

	(d) National Institute of Criminology and Forensic Science Rohini New Delhi
	(e) Minimum 01 no. National Test House Mumbai / Central Forensic Science Laboratory
	(f) Forgery Detection Cell at ISP Nashik

## 2. Stages of the Work:

### 2.1. Stage-I : Pre- Survey :

- (A) The consultant shall designate a key personnel to act as Project Coordinator on its behalf to deal with SPMCIL in all matters related to the survey.
- (B) The consultant shall undertake a preliminary visit to India Security Press Nashik to understand the activities involved across the value chain of Passport from production to final Delivery including key stake holders associated with the passport. A preliminary visit to the forgery detection cell at ISP Nashik can also be done.
- (D) Design of survey instrument (questionnaire), methodology of collecting data & get it approved from SPMCIL. The weightage to be assigned to the satisfaction parameters shall also be finalized in consultation with SPMCIL.
- (E) Preparation of sampling list. Resource mobilization for collection of primary data & thereby collection of data using structured questionnaire.

### 2.2 Stage -II : Conduct of Survey (Field work) :

- (A) Fixing appointment with prospective respondents (Customers) for personal interviews to collect data. Telephonic / Internet based interviews followed by recorded feedback through filled in questionnaire can also be done. It is to ensure that appropriate hierarchy of surveyors be used to collect data.
- (B) On Monthly basis, the consultant shall submit the progress report on work done.

- 
- (C) Data analysis & interpretation, computation of customer satisfaction index on 10 point scale as per the pre-assigned weight-age to each parameter.
  - (D) Identification of area for improvement pertaining to the customer satisfaction
  - (E) Specific or any significant customer comments, which require immediate action/attention.
  - (F) Analysis of customer comments and recommendation for improvement
  - (G) Identification of priority areas requiring top management focus for computing customer satisfaction across customer base

### **2.3 Stage-III : Submission of Draft report & Discussion:**

Preparation of draft report, discussion for incorporating suggestions and submission thereof:

The report may contain the following but need not be limited to:

- (A) Design of the survey
- (B) Methodology of conducting the survey
- (C) Methodology of computing Customer Satisfaction Index (CSI) with working example
- (D) Customer satisfaction Index (CSI) for Passports
- (E) Detailed analysis and interpretation of feedback received.
- (F) Voice of the customers (their comments about SPMCIL)
- (G) Wherever ratings are low (dissatisfaction, needs improvement, fair), the consultant may consider to indicate the customers identity & their expectation from SPMCIL & suggestion to improve. This would enable SPMCIL to spell out the problem clearly and to take effective remedial action
- (H) Specimen format of survey instrument to be used for study.
- (I) Workable/feasible suggestions for improvement in performance and/or customer satisfaction index.

### **2.4. Stage-IV : Final report submission & organizing workshop :**

- 
- (A) Submission of Draft final report for approval of SPMCIL.
- (B) After submission of report, the consultant may be required to arrange a workshop SPMCIL representatives at a location designated by SPMCIL. The traveling, Boarding & Lodging facility for this purpose would be arranged by SPMCIL. The workshop may cover communicating salient features of report, feedback received & measures to be taken for improvement in CSI.
- (C) Approval of report by SPMCIL

Study report shall be submitted to SPMCIL in Two Hard copies and also softcopy. Physical evidence (If any) shall also be submitted to SPMCIL.

.....

Note: Tenderer's attention is drawn to GIT clause 17 and GIT sub-clause 10.1

The tenderer is to provide the required details, information, confirmations, etc accordingly, failing which it's tender is liable to be ignored.

79





**Section VIII: Quality Control Requirements**

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[to be inserted by the office inviting tender as applicable to specific tender]

(NOT APPLICABLE)

80



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## Section IX: Qualification/Eligibility Criteria

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### 1. Eligibility Criteria

- 1.1. Bidder shall have conducted customer satisfaction survey or similar study for at least two PSUs/Govt./Statutory Govt. bodies in the last five years. The similar study may be related to survey based, user perception/market research study. The Bidder shall submit a certificate of satisfactory performance/credentials from their existing clients.
- 1.2. Bidder shall have at least 02 number of experienced (minimum five years) qualified professional on their rolls who have conducted/coordinated such surveys/study.
- 1.3. Bidder should not have suffered any financial loss for more than one year during the last three financial years ending 31.03.2011.
- 1.4. The net worth of the bidder should not have eroded by more than 30% in the last three years ending 31.03.2011.

Note:

- (a). Eligibility of any joint partners, Associates not in the employment of the Bidders shall not be considered.
- (b). All financial standing data should be certified by a certified accountant e.g. Chartered Accountant.

Certified copies of documents and other details in support of eligibility criteria as mentioned above should be submitted by the Bidders along with their techno-commercial proposal. Non-submission of relevant documents as mentioned above shall render the offer as incomplete and liable for rejection.

181





**Section X: Tender Form**

Date.....

To

.....  
.....  
.....

(complete address of SPMCIL)

Ref: Your Tender document No. ....dated .....

We, the undersigned have examined the above mentioned tender enquiry document, including amendment No. -----, dated ----- (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver..... (description of goods and services) in conformity with your above referred document for the sum of \_\_\_\_\_ (total tender amount in figures and words), as shown in the price schedule(s), attached herewith and made part of this tender.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form in terms of GCC clause 6, read with modification, if any, in Section V – “Special Conditions of Contract”, for due performance of the contract.

