3.3.1 MNGL shall nominate its Representative(s) who shall be entitled to act on behalf of Maharashtra Natural Gas Ltd. with respect to any decision it is empowered to make. The bill / invoice of Service provider will be certified for payment by such representatives.

ARTICLE 3.4: SERVICE PROVIDER REPRESENTATIVE

- 3.4.1 Service provider shall nominate a qualified and experienced person as its Representative who will be the contact person between MNGL and Service provider for the performance of the Contract. This nomination shall be done within ten (10) days after the coming into force of the Contract. Service provider shall notify MNGL in writing prior to the appointment of a new representative. Service provider Representative may be replaced only with MNGL consent after getting approved his CV's from MNGL.

MNGL shall be at liberty to object to any nomination and to require Service provider to remove Service provider representative for good causes. Service provider shall replace immediately such person by competent substitute at no extra cost to MNGL.

- 3.4.2 Service provider Representative shall be entitled to act on behalf of Service provider with respect to any decisions to be made under the Contract.

ARTICLE 3.5: PAYMENT TERMS

- 3.5.1 The terms of payment shall be as follows:

Payment within 45 days after submission of invoice & necessary supporting documents for activities executed during preceding month, certified by EIC on pro rata basis.

ARTICLE 3.6: PERFORMANCE GUARANTEE

Not Applicable

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ARTICLE 3.7: CONFIDENTIALITY

- 3.7.1 Service provider /MNGL shall treat all matters in connection with the Contract as strictly confidential and undertakes not to disclose, in any way, information, documents, technical data, experience and know-how given to him by MNGL/ Service provider without the prior written consent of the latter.
- 3.7.2 Service provider further undertakes to limit the access to confidential information to those of its employees, Implementation Partners who reasonably require the same for the proper performance of the Contract provided however that Service provider shall ensure that each of them has been informed of the confidential nature of the confidentiality and non-disclosure provided for hereof.

ARTICLE 3.8: TAXES AND DUTIES

- 3.8.1 Service provider shall pay any and all taxes including goods & service tax, duties, levies etc. which are payable in relation to the performance of the Contract. The quoted price shall be inclusive of all such taxes and duties.
- 3.8.2 Statutory variation in taxes (Goods & service tax) and duties, if any, within the contractual completion period shall be borne by MNGL. No variation in taxes duties or levies other than statutory taxes & duties shall be payable.
- 3.8.3 Service provider will not claim from MNGL any taxes paid by him.
- 3.8.4 MNGL shall deduct Income tax at source at applicable rates.

ARTICLE 3.9: RESOLUTION OF DISPUTES / ARBITRATION

- 3.9.1 MNGL and Service provider shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- 3.9.2 All disputes, controversies, or claims between the parties (except in matters where the decision of the Executive/Engineer-in-Charge is deemed to be final and binding) which cannot be mutually resolved within a reasonable time shall be referred to Arbitration by sole arbitrator.

MNGL shall suggest a panel of three independent and distinguished persons to the other party (Service provider) to select any one among them to act as the sole Arbitrator.

In the event of failure of the other party to select the Sole Arbitrator within 30 days from the receipt of the communication suggesting the panel of arbitrators, the right of selection of sole Arbitrator by the other party shall stand forfeited and MNGL shall have discretion to proceed with the appointment of the sole Arbitrator. The decision of the MNGL on the appointment of Sole Arbitrator shall be final and binding on the parties.

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The award of the Sole Arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the Sole Arbitrator, the cost of arbitration proceedings shall be shared equally by the PARTIES. The arbitration proceeding shall be in English language and the venue shall be at Pune, Maharashtra, India.

Subject to the above, the provisions of (Indian) Arbitration & Conciliation Act, 1996 and the rules framed there-under shall be applicable. All matters relating to this contract are subject to the exclusive jurisdiction of the Courts situated in the Pune in Maharashtra (India).

- 3.9.3 Service provider may please note that the Arbitration & Conciliation Act 1996 was enacted by the Indian Parliament and is based on United Nations Commission on International Trade Law (UNCITRAL model law), which were prepared after extensive consultation with Arbitral Institutions and centers of International Commercial Arbitration. The United Nations General Assembly vide resolution 31/98 adopted the UNCITRAL Arbitration rules on 15 December 1976.

ARTICLE 3.10: LEGAL CONSTRUCTION

- 3.10.1 Subject to the provisions of this Article, the Contract shall be, in all respects, constructed and operated as an Indian Contract and in accordance with Indian Laws as in force for the time being and is subject to and referred to the Court of Law situated at Pune.

