

Scope of Work & Service Line Agreement for Dis-Connection Squad

General Terms & Conditions:

1. The bidder shall not assign, transfer, sublet, or subcontract the whole or any part of the work awarded under this contract to any other agency, company, firm, or individual without prior written approval from TPCODL
2. Any dispute arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of the competent courts located within the operational area of TPCODL
3. The Agency must possess a minimum of three (3) years of experience in revenue recovery, field collection, disconnection activities, or similar utility-related services and should have successfully executed at least one comparable work order for a reputed organization
4. The Agency shall maintain valid statutory registrations including GST, EPF, ESIC, Labour License, and any other licenses required under applicable laws throughout the contract period
5. The Agency shall conduct police verification and medical fitness examinations for all personnel deployed under this contract. Copies of verification reports and fitness certificates to be submitted to the Engineer-in-Charge with a copy to RCG-HQ, BA Legal Cell, prior to deployment. Only verified personnel shall be permitted to perform work under this contract
6. The Agency shall provide details of electricity Consumer Account (CA) numbers associated with all deployed personnel and submit a declaration from each employee confirming that they are not involved in any electricity theft, malpractice, or unauthorized use of electricity.
7. Employees of the agency shall not represent themselves as TPCODL employees during disconnection activities.
8. In case of unethical conduct or activity reported on-site, the vendor shall bear full responsibility. TPCODL shall not be held liable for any unethical acts committed by the agency or its personnel.
9. If any legal action arises against TPCODL due to the agency's activities, the vendor shall be solely responsible and shall bear all associated costs.
10. The safety, security, welfare, insurance, and statutory compliance of all deployed personnel shall be the sole responsibility of the Agency
11. TPCODL shall provide smartphones/MPOS devices and access to authorized software applications for Door-to-Door Collection, Disconnection Order (DO) execution, GIS coordinate capturing and related field activities. The Agency shall ensure proper use and safekeeping of such assets

Terms and Conditions for the vehicle:

1. The vehicle provided must be Mahindra Bolero or similar type (subject to approval from the competent authority) and vehicle ageing should be as per AMC contract from the date of the Purchase Order.
2. All vehicles must possess valid Registration Certificates (RC), Insurance, Pollution Under Control (PUC) Certificates, Fitness Certificates, and all other statutory permits as applicable
3. Drivers must possess valid driving licenses, be medically fit, preferably below 50 years of age, and maintain good conduct
4. Each vehicle shall be equipped with:
 - a. GPS Tracking System
 - b. First Aid Box
 - c. Mobile Charging Facility
 - d. Fire Extinguisher with valid inspection certificate
 - e. Spare Wheel (Stepney) and tyre replacement tools

5. Each vehicle should have suitable carrier arrangement to carry a 6-meter FRP double-fold ladder (2 x 3 meters).
6. Agency shall provide PPE to all deployed staff including:
 - a. Safety Helmets
 - b. Safety Shoes
 - c. Double Harness Safety Belts
 - d. Hand Gloves
 - e. Raincoats (during monsoon season)

All PPE shall conform to TPCODL Safety Management Policy.

7. The Safety Supervisor of Agency should ensure monitoring and compliance with safety requirements
8. Vehicles shall carry all prescribed tools and equipment required for disconnection activities
9. Vehicles shall be maintained in clean, roadworthy, and safe operating condition throughout the contract period
10. Fuel, maintenance, repair, insurance, permit renewal, and operating expenses shall be borne by the Agency
11. Each vehicle is expected to cover up to 2,500 km per month.
12. If the total running exceeds 2,500 km/month (on average across all vehicles), extra payment will be made at the pre-agreed per-kilometre rate, finalised during the tender process.
13. Vehicles shall be available on a daily basis from 09:00 AM to 09:00 PM for a minimum of 26 days per month. Deployment schedules may be modified by TPCODL based on operational requirements
14. Vehicles shall remain available on holidays, special drives, month-end recovery campaigns, and emergency situation as directed by TPCODL.
15. A maximum of two maintenance days per month may be permitted with prior approval.
16. In the event of breakdown or non-availability, an equivalent replacement vehicle shall be arranged immediately by the Agency at no additional cost
17. During month-end, vehicles may be required on rest days/holidays to expedite recovery. Compensatory rest shall be granted in the first week of the following month.
18. Each vehicle must be staffed as per the direction of EIC / RCG Back-Office.
19. The vendor must provide one back-office staff per BA (in case of multiple vendors) at the RCG Head Office.
20. TPCODL may introduce a prepaid card collection system, and cards will be issued to DC squads for arrear collection.
21. Agency has to give security amount of average collection of 3 days in particular allotted division in form of Bank Guarantee (BG) or in form of Cash deposit to secure hard cash collection handled during door to door collection activities in addition to Performance Bank Guarantee of contract value.
22. Any delay beyond 48 hours in cash deposit to designated bank against energy amount collected by field staff is penalized @ 2% of amount collected per month delay.
23. Any amount pending for deposit against collection while reconciliation at the end of each month is considered as negligence and authorization for collection will be restricted/suspended till the normalcy is restored.
24. 80% of the payment shall be made to the BA immediately after submission of invoice on the vehicles and manpower deployed. The remaining 20% shall be paid after receipt of certified bills,

statutory compliance documentation and completion of performance evaluation. Payment terms as per AMC contract.