We agree to keep our tender valid for acceptance for a period upto -----, as required in the GIT clause 19 , read with modification, if any in Section-III – “Special Instructions to Tenderers” or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender upto the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.....

Dated this \_\_\_\_\_ day of \_\_\_\_\_

For and on behalf of  
(With seal)  
Signature

Name  
In the capacity of

(DULY AUTHORISED TO SIGN THE BID)

82

## Section XI: Price Schedule

S.N.	Description	Basic Rate (In Rs.)	Service Tax @....% (In Rs.)	Total (In Rs.)
(A)	(B)	(C)	(D)	(E = C+D)
1.	Lump sum professional fee to be charged  Cost break-up under following categories shall be provided:  a) Fee of consultant/professional charges fee. b) Data Collection Charges. c) Documentation Charges. d) Misc. and contingent charges.			

- (i) We agree to the terms of payment mentioned under clause 15 of Special conditions of contract (SCC) of the tender document.
- (ii) The lump sump fee to be quoted shall include The consultant shall make their own arrangements for the transport, accommodation, TA/DA of their personnel assigned to this project for their field work, visiting SPMCIL unit i.e. ISP Nashik /SPMCIL Corporate office or collecting data from Regional Passport Offices (RPO)/Passport Offices (PO), Immigration Offices, Laboratories, relevant Govt. Department, Research Institutes, individual respondents etc. as may be required in connection with this consultancy work, attending discussions/ meeting/ presentations etc. with concerned authorities
- (iii) Consultancy fees quoted for the work would deem to have included all the incidental cost including documentation charges, cost of collecting data, reports, documents, statistics etc. which would be required to be collected and utilized by the consultant during the course of the assignment and other misc. contingent charges.

**Sign & Seal of the Authorized Signatory of bidder**

(Handwritten signature)



**Section XII: Questionnaire**

The tenderer should furnish specific answers to all the questions/ issues mentioned below. In case a question/ issue does not apply to a tenderer, the same should be answered with the remark "not applicable".

Wherever necessary and applicable, the tenderer shall enclose certified copy as documentary proof/ evidence to substantiate the corresponding statement.

In case a tenderer furnishes a wrong or evasive answer against any of the under mentioned question/ issues, its tender will be liable to be ignored.

1. Brief description and of goods and services offered:
2. Offer is valid for acceptance upto .....
3. Your permanent Income Tax A/ C No. as allotted by the Income Tax Authority of Government of India :  
Please attach certified copy of your latest/ current Income Tax clearance certificate issued by the above authority.
4. Status :
  - a) Are you currently registered with the Directorate General of Supplies & Disposals (DGS&D), New Delhi, and/ or the National Small Industries Corporation (NSIC), New Delhi, and/ or the present SPMCIL and/ or the Directorate of Industries of the concerned State Government for the goods quoted? If so, indicate the date up to which you are registered and whether there is any monetary limit imposed on your registration.
  - b) Are you currently registered under the Indian Companies Act, 1956 or any other similar Act?  
Please attach certified copy(s) of your registration status etc. in case your answer(s) to above queries is in affirmative.
5. Please indicate name & full address of your Banker(s) :
6. Please state whether business dealings with you currently stand suspended/ banned by any Ministry/ Deptt. of Government of India or by any State Govt.

.....  
(Signature with date)

.....  
.....  
(Full name, designation & address of the person duly authorized to sign on behalf of the tenderer)

For and on behalf of

.....  
.....  
(Name, address and stamp of the tendering firm)

84



**Section XIII: Bank Guarantee Form for EMD**

Whereas .....  
(hereinafter called the "Tenderer") has submitted its quotation dated .....  
..... for the supply of .....  
(hereinafter called the "tender")

against SPMCIL's tender enquiry No. ....

Know all persons by these presents that we ..... of  
.....

(hereinafter called the "Bank")

having our registered office at .....

are bound unto .....

(hereinafter called the "SPMCIL")

in the sum of .....

for which payment will and truly to be made to the said SPMCIL, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this..... day of .....20...

The conditions of this obligation are -

- (1) If the Tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the Tenderer having been notified of the acceptance of his tender by SPMCIL during the period of its validity:-
  - a) fails or refuses to furnish the performance security for the due performance of the contract.
  - b) fails or refuses to accept/ execute the contract.

We undertake to pay SPMCIL up to the above amount upon receipt of its first written demand, without SPMCIL having to substantiate its demand, provided that in its demand SPMCIL will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of forty five days after the period of tender validity and any demand in respect thereof should reach the



SPMCIL

Bank not later than the above date.

.....

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

86

*(NOT APPLICABLE)*

**Section XIV: Manufacturer's Authorization Form**

To

.....

.....

(Name and address of SPMCIL)

Dear Sirs,

Ref. Your Tender document No....., dated .....

We, ....., who are proven and reputable manufacturers of ..... (name and description of the goods offered in the tender) having factories at....., hereby authorise Messrs..... (name and address of the agent) to submit a tender, process the same further and enter into a contract with you against your requirement as contained in the above referred tender enquiry documents for the above goods manufactured by us.