ARTICLE 3.11: SUSPENSION OF THE PREFORMANCE OF DUTIES AND SERVICES

- 3.11.1 MNGL may suspend in whole or in part – the performance of services of Service provider s any time upon giving not less than fifteen (15) days notice.
- 3.11.2 Upon notice of suspension, Service provider shall suspend immediately the services and reduce expenditure to a minimum to be agreed upon by both the parties.
- 3.11.3 Upon suspension of the performance of services, Service provider shall be entitled to reimbursement of the costs which shall have been actually incurred prior to the date of such suspension. However, the total reimbursement shall be restricted to contract price.
- 3.11.4 By fifteen days prior notice, MNGL may request Service provider to resume the performance of the services, without any additional cost to MNGL.
- 3.11.5 In case of suspension of work by Service provider on MNGL request for more than 10 days, demobilization and remobilization charges will be paid to Service provider as per Schedule of Rates.
- 3.11.6 If the suspension of the duties and services exceeds six months, either party shall be entitled to terminate contract according to Article 3.16 hereunder.

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ARTICLE 3.12: PRICE REDUCTION SCHEDULE (PRS)

- 3.12.1 In case Service provider fails to complete the services within stipulated period then unless such failure is due to force majeure as defined in Article 3.19 hereinafter or due to MNGL's default, there will be a reduction in contract price @ 1/2% for each week of delay or part thereof subject to maximum of 5 % of contract price.
- 3.12.2 MNGL may without prejudice to any methods of recovery, deduct the amount of such PRS from any money due or which may at any time become due to Service provider from its obligations and liabilities under the contract or by recovery against the Performance Bank Guarantee. Both Service provider and MNGL agree that the above percentage of price reduction are genuine pre-estimates of the loss/damage which MNGL would have suffered on account of delay/ breach on the part of Service provider and the said amount will be payable on demand without there being any proof of the actual loss/or damage caused by such breach/delay. A decision of MNGL in the matter of applicability of price reduction shall be final and binding.
- 3.12.3 Please refer penalties in Scope of Work.

ARTICLE 3.13: ASSIGNMENT

Service provider shall not have the right to assign or transfer the benefit and obligations of the contract or any part thereof to the third party without the prior express approval in writing of MNGL which it shall do at its discretion. However, in event of that all legal/contractual obligations shall be binding on Service provider only.

ARTICLE 3.14: INDUSTRIAL AND INTELLECTUAL PROPERTY

- 3.14.1 In order to perform the services, Service provider must obtain at its sole account, the necessary assignments, permits and authorizations from the titleholder of the corresponding patents, models, trademarks, names or other protected rights and shall keep MNGL harmless and indemnify MNGL from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/or on account of infringements of said patents, models, trademarks names or other protected rights.
- 3.14.2 All documents, report, information, data etc. collected and prepared by Service provider in connection with the scope of work submitted to MNGL will be property of MNGL.
- 3.14.3 Service provider shall not be entitled either directly or indirectly to make use of the documents, reports given by MNGL for carrying out of any services with any third parties.
- 3.14.4 Service provider shall not without the prior written consent of MNGL be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the performance of services.

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ARTICLE 3.15: LIABILITIES

- 3.15.1 Without prejudice to any express provision in the contract, Service provider shall be solely responsible for any delay, lack of performance, breach of agreement and/or any default under this contract.
- 3.15.2 Service provider shall remain liable for any damages due to its gross negligence within the next 12 months after the issuance of the provisional acceptance certificate of the contract.
- 3.15.3 The amount of liability will be limited to 10% of the contract value.

ARTICLE 3.16: TERMINATION OF CONTRACT

3.16.1 Termination for Default:

MNGL reserves its right to terminate / short close the contract, without prejudice to any other remedy for breach of CONTRACT, by giving one month notice if Service provider fails to perform any obligation(s) under the CONTRACT and if Service provider, does not cure his failure within a period of 30 days (or such longer period as MNGL may authorize in writing) after receipt of the default notice from MNGL.

In case of termination of CONTRACT except under conditions of Force Majeure and termination after expiry of contract, the Service provider shall be put under holiday [i.e. neither any enquiry will be issued to the party by Maharashtra Natural Gas Limited against any type of tender nor their offer will be considered by MNGL against any ongoing tender (s) where contract between MNGL and that particular Service provider (as a bidder) has not been finalized] for three years from the date of termination by Maharashtra Natural Gas Limited to such Service provider.

3.16.2 Termination for Insolvency

MNGL may at any time terminate the CONTRACT by giving written notice without compensation to Service provider, if Service provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to MNGL.

3.16.3 Termination for convenience

MNGL may by written notice sent to Service provider, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by MNGL till the date upon which such termination becomes effective.

ARTICLE 3.17: MODIFICATION

Any modification of or addition to the contract shall not be binding unless made in writing and agreed by both the parties.

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ARTICLE 3.18: CONTRACT/AGREEMENT

Not Applicable

ARTICLE 3.19: FORCE MAJEURE

Shall mean and be limited to the following:

- a) War/hostilities
- b) Riot or Civil commotion
- c) Earthquake, flood, tempest, lightening or other natural physical disaster.
- d) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the Contract by Service provider.

Service provider shall advise MNGL by a registered letter duly certified by the local Chamber of Commerce or statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over one month, if arising out of causes of Force Majeure, MNGL reserves the right to cancel the Contract and the provisions governing termination stated under Article 3.16 shall apply.