25. BA should ensure to provide salaries and vehicle payments by the 7th of every month.
26. The number of linemen and helpers deployed per vehicle may vary based on operational requirements, workload, site conditions, and instructions issued by the Engineer-in-Charge from time to time.
27. The quantity of vehicles to be deployed under the contract may be increased or decreased as per field requirements, operational exigencies, and the discretion of TPCODL. The Agency shall ensure the availability of additional vehicles and manpower whenever required.

Qualification and Responsibility of Linemen:

1. Linemen must possess a valid ELBO or MV license from the Government of Odisha, and lineman must hold an ITI qualification.
2. Linemen must be physically fit to climb poles.
3. Linemen must follow safety guidelines as per Safety SOP. They must assess the condition of poles before climbing. They should seek assistance from TPCODL staff in unsafe conditions. Single-phase disconnections must be handled live; three-phase disconnections must be done post-shutdown in coordination with section staff.
4. Linemen must work based on Disconnection Orders (DOs) issued by Division/Circle/HO and are expected to complete at least 10 DOs per day using the DO App, following prescribed guidelines.
5. Linemen must use the Recovery App to submit daily reports.

Qualification and Responsibility of Helpers:

1. Helpers should be 10th pass (preferred but not mandatory) and physically fit.
2. Helpers are to assist linemen with disconnection and collection tasks.

Responsibility of Supervisors:

1. Supervisor are responsible for coordinating with their team and ensuring smooth operations.
2. Supervisors must distribute DO and arrear lists to their teams.
3. They must maintain MIS reports on team performance and submit it daily to all concerned teams, Sections / Subdivision /Division/ Circle & Head Office.

Work Responsibilities:

1. The Divisional Manager will act as the Engineer-in-Charge for this Contract.
2. DO cases to be assigned to the agency by HO / Division.
3. Both Active and Disconnected cases will be handed over to the agency for recovery of pending electricity bills and related charges.
4. Monthly targets for Disconnection Orders (DOs) is outlined in Annexure 1. Failure to meet targets within 30 days will result in penalties as per Annexure 2.
5. Agencies must submit daily follow-up reports using the prescribed TPCODL format and must record on-site feedback through the Collection/DO App.
6. TPCODL will not tolerate any misbehaviour, mishandling or illegal activities by the agency or its staff.

7. If an address is untraceable, TPCODL will assist in locating the consumer, and the agency's 30-day recovery timeline will begin post-verification. The agency must inform TPCODL within 7 days regarding untraceable cases. In cases of ongoing readings, the agency must coordinate with the MBC BA for address tracing.
8. If a meter is found live at the site while database records show the connection is temporary disconnected, the case shall be treated as illegally reconnected, and recovery shall proceed as per TPCODL guidelines.
9. BA disconnection team can take help of TPCODL lineman to ensure safe working and following safety guidelines.

Annexure No.1: Target per month (Tentative).

Division Wise Target For Vendor				
Division	No of Team	Working Days	DO Closer / Day / Team	Total DO Closer / Month
BCDD-1	3	26	10	780
BCDD-2	11	26	10	2860
BED	8	26	10	2080
NED	12	26	10	3120
BBSR Circle-I	34	104	40	8840
BAED	9	26	10	2340
KHD	17	26	10	4420
NYED	8	26	10	2080
PED	16	26	10	4160
BBSR Circle-II	50	104	40	13000
AED	10	26	10	2600
CDD-1	2	26	10	520
CDD-2	8	26	10	2080
CED	12	26	10	3120
SED	8	26	10	2080
Cuttack Circle	40	130	50	10400
Angul	10	26	10	2600
Dhenkanal	14	26	10	3640
Talcher	12	26	10	3120
Dhenkanal Circle	36	78	30	9360
JED	10	26	10	2600
KED- I	16	26	10	4160
KED-II	6	26	10	1560
PDP	8	26	10	2080
Paradeep Circle	40	104	40	10400
Total	200	520	255	52000

Annexure 2: Liquidate Damage / Penalty

Sl. No	Condition	Incentive / Penalty
1	If DO closer status per vehicle > 75% and < 90% at the end of the month.	A penalty of Rs.1000/- will be levied.
2	If DO closer status per vehicle < 75% at the end of the month	A penalty of Rs.2000/- will be levied.
3	100% DO Closure per vehicle at the end of the month as per Standard Guidelines.	An Incentive of Rs. 2000/- will be awarded to this team.
4	During any breakdown of vehicle, the vendor must arrange an alternate vehicle in 2 hours. If alternate vehicle, not arrange within 2 hours	In case of noncompliance, Rs. 300 will be imposed per hour.
5	In case the vehicle doesn't turn up for duty on any day	Penalty of Rs. 4000 per day will be imposed on the vendor.
6	Deployment of Vehicle aging more than permissible limit. (Permissible Ageing should be 5 Years from date of P.O)	A penalty of Rs.1000/- per day will be levied.
7	Deployment of Vehicle other than Bolero or equivalent vehicle	A penalty of Rs.5000/- per month will be levied.
8	If any person found to be indulged in corruption / unethical practices	Penalty of Rs. 10,000 will be imposed on the agency and termination of the concerned employee / employees.