We further confirm that no supplier or firm or individual other than Messrs. .... (name and address of the above agent) is authorized to submit a tender, process the same further and enter into a contract with you against your requirement as contained in the above referred tender enquiry documents for the above goods manufactured by us.

We also hereby extend our full warranty, as applicable as per clause of the General Conditions of Contract read with modification, if any, in the Special Conditions of Contract for the goods and services offered for supply by the above firm against this tender document.

Yours faithfully,

.....

.....

*[signature with date, name and designation]*

*for and on behalf of Messrs.....*

*[name & address of the manufacturers]*

*Note: This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.*

87





**Section XV: Bank Guarantee Form for Performance Security**

\_\_\_\_\_ [insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: \_\_\_\_\_ [insert: Name and Address of SPMCIL]

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

PERFORMANCE GUARANTEE No.: \_\_\_\_\_

WHEREAS ..... (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no..... dated ..... to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

We undertake to pay SPMCIL up to the above amount upon receipt of its first written demand, without SPMCIL having to substantiate its demand.

This guarantee will remain in force for a period of forty five days after the currency of this contract and any demand in respect thereof should reach the Bank not later than the above date.

88

.....

(Signature of the authorized officer of the Bank)

.....  
.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

.....

Name and designation of the officer

.....

.....

Seal, name & address of the Bank and address of the Branch





## Section XVI: Contract Form

### (Address of SPMCIL's office issuing the contract)

Contract No..... dated.....

This is in continuation to this office' Notification of Award No..... dated .....

1. Name & address of the Supplier: .....
2. SPMCIL's Tender document No..... dated..... and subsequent Amendment No....., dated..... (If any), issued by SPMCIL
3. Supplier's Tender No..... dated..... and subsequent communication(s) No..... dated ..... (If any), exchanged between the supplier and SPMCIL in connection with this tender.
4. In addition to this Contract Form, the following documents etc, which are included in the documents mentioned under paragraphs 2 and 3 above, shall also be deemed to form and be read and construed as part of this contract:
  - (i) General Conditions of Contract;
  - (ii) Special Conditions of Contract;
  - (iii) List of Requirements;
  - (iv) Technical Specifications;
  - (v) Quality Control Requirements;
  - (vi) Tender Form furnished by the supplier;
  - (vii) Price Schedule(s) furnished by the supplier in its tender;
  - (viii) Manufacturers' Authorisation Form (if applicable for this tender);
  - (ix) SPMCIL's Notification of Award

Note: The words and expressions used in this contract shall have the same meanings as are respectively assigned to them in the conditions of contract referred to above. Further, the definitions and abbreviations incorporated under Section -V - 'General Conditions of Contract' of SPMCIL's Tender document shall also apply to this contract.

5. Some terms, conditions, stipulations etc. out of the above-referred documents are reproduced below for ready reference:
  - (i) Brief particulars of the goods and services which shall be supplied/ provided by the supplier are as under:

Schedule No.	Brief description of goods/ services	Accounting unit	Quantity to be supplied	Unit Price (in Rs.)	Total price
--------------	--------------------------------------	-----------------	-------------------------	---------------------	-------------

Any other additional services (if applicable) and cost thereof: .....

Total value (in figure) \_\_\_\_\_ (In words) \_\_\_\_\_

- (ii) Delivery schedule
- (iii) Details of Performance Security
- (iv) Quality Control
  - (a) Mode(s), stage(s) and place(s) of conducting inspections and tests.
  - (b) Designation and address of SPMCIL's inspecting officer
- (v) Destination and despatch instructions
- (vi) Consignee, including port consignee, if any
- (vii) Warranty clause
- (viii) Payment terms
- (ix) Paying authority

.....

(Signature, name and address of SPMCIL's authorized official)

For and on behalf of.....

Received and accepted this contract

.....

(Signature, name and address of the supplier's executive duly authorized to sign on behalf of the supplier)

For and on behalf of .....

(Name and address of the supplier)

.....

(Seal of the supplier)

Date:

Place:



## Section XVII: Letter of Authority for attending a Bid Opening

(Refer to clause 24.2 of GIT)

The General Manager

Unit Address

Subject: Authorization for attending bid opening on \_\_\_\_\_ (date)  
in the Tender of \_\_\_\_\_.

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of \_\_\_\_\_  
(Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signatures
I.		
II.		
Alternate Representative		
Signatures of bidder or Officer authorized to sign the bid Documents on behalf of the bidder.		

### Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not produced.



Section XVIII: Shipping Arrangements for Liner Cargoes

(NOT APPLICABLE FOR THIS TENDER)

**A: In Respect Of C&F Cif Turnkey/F.O.R. Contracts For Import**

1. (a) **SHIPMENTS FROM PORTS OF U.K. INCLUDING NORTHERN IRELAND (ALSO EIRE), FROM THE NORTH CONTINENT OF EUROPE (GERMANY, HOLLAND, BELGIUM, FRANCE, NORWAY, SWEDEN, DENKARK, FINLAND AND PORTS ON THE CONTINENTAL SEABOARD OF THE MEDITERRANEAN (I.E. FRENCH AND WESTERN ITALINA PORTS), TO PORTS IN INDIA.**

The Seller should arrange shipment of the goods by vessels belonging to the member Lines of the India-Pakistan-Bangladesh Conference. If the Seller finds that the space on the Conference Lines' vessels is not available for any specific shipment, he should take up with India-Pakistan- Bangladesh Conference, Conferity House, East Grinstead, Sussex (U.K.), for providing shipping space and also inform the Shipping Co-ordination Officer, Ministry of shipping & Transport, New Delhi (Cable: TRANSHART, NEW DELHI; Telex: VAHAN ND -2312, 2448 & 3104).