For delays arising out of Force Majeure, Service provider shall not claim extension in completion date for a period exceeding the period of delay attributable to the causes of Force Majeure and neither MNGL nor Service provider shall be liable to pay extra costs provided it is mutually established that Force Majeure Conditions did actually exist.

Service provider shall categorically specify the extent of Force Majeure Conditions prevalent in their works at the time of submitting their bid and whether the same have been taken into consideration or not in their quotations. In the event of any force majeure cause, Service provider or the MNGL shall not be liable for delays in performing their obligations under this order and the completion dates will be extended to Service provider without being subject to price reduction for delayed completion, as stated elsewhere.

ARTICLE 3.20: RECTIFICATION PERIOD

All services shall be rendered strictly in accordance with the terms and conditions stated in the Contract.

No deviation from such conditions shall be made without MNGL agreement in writing which must be obtained before any work against the order is commenced. All services rendered by Service provider pursuant to the Contract (irrespective of whether engineering, design data or other information has been furnished, reviewed or approved by MNGL) are guaranteed to be of the best quality of their respective kinds.

Service provider shall rectify at his own cost any mistake in assumption of any data in the study or use of wrong data or faulty study observed within twelve months of the

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acceptance of his report and will submit the rectified report incorporating the changes wherever applicable within 30 days of observance of mistake.

ARTICLE 3.21: SUB-CONTRACT

Any sub-contract to be made by the Service provider relating to the services shall be made only to such extent and with such duly qualified specialists and entities as shall be approved in writing in advance by MNGL. Upon the request of MNGL, the Service provider shall submit for MNGL prior approval, the terms of reference or any amendment thereof for such sub-contractor's SERVICES. Notwithstanding such approval, the Service provider shall remain fully responsible for the performance of services under the CONTRACT.

ARTICLE 3.22: NOTICES

- 3.22.1 Any notice given by one party to the other pursuant to the CONTRACT shall be sent in writing or by telegram or fax, telex/cable confirmed in writing.
- 3.22.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

ARTICLE 3.23: ACQUISITION OF DATA

If required, Service provider shall be responsible for carrying out any surveys and acquisition of all data from necessary sources. MNGL, if requested in writing by Service provider, may assist the Service provider in the said acquisition by way of issue of recommendatory letters only. All requisite clearances, co-ordination, fees, charges, etc. and compliance to the local laws required for completion of the job shall be the responsibility of the Service provider.



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PART C

6. SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK

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SPECIAL CONDITIONS OF CONTRACT & SCOPE OF WORK

Scope Of Work For Customer Satisfaction Survey

PNGRB has defined methodology to be adopted for conducting the required Customer Satisfaction Survey, details of which are given below.

A. **Methodology.** The survey will be conducted as per the standardized methodology which includes

- i. 60% mandatory survey of sample using Computer Assisted Personal Interview (CAPI) / Face to Face Interview.
- ii. Computer Aided Telephonic Interviews (Tele-calling) — Maximum 20% of Sample Size.
- iii. Email Survey — Maximum 20% of Sample Size.

B. **Sample size for survey**

I. Domestic – PNG Segment Nashik

Sr. No.	Customer Base	% of Sample	Customer base considered	Sample Size
I	0 to 100	Nil		
II	101 to 5000	200		
III	5001 to 50,000	5%	39531	1977
IV	50,001 to 1,00,000	4%		
V	100,001 to 3,00,001	3%		
VI	3,00,001 to 5,00,000	2%		
VII	5,00,001 to 10,00,000	1.50%		
VIII	> 10,00,000	1.25%		

Domestic — PNG Segment Sindhudurg

Sr. No.	Customer Base	% of Sample	Customer base considered	Sample Size
I	0 to 100	Nil		
II	101 to 5000	200	2010	200
III	5001 to 50,000	5%		
IV	50,001 to 1,00,000	4%		
V	100,001 to 3,00,001	3%		

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VI	3,00,001 to 5,00,000	2%		
VII	5,00,001 to 10,00,000	1.50%		
VIII	> 10,00,000	1.25%		

Domestic — PNG Segment Ramanagara

Sr. No.	Customer Base	% of Sample	Customer base considered	Sample Size
1	0 to 100	Nil		
II	101 to 5000	200		
III	5001 to 50,000	5%	9100	455
IV	50,001 to 1,00,000	4%		
V	100,001 to 3,00,001	3%		
VI	3,00,001 to 5,00,000	2%		
VII	5,00,001 to 10,00,000	1.50%		
VIII	> 10,00,000	1.25%		

ii. Industrial & Commercial Segments.

- Sample survey of 10% of the consumer base (each segment).
- GA's having 10 or below consumer base, the survey to be conducted for all the consumers (each segment).