The Sellers should arrange shipment through the Government of India's Forwarding agents, M/ s Schenker & Co. 2000- Hamburg (Cable: SCHENKERCO HAMBURG) or obtain a certificate from them to the effect that shipment has been arranged in accordance with instructions of the Ministry of Shipping & Transport ( TRANSHART), New Delhi

**a) SHIPMENTS FROM ADRIATIC PORTS OF EASTERN ITALY AND YUGOSLAVIA**

The Seller should arrange shipment of the goods by vessels belonging to the following Indian Member lines;

1. The Shipping Corporation of India Ltd.
2. The Scandia Steam Navigation Co. Ltd.
3. Indian Steamship Co. Ltd.

For the purpose of ascertaining the availability of suitable Indian vessels and granting dispensation in the event of their non-availability, the Seller should give adequate notice about the readiness of each consignment from time to time at least six weeks in advance of the required position to M/s Schemer & Co. 2000 HAMBURG (Cable: SCHENKERCO HAMBURG) and also endorse a copy thereof to the Shipping Co-ordination Officer, Ministry of Shipping & Transport, New Delhi (Cable: TRANSHART, NEW DELHI; Telex: VAHAN ND -2312, 2448 & 3104).

The Seller should arrange shipment through the Government of India's Forwarding

93





Agents, M/s Schenker & Co., HAMBURG (Cable: SCHENKERCO HAMBURG) or obtain certificate from them to the effect that shipment has been arranged in accordance with the instructions of the Ministry of Shipping & Transport, (TRANSHART), New Delhi

**(c) SHIPMENTS FROM POLAND & CZECHOSLOVAKIA**

**(i) IMPORTS FROM POLAND**

Shipments under this contract would be made by the National flag lines of the two parties and vessels of third flag conference lines, in accordance with the agreement between the Govt. of the Republic of India and the Govt. of the Polish People's Republic regarding shipping co-operation dated 27.6.1960 as amended up-to-date.

**(ii) IMPORTS FROM CZECHOSLOVAKIA**

Goods under this contract would be shipped by the National flag lines of the two parties and vessels of the third flag conference lines, in accordance with the Agreement on co-operation in Shipping between India and Czechoslovakia signed on 3.11.1978 and ratified on 19.12.1979, as amended up-to-date.

Shipping arrangements should be made by the Sellers in consultation with the Resident Representative of the Indian shipping Lines in Gdynia, C/o Morska Agencja W. Gdyni, Gdyni, ul, Pulaskiego 8, P.O. Box III-10 246; Gdynia (Po-and) - Telex: MAG, PL. 054301, Tel: 207621), to whom details regarding contract number, nature of cargo, quantity, port of loading/discharging, name of Government consignee, expected date of readiness of each consignment etc., should be furnished at least six weeks in advance of the required position, with a copy thereof endorsed to the Shipping Co-ordination Officer, Ministry of Shipping & Transport (Chartering Wing), New Delhi (Cable: TRANSHART, NEW DELHI; Telex: VAHAN ND-2312, 2448 & 3104.).

**(d) SHIPMENTS FROM RUSSIA & OTHER MEMBER COUNTRIES OF C.I.S.**

Shipment under this contract should be made in accordance with the Agreement between the Government of the Republic of India and the Government of the Russia & other member countries of C.I.S. on Merchant Shipping, by vessels of Indo-C.I.S. Shipping Service.

**(e) SHIPMENT FROM JAPAN**

The shipment of goods should be made by Indian vessels to the maximum extent possible subject to a minimum of 50%.

The Seller should arrange shipment of the goods in consultation with the

Embassy of India in Japan, Tokyo, to whom details regarding contract number, nature of cargo, quantity, port of loading/ discharge, name of the Govt. consignee, expected date of readiness of each consignment etc. should be furnished at least six weeks in advance of the required position.

**Note:** The copies of such contracts are to be endorsed both to the Attaché (Commercial), Embassy of India in Japan, Tokyo, and the Shipping Co-ordination Officer, Ministry of Shipping & Transport, New D.

**(f) SHIPMENTS FROM AUSTRALIA, ALGERIA, BULGARIA, ROMANIA, EGYPT**

The Seller shall arrange shipment of the goods by Indian flag vessels to the maximum extent possible subject to a minimum of 50%. For the purpose of ascertaining the availability of suitable Indian vessels, the Seller shall give adequate notice of not less than six weeks about the readiness of each consignment to the Shipping Corporation of India Ltd., SHIPPING HOUSE, 245, Madame Cama Road, Bombay-400 021 (CABLE: SHIPINDIA BOMBAY) and also endorse a copy thereof to the Shipping Coordination Officer, Ministry of Shipping & Transports, New Delhi (Cable: TRANSCHART, NEW DELHI; Telex: VAHAN ND-2312, 2448 & 3.