Sr. No.	MNGL's Industrial Customer Base Nashik	Sample Size
I	8	8

Sr. No.	MNGL's Commercial Customer Base Nashik	Sample Size
I	4	4

Sr. No.	MNGL's Industrial Customer Base Sindhudurg	Sample Size
I	1	1

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Sr. No.	MNGL's Commercial Customer Base Sindhudurg	Sample Size
I	7	7

Sr. No.	MNGL's Industrial Customer Base Ramanagara	Sample Size
I	9	9

Sr. No.	MNGL's Commercial Customer Base Ramanagara	Sample Size
I	3	3

iii CNG Segment Nashik

Sr. No.	Count of CNG vehicles	% of Sample	Customer base considered	Sample Size
I	0 to 1,50,000	1.50%	54415	817
II	1,50,001 to 7,50,000	1.25%		
III	7,50,001 & above	0.75%		

CNG Segment Sindhudurg

Sr. No.	Count of CNG vehicles	% of Sample	Customer base considered	Sample Size
I	0 to 1,50,000	1.50%	3384	51
II	1,50,001 to 7,50,000	1.25%		
III	7,50,001 & above	0.75%		

CNG Segment Ramanagara

Sr. No.	Count of CNG vehicles	% of Sample	Customer base considered	Sample Size
I	0 to 1,50,000	1.50%	689	11
II	1,50,001 to 7,50,000	1.25%		
III	7,50,001 & above	0.75%		

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- Total sample size to be considered for all the above segments is **3543**.
- The questionnaires for the survey (segment wise) have been finalized & prepared by PNGRB and same have to be used by the agency to conduct the Customer Satisfaction survey.

C. **Timelines.** The Report on Customer Satisfaction Survey (CSS) is required to be submitted by MNGL to PNGRB latest by 30.09.2026 which in prevailing circumstances may not be possible. All activities are required to be completed and report submitted by approved agency within max 30-45 days from date of award of the contract.

D. **General Considerations.**

- In DPNG segment all the charge areas with DPNG connection should be covered.
- Registered DPNG consumers should also be included in the CSS with a maximum capping of 5 %.
- Minimum 25% sample size of DPNG consumers should be the ones using PNG since less than 02 years.
- The CNG segment sample shall be conducted equitably at all types of CNG stations viz Online, Daughter Booster & Daughter stations.

E. **Payment Terms.**

Payment within 30 days after submission of invoice & necessary report along with supporting documents for all required activities executed.

4.0 Price Reduction Schedule:

Time is the essence of the CONTRACT. In case the CONTRACTOR fails to complete the WORK within the stipulated period, then, unless such failure is due to Force Majeure as defined in contract here above or due to EMPLOYER's defaults, the total value of contract shall be reduced by ½% of the total value of contract per complete week of delay or part thereof subject to a maximum of 5% of the total value of contract, by way of reduction in price for delay and not as penalty. The said amount will be recovered from amount due to the Contractor / Contractor's Contract Performance Security payable on demand.

The decision of the ENGINEER-IN-CHARGE in regard to applicability of Price Reduction Schedule shall be final and binding on the CONTRACTOR.

All sums payable under this clause is the reduction in price due to delay in completion period at the above agreed rate.



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PART D

7. SCHEDULE OF RATES (SOR) - INSTRUCTIONS

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SCHEDULE OF RATES (SOR) - INSTRUCTIONS

“Schedule of Rates (SOR) / BOQ is enclosed on e-tendering portal <https://etenders.gov.in>”

Note:

- a. Evaluation shall be done on overall least cost basis to the MNGL & order will be placed on the lowest bidder(s) only.
- b. Quoted unit rates shall be inclusive of all other charges except GST.
- c. Allowed decimal points in unit rate shall be up to 2 (two) decimal points. Unit rate quoted in negative shall lead to rejection of the bid.
- d. Taxes & Duties if any shall be indicated clearly in your quotation and total amount should be inclusive of all taxes etc.
- e. **"Prices quoted shall be inclusive of all taxes / duties and nothing extra shall be payable by the owner except for statutory variation in Goods & service tax rate during the contractual period. Bidder shall note that any error in estimating these taxes & Duties (GST) will be to Bidder's Account".**

Seal & Signature of Bidder

Customer Satisfaction Survey Questionnaire of Domestic Segment (D- PNG)

_____ is carrying out Customer Satisfaction Survey (CSS) to understand the perception of the customers on the services provided. For the survey, some personal data as stated in the form like: (a) name (b) gender (c) age (d) mobile (e) email etc. will be collected. All details gathered would be kept confidential and would only be used for understanding perception/satisfaction/feedback pertaining to services provided by the company. Your participation in this survey is entirely voluntary. You may choose not to take part in this study. You may change your mind later and stop participating even if you agreed earlier.

Yes, I give my consent ☐

No ☐ Not interested to participate

Questionnaire No. _____

BASIC DETAILS [to be pre-filled]

Interviewer Name _____ Charge Area No.: _____ GA Name: _____

Ownership of HH : Own HH ☐ Rented HH ☐

Name of the Respondent: _____

Gender Male ☐ Female ☐ Age _____

Name of the Customer : _____

Address 1: _____

Mobile: _____ E-mail: _____

CATEGORY OF CONSUMER- Billed and Unbilled customer [to be pre-filled]

Domestic Bungalow ☐ Row House ☐ Tenement ☐ Gala Type ☐
 Low Rise (1- 4 Storeys) ☐ High Rise (>4 Storeys) ☐ Others _____ ☐

1) Since how many years have you been the customer of the company? [to be pre- filled]

<1 ☐ 1-5 ☐ 6-10 ☐ 11-15 ☐ >15 ☐

2) Why have you opted for Piped Natural Gas Connection (Multiple Choice)?