**(g) SHIPMENTS FROM PAKISTAN**

The shipment of cargoes should be made by Indian vessels to the maximum extent possible subject to a minimum of 50%.

Shipping arrangements should be made by the Sellers in consultation with M/s Mogul Line Ltd. 16- Bank Street, Fort, Bombay-400 023 (Cable: MOGUL BOMBAY; Telex 011-4049 MOGUL), to whom details regarding contract number, nature of cargo, quantity, port of loading/discharging, name of Government consignee, expected date of readiness of each consignment etc. should be furnished at least six weeks in advance of the required position with a copy thereof endorsed to the Shipping Co-ordination Officer, Ministry of Shipping & Transport (Chartering Wing), New Delhi (Cable : TRANSCHART, NEW DELHI ; Telex : VAH-N ND - 2312, 2448 & )

**(h) SHIPMENTS FROM U.S ATLANTIC & GULF PORTS**

The Seller should arrange shipment of the goods by vessels belonging to the member lines of the India-Pakistan-Bangladesh-Ceylon and Burma Outward Fright Conference. If the Seller finds that the space on the Conference Lines vessels is not available for any specific shipment, he should take up with India-Pakistan-Bangladesh-Ceylon and Burma



Outward Fright Conference, 19, Rector Street, New York N.Y 10006 U.S.A. for providing shipping space and also inform the Shipping Co-ordination Officer, Ministry of Shipping & Transport, New Delhi (Cable: TRANSCART, NEW DELHI; Telex: VAH-N ND - 2312, 2448 & 3.

**(i) SHIPMENTS FROM ST. LAWRENCE AND EASTERN CANADIAN PORTS**

The Seller should arrange shipment of the goods by vessels belonging to the following shipping lines:-

- (1) The Shipping Corporation of India Ltd.
- (2) The Scindia Steam Navigation Co. Ltd.

If the Seller finds that the space in vessels of these Lines is not available for any particular consignment, he should inform the Shipping Co-ordination Officer, Ministry of Shipping & Transport, New Delhi (Cable : TRANSCART, NEW DELHI ; Telex : VAH-N ND - 2312, 2448 & 3104) immediately so that dispensation from the shipping lines concerned to use alternative lifting may be so.

**(j) SHIPMENTS FROM WEST COAST PORTS OF U.S.A., CANADA AND OTHER AREAS NOT SPECIFICALLY MENTIONED ABOVE**

The Seller should arrange shipment of the goods by Indian vessels to the maximum extent possible subject to a minimum of 50%. For the purpose of ascertaining the availability of suitable Indian vessel and granting dispensation in the event of their non-availability, the Seller should furnish the details regarding contract number, nature of cargo, quantity, port of loading/discharge, name of the Govt. consignee and expected date of readiness of each consignment etc. to the Shipping Coordination Officer, Ministry of Shipping & Transport, New Delhi (Cable : TRANSCART, NEW DELHI : Telex : VA-ANND - 2312, 2448 & 3104) at least six weeks in advance of the required position.

**2.0 BILL OF LADING**

**(i) C.I.F./C&F TURNKEY SHIPMENTS**

The Bill of lading should be drawn to indicate "Shipper" and "Consignee" as under:-

SHIPPER: The C.I.F./C&F/TURNKEY SUPPLIERS concerned.

CONSIGNEE: As per Consignee's particulars in the contract (The name and address of the "Port Consignee" and "Ultimate Consignee" both should be indicated).

**(ii) F.O.R. SHIPMENTS**

The bills of Lading should be drawn to indicate "Shipper" and "Consignee" as

under:-SHIPPER: The F.O.R. suppliers concerned. CONSIGNEE: Suppliers' Indian Agents on order.

**Note:-**

1. Moreover the name of the "Purchaser" and "Ultimate Consignee" should appear in the body of the Bills of Lading as the "Notify Part" or as a remark.
2. Two non-negotiable copies of the Bills of Lading indicating the freight amount and discount, if any allowed, should be forwarded to the Shipping Co-ordination Officer, Ministry of Shipping and Transport (Chartering Wing), New Delhi after the Shipment of each consignment is effected.
3. The seller should avoid the use of over-aged vessels for the shipment of the goods under the contract and if so used, the cost of additional insurance, if any, shall be borne by the Seller.

**B: In Respect Of F.O.B./F.A.S Contracts For Imports**

1. Shipping arrangements will be made by the Ministry of Shipping and Transport (Chartering Wing), New Delhi (Cable: TRANSCHART, NEW DELHI: Telex: VA-ANND - 2312, 2448 & 3104) through their respective Forwarding Agents/Nominees as mentioned below, to whom adequate notice about the readiness of cargo for shipment should be given by the Sellers from time to time at least six weeks in advance of the required position for finalizing the shipping arrangements