Cost-Effectiveness ☐ Convenience ☐ Supply Continuity ☐ Safer Fuel ☐ All of them ☐ Others _____ ☐

3) Mode of registration [to be pre- filled]

1-Website ☐ 2-Direct Marketing Agent ☐ 3- Walk-in ☐ 4- Others ☐ NA (based on connection aging) ☐

Please rate your satisfaction on scale of 1 to 5
(1 = Strongly Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5= Strongly Satisfied)

PRODUCT & NETWORK	4) Availability (24x7) of gas supply i.e. Consistent / Uninterrupted Gas Supply		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
CONNECTION / ALTERATION PROCEDURE	5) Ease of documentation for existing / new / alteration of connection		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	5a) How was your experience about registration for connection		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	5b) Did the company educate you regarding the safe usage of PNG		Yes ☐ No ☐				
	6) Did the company communicate the reasonable timeframe for providing connection		Yes ☐ No ☐				
	7) Quality of installation work for existing / new connection / additional connection / alteration		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	8) Customer satisfaction with regards to time taken for providing new connection / Alteration after application/ service request		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
BILLING & METER RELATED	9) Are you satisfied with the billing practices of the company		Yes ☐ No ☐ If No, please specify the reason_____				
	10) Billing done after proper and regular meter reading		Yes ☐ No ☐ Self-generated ☐ Can't Say ☐				
	11) Ease of understanding of the Bill		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	12) Timely Delivery of the Bill		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	13) Behavior of staff/ representative carrying out meter reading		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
COMPLAINT/QUERY HANDLING & STAFF INTERACTION	14) Have you raised any type of complaint/query in the past?		Yes ☐ (Goto Q15) No ☐ (Goto Q20)				
	15) If yes in Q14, what was the type of complaint/request?	Billing Related ☐ Gas Leakage /Pressure ☐ Supply Discontinuity ☐ Gas Connection/Alteration ☐ Metering Related ☐ Other_____ ☐					

	15a) If yes in Q14, Mode of complaint registration	IVRS/ Telephonic ☐ Chatbot ☐ Walk-in ☐ Other _____ ☐				
	15(b) If yes in Q14, Time taken for resolving the complaint	Billing related- 1to2 days ☐ 3to7 days ☐ more than 7days ☐ Gas leakage/pressure/ supply discontinuity related- within 1 hr ☐ 2to6 hr ☐ 6to12 hr ☐ more than 12 hr ☐ Gas connection/alteration related- 1mth ☐ 2to3 mths ☐ more than 3mths ☐ Metering related- 1to5 days ☐ 5to10 days ☐ more than 10days ☐				
	16) If yes in Q14, Was follows-up required to handle your complaint / request	Yes ☐ No ☐				
	17) Understanding and handling of your complaint / request by Staff / CCE?	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	18) Politeness & behavior of the Staff / CCE	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	19) Your Overall Experience with respect to company's complaint / query handling process	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
COMMUNICAT ON FROM THE COMPANY	20) Communication by the company through SMS/Watsapp/loud speakers about gas supply interruption?	Yes ☐ No ☐				
	21) Awareness about Launching of new scheme and marketing campaigns / initiatives by the company	Yes ☐ No ☐				
SAFETY	22) Regular safety drives/ awareness programs carried out by the company for safe usage of PNG	Yes ☐ No ☐				
	23) Are you aware of the Emergency Contact no.	Yes ☐ No ☐				
OVERALL SERVICE	24) Keeping everything in mind, how satisfied are you with overall services of the company					
	Strongly Dissatisfied (1) ☐ Dissatisfied (2) ☐ Neutral (3) ☐ Satisfied (4) ☐ Strongly Satisfied (5) ☐					
25) Remarks & Suggestions for Improvement/Technology advancement:						

CATEGORY OF CONSUMER- Non- PNG customers (in Gasified locality)

1) Are you aware of the benefits of PNG	Yes ☐ No ☐
2) Are you willingly to opt for PNG	Yes ☐ No ☐
2a) If YES- Are you aware of the different schemes being offered by the company	Yes ☐ No ☐
2b) If NO- please specify the reasons for the same	
3) Why have you not opted for PNG till date	Connection cost is too high ☐ Rented premises ☐ Aesthetically doesn't like exposed pipeline route ☐ Satisfied with current fuel (LPG/ Wood etc.) ☐ Company representative has never approached ☐ Others _____ ☐
4) Are you aware about the company that supplies gas in your city/ area	Yes ☐ No ☐
5) Remarks/ Suggestions, if any	