Area	Forwarding Agents/Nominees
(a) U.K. including Northern Ireland (also Eire) the North Continent of Europe (Germany, Holland, Belgium, France, Norway, Sweden, Finland and Denmark) and Ports on the Continental Sea Board of the Mediterranean, (i.e. French and Western Italian ports) and also Adriatic Ports.	M/s Schenker Deutschland AG, Bel den Muehren 5 20457 Hamburg , Germany Telephone No. +49 40 36135-351 Fax No : +49 40 36135-509 E-mail- kay.buedinger@schenker
(b) U.S.A and Canada	M/s OPT, Overseas Project, Transport Inc., 46, Sellers Street, Kearny, N.J. 07032,USA Tel : 201/998-7771 Tel : 573-3586 Fax : 201/998-78
(c) Japan	The First Secretary (Commercial) Embassy of India, Tokyo, Japan, (Cable : INDEMBASSY TOKYO) Telex : INDEMBASSY J 24850, Telephone - 262 - 2391



(d) Australia, Algeria, Bulgaria, Romania, Czechoslovakia, Egypt.	The Shipping Corporation of India Ltd., 'Shipping House' 229/232 Madame Cama Road, Bombay - 400021 (Cable : SHIP INDIA BOMBAY) Telex : 31-2209 SCID IN Telephone: 232666, 232785.
(e) Russia & other member countries of C.I.S.	The Secretaries, Indo-C.I.S. Shipping Service, C/o The Shipping Corporation of India Ltd., 'Shipping House' 245, Madame Cama Road, Bombay - 400021. (Cable : SHIP INDIA BOMBAY F OR SOVIND SHIP) Telex : 31-2209 SCID IN Telephone : 23
(f) Poland	The Secretaries, Indo-Polish Shipping Service, C/o The Shipping Corporation of India Ltd., 'Shipping House' 245, Madame Cama Road, Bombay - 400021. (Cable : SHIP INDIA BOMBAY FOR INDOPOL) Telex : 31-2209 SCID IN Telephone : 23
(g) Pakistan	The Mogul-Line Ltd., 16, Bank Street, Fort Bombay - 400023 (Cable : MOGUL BOMBAY) Telex : 011 -4049 (MOGUL) Telephone : 252785 II
(h) Other areas not specifically mentioned above	The Shipping Co-ordination Officer, Ministry of Shipping and Transport, (Chartering Wing), New Delhi. (Cable : TRANSCART, NEW DELHI) Telex : VAHAN ND 2312,2448 & 3104

## 2. BILL OF LADING

The Bill of Lading should be drawn to indicate 'Shipper' and 'Consignee' as under:-

**SHIPPER:** The Government of India.

**CONSIGNEE:** "As per consignee's particulars in the contract. (The name and address of the 'Port Consignee' and 'Ultimate Consignee' should both be indicated.)"

3. Two non-negotiable copies of the Bills of Lading indicating the freight amount and discount, if any allowed, should be forwarded to the Shipping Co-ordination Officer, Ministry of Shipping and Transport (Chartering Wing), Parivahan Bhawan, New Delhi after the Shipment of each consignment is effected.
4. The Seller should avoid the use of over-aged vessels for the shipment of the goods under the contract and if so used, the cost of additional insurance, if any, shall be borne by the Seller.



## SECTION XIX: Proforma of Bills for Payments

(Refer Clause 22.6 of GCC)

Name and Address of the Firm.....

Bill No.....Dated.....

Purchase order.....No.....Dated.....

Name and address of the consignee.....

S.No	Authority for purchase	Description of Stores	Number or quantity	Rate Rs. P.	Price per Rs. P.	Amount
Total						

1. C.S.T./Sales Tax Amount
2. Freight (if applicable)
3. Excise Duty (if applicable)
4. Packing and Forwarding charges (if applicable)
5. Others (Please specify)
6. PVC Amount (with calculation sheet enclosed)
7. (-) deduction/Discount
8. Net amount payable (in words Rs.)

Despatch detail RR No. other proof of despatch.....

Dated.....(enclosed)

100



Inspection Certificate No.....Dated.....(enclosed)

Income Tax Clearance Certificate No.....Dated.....(enclosed)

Modvat Certificate No.....(enclosed)

Excise Duty Gate pass.....(enclosed)

Place and Date

Received Rs.....(Rupees).....

I hereby certify that the payment being claimed is strictly in terms of the contract and all the obligations on the part of the supplier for claiming that payment has been fulfilled as required under the contract.

Revenue stamp

Signature and of Stamp Supplier

101

## LIST OF PASSPORT OFFICES (RPO/PO)

1.	Shri M.D.Antani, IPS Opp. L.D. Engg. College Hostel, Gulbai Tekra, Ahmedabad-6. Phone : 079-26309103/04,26300603 Fax : 079-26309118 Email : <a href="mailto:rpo.ahmedabad@mea.gov.in">rpo.ahmedabad@mea.gov.in</a>
2.	Shri J.S.Sodhi Passport Officer SCO No110, Raj Tower Distt. Shopping Centre Ranjit Avenue, Amritsar Phone : 0183-2502104 Fax : 0183-2502108 Email : <a href="mailto:rpo.amritsar@mea.gov.in">rpo.amritsar@mea.gov.in</a>
3.	Shri R. Ravindra , RPO 80 Feet Road, 8 <sup>th</sup> Block, Koramangala Bangalore Phone : 080-25706100/ 6101/ 6102/ 25781506/ PACC-Mangalore 2445980/ 2442273 Fax : 080-25706124 Email : <a href="mailto:rpo.bangalore@mea.gov.in">rpo.bangalore@mea.gov.in</a>
4.	Shri. Hans Raj BDA Building Nainital Road Izatnagar, Bareilly-243001 Phone : 0581-2546041 / 2549048/ 2547114 Fax : 0581-2543250 Email : <a href="mailto:rpo.bareilly@mea.gov.in">rpo.bareilly@mea.gov.in</a>
5.	Shri.R. A. Dhone, Passport Officer Gangotri Complex 2 <sup>nd</sup> Floor, TT Nagar Bhopal-462003 Phone : 0755-2774278 / 2774277 Fax : 0755-2774276 Email : <a href="mailto:rpo.bhopal@mea.gov.in">rpo.bhopal@mea.gov.in</a>
6.	Smt. Padma Mohanti, Passport Officer, A-17/12, Surya Nagar, Unit VII, Bhubaneswar-751003 Phone : 0674-2533831/2393991 Fax : 0674-2394005 Email : <a href="mailto:rpo.bbwr@mea.gov.in">rpo.bbwr@mea.gov.in</a>

102



7.	Shri. Vitul Kumar, Regional Passport Officer, SCO-8-32, Sector-34-A Chandigarh-160022 Phone : 0172-2606889 / 2624989,2624988 / 2624987,2623209, Fax : 0172-2601863, Email : <a href="mailto:rpo.chandigarh@mea.gov.in">rpo.chandigarh@mea.gov.in</a>
8.	Smt. Sumathi Ravichandran, RPO, 26 Haddows Road Shastri Bhavan Nungambakkam Chennai-600034 Phone 044-28203592/593/594 28240696 / 28219944/28206253: Fax : 044-28252767 Email : <a href="mailto:rpo.chennai@mea.gov.in">rpo.chennai@mea.gov.in</a>
9.	Shri. G. Raveendran, RPO, Passport Office Building, Panampilly Nagar PO., Cochin-682036 Phone : 0484-2314041,2315152 2312607 2322660 Fax : 0484-2310915 Email : <a href="mailto:rpo.cochin@mea.gov.in">rpo.cochin@mea.gov.in</a>
10.	Sh Jai Kumar, Actg Passport Officer, 12 New Road, Aroma Hotel, Dehradun Phone : 0135-2652165,2652162 Fax : 0135-2652161 Email : <a href="mailto:rpo.dehradun@mea.gov.in">rpo.dehradun@mea.gov.in</a>
11.	Shri. V. Mahalingam, Hudco Trikoot-3 Bhikaji Cama Place R.K.Puram New Delhi-110066 Phone : 011-26166292/ 26192409/26174331/ 26174417/26174132/26174180 Fax : 011-26165870/26161783 Email : <a href="mailto:rpo.delhi@mea.gov.in">rpo.delhi@mea.gov.in</a>
12.	Shri. Amrendra Kumar Sengar, Passport Officer, CGO Complex, Hapur Chungi, Ghaziabad Phone : 95120-2721779, 2721876 Fax : 95120-2782770 Email : <a href="mailto:rpo.ghaziabad@mea.gov.in">rpo.ghaziabad@mea.gov.in</a>
13.	Shri. T. Armstrong Changsan, RPO Rani Bagan Basistha Road 3 <sup>rd</sup> Byelane Guwahati-781028 Phone : 0361-2260101,2264841 Fax : 0361-2260101 Email : <a href="mailto:rpo.guwahati@mea.gov.in">rpo.guwahati@mea.gov.in</a>

103



14.	<p>Shri. B.Balabhaskar, RPO, D.No.8-2-215 to 219 Kummarguda Secunderabad 500003 Phone : 040-27715333/27716149/ 27715115/27704414/ 27708585/4646/4689/4747 Fax : 040-27705656 Email : rpo.hyderabad@mea.gov.in</p>
15.	<p>Shri. Shrawan Kumar Verma, Passport Officer, J-14 Industrial Area Jhalana Dungri Jaipur Phone : 0141-2702515,2710884,2221250 Fax : 0141-2710219 Email : rpo.jaipur@mea.gov.in</p>
16.	<p>Shri. A.K. Mahajan, Passport Officer, 2<sup>nd</sup> &amp; 3<sup>rd</sup> Floor Ambika Tower, Police Line Road, Jalandhar. Phone : 0181-2223278,2223274,2452601, 2225991 Fax : 0181-2236567/2452352 Email : rpo.jalandhar@mea.gov.in</p>
17.	<p>Shri K K Verma, Actg. PO Aukaf Trust Bldg Gandhi Nagar Jammu-180004 Phone : 0191-2433359,2451085,2223278 Fax : 0191-2435279 Email : rpo.jammu@mea.gov.in</p>
18.	<p>Shri R Chattopadhyay, Actg. RPO 4 Brabourne Road Kolkata - 700001 Phone : 033-22254893, 22254084 Fax : 033-22254762 Email : rpo.kolkata@mea.gov.in</p>
19.	<p>Shri B Sreekumar , Passport Officer Bye Pass Road Ernhipalam PO Kozhikode-673006 Phone : 0495-2768869/2769139//2767789/2766936 Fax : 0495-2765470 Email : rpo.kozhikode@mea.gov.in</p>
20.	<p>Shri S.Z.H.Zaidi, RPO Nav Chetna Kendra 10 Ashok Marg Lucknow-226001 Phone : 0522-2287125,2287126, 2286846,2287130 Fax : 0522-2287129 Email : rpo.lucknow@mea.gov.in</p>