CATEGORY OF CONSUMER- Registered customers/ SBNC (Signed But Not Commissioned)

Date of registration _____

1) Why have you opted for PNG connection (multiple choice)	Cost- effectiveness ☐ Convenience ☐ Supply continuity ☐ Safer fuel ☐ All of them ☐ Others _____ ☐
2) Ease of documentation	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3) Mode of registration	1-Website ☐ 2-Direct Marketing Agent ☐ 3-Others ☐
3a) Mode of payment for registration	Cheque ☐ Card (Debit/Credit) ☐ Net Banking ☐ UPI/PhonePe/Gpay/Paytm ☐ Others _____ ☐
4) Did the CGD entity communicate the time frame for providing connection	Yes ☐ No ☐
5) Did the CGD entity communicate their inability to provide PNG connection and requested you to take refund	Yes ☐ No ☐
6) If YES in Q5, have you availed for refund	Yes ☐ No ☐
7) If NO in Q6, reason for not availing refund	the customer still wants to avail PNG connection irrespective of the time frame involved ☐ Others _____ ☐
8) In case customer not willing to take connection, reason for the same to be specified	
9) Remarks/ Suggestions, if any	

Customer Satisfaction Survey

Questionnaire For CNG Customers

Section-1: Details of outlet, respondent and the vehicle

Name of GA							
Name of the Outlet							
Please select the Outlet	☐ CGD	☐ HPCL	☐ BPCL	☐ IOCL	☐ JIO BP	☐ NEL	☐ OTHERS
Name of the Respondent							
Gender of the respondent	☐ M-Male		☐ F-Female				
Age of the Respondent (years)	☐ 18-30	☐ 31-40	☐ 41-50	☐ 51-60	☐ 60+		
Contact Number of the Respondent							
Respondent	☐ Driver			☐ Owner			
Respondent's Vehicle Category	☐ Car						
	☐ Taxi						
	☐ Auto Rickshaw						
	☐ Bus						
	☐ Two Wheeler						
	☐ Light Goods Vehicle						
Vehicle Make							
Vehicle Registration Number							
Type of FITMENT KIT	☐ COMPANY FITTED			☐ RETROFITTED			
In Case of Retrofitting	Numbers of Day of Purchase After which Vehicle Converted to CNG						

*Surveyor's name/code, Time, Date, Lat/Long of the location will be captured automatically and will be available in the tabulated data (response sheet)

Section-2: Buying Behaviour of the Respondent

2.0	How many kilometers do you typically drive per day?	☐ Less than 10 km ☐ 10-20 km ☐ 21-30 km ☐ 31-40 km ☐ 41-50 km ☐ More than 50 km
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2.1	How often do you get CNG filled in your vehicle?	☐ More than 2 times a day ☐ Twice a day ☐ Once a day ☐ Once in 2 days ☐ Once in 3-4 days ☐ Once in a week ☐ Occasionally (on rare occasions)	
2.2	Do you have a preference of station from where you fill tank?	☐ Yes, I prefer a particular station ☐ No, I am indifferent about station	
2.3	If the answer to 2.2 is yes, please ask for the reason(s)	☐ Convenient Location ☐ Working hours ☐ Good/ Additional Services ☐ Courteous Staffs ☐ Others, Pl. specify (_____) ☐ Most of the times from here ☐ Sometimes from here ☐ Rarely, came here as there is no option nearby	
2.4	Average Quantity of CNG Filled		
2.5	Mileage of Vehicle		
2.6	Preferred time of filling		
2.7	Average waiting time for filling CNG		
2.8	Are you happy with the CNG network spread/ coverage of the company	☐ Yes	☐ No

Section-3: Assessment Questions			
Rating: 5- Excellent, 4- Very Good, 3- Good, 2- Fair, 1- Poor			
	Assessment Criteria	Statements	Rating
3.1	Response on the outlet	Accessibility of the outlet	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
		Ease of entry and exit at the outlet	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
		Cleanliness & maintenance of the driveway at the station	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

		Illumination at the outlet	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Pressure of the gas is consistently available	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Sufficient space for vehicle queuing is available	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Adequate passenger shed is available	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.2	Response on the CNG as a product	Quality of the fuel	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Mileage of the fuel	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Maintenance & service expenses incurred due to CNG usage	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Impact on the environment	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Pick up of the vehicle	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.3	Response on Service & Operations	Timeliness of refilling	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Accuracy & visibility of rate, units, quantity etc. in the dispensers' display	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in filling the gas	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Politeness and courtesy of the staff	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.4	Response on the Safety Measurements & Precautions	Display of basic guidelines (no smoke, no mobile etc.)	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of fire extinguishers	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Attendant requests to turn of the ignition while filling	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Attendant asks passengers to get down of the vehicle while filling gas	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.5	Responses on the outlet personnel	Uniform of the attendant (for easy identification)	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐

		Basic knowledge of the staff and ability to handle your queries, if any	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Ability to ensure proper queue management	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of sufficient manpower	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Checking of Compliance metal plate validity of cylinder in vehicle by the filler	☐ Yes			☐ No	
3.6	Response on Billing, Payment System & Digital Payment Readiness	Accuracy of the amount charged for the fuel	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Ability to provide bill on request	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Adequacy of details on the bill	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in completing the transaction through UPI	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in completing the transaction through cards	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in completing the transaction in cash	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Return of change by filler post payment	☐ Yes			☐ No	
		Does the company have digital payment options	☐ Yes			☐ No	
3.7	Response on Basis Facilities	Availability of drinking water	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of toilets	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Cleanliness of toilets/ forecourt area	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of first aid facility	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of suggestion/ complaint book	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Free Facility of air dispensers	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐

	Visibility of signs and important numbers like police, emergency/medical help, station operations manager, Shutdown Notice etc.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	In a month how many times did you find the CNG station was shut down or has dry outs (0 for No Response)	

Section-4: Response on Complaint Handling

Have you made any complaint at the outlet in the last 3 months?	Yes ☐	No ☐
If Yes, please specify the nature and the reason of the complaint.		

Would you feel comfortable making a complaint if you had a problem with the service?		
Yes ☐	No ☐	Unsure ☐

	Assessment Criteria	Statements	Rating	
4.1	Complaints Handling	Complaint book/Suggestion box at CNG Station	☐ Yes`	☐ No
		Ease of registering the complaint	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐	
		Timeliness of resolution	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐	
		Appropriateness of resolution provided	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐	

5.0 Responses on Miscellaneous Issues (Optional)

What are the benefits of using CNG? Please tick the options below (multiple answers allowed)

Statements	Response (1-Yes, 2-No)	
Economical as compared to other fuels like petrol, diesel etc	Yes ☐	No ☐
Clean fuel/Environment Friendly/Reduces pollution	Yes ☐	No ☐
Source of income for many people who are driving cabs like Ola/Uber etc.	Yes ☐	No ☐
It gives more mileage	Yes ☐	No ☐
Noise Reduction	Yes ☐	No ☐
Easily available	Yes ☐	No ☐
Maintenance cost of the vehicle is reduced	Yes ☐	No ☐
Good vehicle pick up and better performance of the vehicle	Yes ☐	No ☐
The change in price of CNG is less as compared to petrol/diesel	Yes ☐	No ☐
Do you believe that the government and local authorities should do more to promote the use of CNG?	Yes ☐	No ☐

6.0 Responses on Miscellaneous Issues (Optional)

What additional services would you wish to receive from CGD stations? Are you aware of Periodic testing of cylinders? In How Many Years should Periodic Testing of cylinder should be done In a year how many times, did you find CNG station was shut down? _____ (If you have not experienced shut down then answer as "0")	PUC ☐ Eateries ☐ Car washing ☐ Retail Store ☐ Any Other..... Yes ☐ No ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
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Customer Satisfaction Survey

Questionnaire for Commercial PNG Users

Hello Sir/ Madam,

I am from _____. We are conducting a survey to understand your experience of using Pipe Natural Gas. Kindly answer the questions in this form as freely as you can. This information will be kept confidential.

Name of the Entity	
Type of Entity	☐ Restaurant/Club/Mal ☐ Banquet/Caterers ☐ Cloud Kitchen ☐ Religious Institution ☒ Educational Institution ☐ Medical Establishment ☐ Star Category Hotels
Address where Supply is given	
Name of the Respondent:	
Mobile Number of Respondent	
Email	
Type of establishment	☒ Owned ☐ Rental ☐ Long term lease
Name of the surveyor: _____ Date of interview: / /20____	
Verifying Company Representative:	

1.	How long have you been using PNG?	☐ Less than a year ☐ 1 - 5 years ☐ 6 to 10 years ☐ 11 to 15 years ☐ More than 15 years
2.	Reasons for Opting PNG?	☐ Safety ☐ Convenience ☐ Economica ☐ Reliability ☐ Othe If others, please elaborate_____

Pre-Contract Parameters

(rate wherever applicable between 1 to 5 where 1 is poor and 5 is excellent)

3.	Who reached out to get a PNG Connection?	☐ Myself/My Representative ☐ Company Representaive
4.	If You had approached, which mode was available for you to submit connection request?	☐ Call Center ☐ Letter/email ☐ Personal
5.	Rate your experience if approached by Company representative	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
6.	Rate your experience with regards to response of Company to your request?	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Contract/Onboarding Parameters

7.	Rate your experience with regards to ease of documentation for getting PNG connection	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8.	Rate your experience about the company's information regarding the new PNG connection cost.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
9.	Rate your experience with regards to ease of contractual terms and conditions	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
10	Were you informed about the timelines for starting PNG supply?	☐ YES ☐ N

Connection Parameters

11.	How many months it took for you to get the connection after the contract was signed	☐ Less than 6 months ☐ 6 - 12 months ☐ more than 12 months
12.	Were you intimated by the company if there was delay from the committed timelines to start PNG supply?	☐ YES ☐ NO
13.	Rate your experience with regards to the quality of installation done by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Billing Parameters