104



21.	<p>Shri K.Muraleedharan Actg. Passport Officer Intercity Arcade Down Hill Post Malappuram-676519 Kerala. Phone : 0483- 2739701/2739702/273703/2739704 Fax : 0483-2739705 Email : rpo.malappuram@mea.gov.in</p>
22.	<p>Shri Vinoy Kumar Choubey, Regional Passport Officer, Manish Commercial Centre 216-A, Dr. Annie Besant Road, Worli, Mumbai-400025. Phone : 022-24932699, 24931731,249355, 24935722,24931522, 24975434 Fax : 022-24935275/ 24935812 Email : rpo.mumbai@mea.gov.in</p>
23.	<p>Shri N P Keny, Actg. Passport Officer, CGO Complex, B Block, Saminary Hills Nagpur (MS) 440006. Phone : 0712-2510646 2511741/2511742 Fax : 0712-2511740 Email : rpo.nagpur@mea.gov.in</p>
24.	<p>Shri B.S.Rokade Actg. PO Passport Bhavan 13-A, EDC Complex Patto Plaza Panaji, Goa-403001 Phone : 0832-2437601,2437602 2437877 Fax : 0832-2437603 Email : rpo.goa@mea.gov.in</p>
25.	<p>Shri Anand Kumar (IRAS) Passport Officer, D-Block, Maurya Lok Complex Patna. Phone : 0612-2223267,2227943.2297377,2210944, 2207378 Fax : 0612-2227972 Email : rpo.patna@mea.gov.in</p>
26.	<p>Shri T D Sharma Actg. Passport Officer, MSFC Building, 270 Bhamburda, S.B.MargOpp. Symbiosys College, Pune Phone : 020-25675421-22, 25679962/ 25675419 Fax : 020-25679961 Email : rpo.pune@mea.gov.in</p>
27.	<p>Shri Amarjinus Lakra Actg. Passport Officer, Sector-4, Pt. Deen Dayal Uppadhyay Nagar, Raipur Phone : 0771-2263921/2263922 Fax : 0771-2263923 Email : rpo.raipur@mea.gov.in</p>



105

28.	<p>Shri Herman Lakra Actg. Passport Officer, E-59, Sector-II HEC colony PO Dhurwa Distt. RANCHI Jharkhand Phone : 0651-2443608 2444044,2443607 Fax : 0651-2442840 Email : rpo.ranchi@mea.gov.in</p>
29.	<p>Shri B.M.Sharma PO Railway Board Building, IInd Floor Shimla Phone : 0177-2808942, 2658648, 2652395 Fax : 0177-2658648 Email : rpo.shimla@mea.gov.in</p>
30.	<p>Shri B S Manavalan Passport Officer, Hotel Lake Breeze Boulevard Road Srinagar Phone : 0194-2452405,2451193, 2451401,2451203 2135472 Fax : 0194-2451224 Email : rpo.srinagar@mea.gov.in</p>
31.	<p>Shri P S Kharadi Passport Officer APMC Market Poona Kumbharia Road PO Dumbhal Surat Phone : 0261-2331861-862 Fax : 0261-2331863 Email : rpo.surat@mea.gov.in</p>
32.	<p>Shri S Y Chavan Passport Officer, Vardhan Building, MIDC Wagle Estate Thane Phone : 022-25837803/ 25829855/ 25832818 Fax : 022-25829434 Email : rpo.thane@mea.gov.in</p>
33.	<p>Shri S.Balachandran Passport Officer, W.B.Road Trichirappalli-620008. Phone : 0431-07203-04/27000699,2707011, 2716836,2708225 Fax : 0431-2707515 Email : rpo.trichy@mea.gov.in</p>
34.	<p>Shri Balachandran Nair , Passport Officer, SNSM Building Karalkada Junction, Kaithamukku Trivandrum-695024 Phone : 0471-2460132 Fax : 0471-2461132 Email : rpo.trivandrum@mea.gov.in</p>



35.	<p>Shri V.S.D.L.Surendra ,          PO, 43-11-20/ABC,          Subbalakshmi Nagar          Visakhapatnam-530016          Andhra Pradesh          Phone 0891-2745746,2745747;          Fax : 0891-2745748          Email : <a href="mailto:rpo.vizag@mea.gov.in">rpo.vizag@mea.gov.in</a></p>
36.	<p>Shri.S.SASIKUMAR, IFS          Passport Officer / Chief Information Officer          Passport Office,          First Floor, Corporation Commercial Complex,          Opp. Thandumariamman Koil,          Avinashi Road, Coimbatore - 641018          telephone: 0422-2301415          Fax No. : 0422-2306660</p>
37.	<p><b>Shri. Jose K. Mathew,</b>  <b>Passport Officer</b>          Bharathi Ula Veethi,          Race Course Road,          Madurai-625 002.          Telephone No. : 0452-2521205          Fax No. : 0452-2522070          E-mail : <a href="mailto:rpo.madurai@mea.gov.in">rpo.madurai@mea.gov.in</a>          Enquiry : 0452-2520794/95/96          Web-Site: <a href="http://www.passport.gov.in">http://www.passport.gov.in</a></p>