14.	Is your connection pre-paid or post paid	☐ Pre- ☐ Post-Paid
15.	If post paid, what is meter reading duration	☐ Fortnightly ☐ Monthly ☐ Other If others, please specify_____
16.	Rate your experience with regards to accuracy of the bill and meter reading	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
17.	Rate your experience with regards to ease of understanding of bills	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
18.	Do you receive your bills on time	☐ YES ☐ NO
19.	Rate your experience with regards to payment modes made available by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

After Sales/ Customer Service Parameters

20.	Did you ever reach out to company for any query / service / complaint to the company?	☐ YES ☐ NO
21.	If yes, please rate your experience with regards to ease of reaching out to company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
22.	Rate your experience whether executives could understand the query / service / complaint	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
23.	Were you given any timelines to solve your service/complaint	☐ YES ☐ NO
24.	Did you have to call multiple times for the same complaint?	☐ YES ☐ NO
25.	Rate your experience with regards to politeness/professionalism of service personnel while solving the problem	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Reliability and Safety Parameters

26.	Rate your experience with regards to consistency of pressure and supply	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
27.	Was there any disruption of supply ?	☐ YES ☐ N
28.	If Yes, What was the frequency of disruption ?	☐ 1 to 3 months ☐ 3 to 6 months ☐ 6 to 12 months

29.	If Yes what was the average restoration time of the supply	☐ less than an hour ☐ 1 to 3 hours ☐ 3 to 6 hours ☐ 6 to 9 hours ☐ 9 to 12 hours ☐ >12 hours
30.	Rate your experience with regards to proactiveness on communication on service changes or disruptions by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
31.	Rate your experience with regards to Safety inspection /Standards / Compliance by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

General Parameters

32.	Rate you experience with regards to overall satisfaction with the service of the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
33.	Will you recommend anyone opt the services of the company	☐ YES ☐ NO
34.	Do you have any suggestion to improve the services of the company	☐ YES ☐ NO
35.	If yes, please elaborate	

Customer Satisfaction Survey

Questionnaire of Industrial Segment (PNG)

The <_____> Company is carrying out an annual Customer Satisfaction Survey (CSS) to understand the perception of customers on the services provided. Some personal data & industrial details as stated in the form will be collected. All details gathered would be used only for understanding your experience with the services provided by the company. Your participation in this survey is entirely voluntary.

Date:	
GA Name:	
Surveyor Name:	

Basic details	
Name of Industry	
Address:	
Respondent Name:	
Designation:	
Mobile No :	

Type of Industry		
Chemicals & Dyes	Engineering	Food Processing
Plastic & Rubber	Foundry, Metallurgy & Rolling	
Pharmaceuticals	Large Commercial	Ceramics
Textile	Printing & Packaging	
Others - Please specify		

Please rate your satisfaction on scale of 1 to 5 (1 = Strongly Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Strongly Satisfied)		
Gas Supply	1. Do you have a PNG connection?	☐ Yes ☐ No

	2. Do you still use Diesel Genset?	☐ Yes ☐ No
	3. Have you shifted to Gas based Genset?	☐ Yes ☐ No
	4. Availability of gas supply (24*7)	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	5. Consistency of supply pressure	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Meter & Billing Issues	1. Accuracy of the bill and meter reading	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Ease of understanding bill	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Timely receiving of bill	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Payment mode provided	Cheque ☐ Others ☐ Online (RTGS/NEFT/UPI) ☐
New Connection /Alternation Procedure	1. Ease of documentation for existing / new / alternation of connection	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Timely response by the company to establish new connection/ alternation	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Quality of installation for service requested	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Facilitation by the company in laying internal pipeline (reference for 3 rd party contractors)	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Operation and Maintenance	1. Sharing of technical specification by the company	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Satisfaction on information provided by the company about gas interruption (planned/unplanned)?	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Emergency service response in case of exigency	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Satisfaction with respect to coordination for plant maintenance	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Contract management	1. Easy to approach the team	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Attitude of staff	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Understanding and effectiveness of handling the queries	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Request management for equipment capacity (Load) Change	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	5. Request management for plan and daily contracted quantity change.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Complaint/ service request handling	1. Have you raised any type of complaint/query in the past?	☐ Yes ☐ No

	2. If yes in Q1, what was the type of complaint/Query?	Billing Related ☐ Gas Leakage ☐ Supply Discontinuity ☐ Metering Related ☐ Other_____
	3. Timely / quick resolution of issues	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Overall experience with respect to company's complaint/ query handling process	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Safety	1. Adequate information provided by the company about how to safely use PNG	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Company website	1. Which of the following options used to reach out the company?	Website ☐ Mobile App ☐ Customer care ☐ Relationship executive ☐ Others ☐
	2. Satisfaction on ease of providing information	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Overall service	Considering the above how much are you satisfied with the overall service of the company?	
	Strongly Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Strongly Satisfied ☐	
Remarks and Suggestions for further improvement, if any		