

Corrigendum - I

Following addition/ deletion/ modification(s) have been made to the Request for Proposal (RFP) for Selection of Service Operator to Operate, Maintain and Manage Sewa Kendras in the State of Punjab published on 11th November 2015

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
Corrigendum I (VOLUME I) starts here				
1.	I/2/Point I.	The information contained in this Request for Proposal (RFP) or subsequently provided to the Bidders (whether verbally or in documentary or any other form by or on behalf of the Punjab State e Governance Society (PSeGS) or any of their Employees or Advisers) is provided to the Bidders on the Terms & Conditions set out in this RFP and such other Terms & Conditions subject to which this information is provided.	Modification	<p>Clause to be read as:</p> <p>The information contained in this Request for Proposal (<u>“RFP”, which inter-alia includes Vol. I, Vol. II & Vol. III</u>) or subsequently provided to the Bidders (whether verbally or in documentary or any other form by or on behalf of the Punjab State e Governance Society (PSeGS) or any of their Employees or Advisers) is provided to the Bidders on the Terms & Conditions set out in this RFP and such other Terms & Conditions subject to which this information is provided.</p>
2.	I /2/III	This RFP includes statements, which reflect various assumptions and assessments arrived at by the PSeGS	Modification	<p>Clause to be read as:</p> <p>This RFP includes statements, which</p>

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		in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.		reflect various assumptions and assessments arrived at by the PSeGS in relation to the Project. Such assumptions, assessments and statements do not purport to contain <u>any or all</u> the information that each Bidder may require. <u>Forward-looking statements in the RFP are based on certain assumptions and expectations of future events. PSeGS does not guarantee that these assumptions and expectations are accurate or will be realized. The actual results, performance or achievements, could thus differ materially from those projected in any such forward-looking statements. PSeGS assumes no responsibility to publicly amend, modify or revise any forward looking statements, on the basis of any subsequent developments, information or events, or otherwise.</u>
3.	I/3/VII	The PSeGS shall not be held liable for any defects arising from negligence on part of any bidder in	Modification	Clause to be read as: The PSeGS shall not be held liable for any

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		misunderstanding/misinterpreting the contents of this RFP.		<u>loss or damage caused to any of the bidder (or to any of the related third party) due to reliance on</u> the contents of this RFP.
4.	1/3/X	The PSeGS reserves the right to reject any or all the proposals received by it without assigning any reasons whatsoever.	Modification	<p>Clause to be read as:</p> <p><u>PSeGS reserves the right to change the basis of or the procedure (including the timetable) relating to the bid process, discontinue the bid process, reject any, or all, of the Bidders, not to invite a Bidder to proceed further, not furnish a Bidder with additional information or to scrap this bid and recall fresh bids, without assigning any reasons whatsoever.</u></p>
5.	I/ 5/1.1	This Request for Proposal (RFP) is being released by Punjab State e Governance Society (herein after referred as “PSeGS”), a society set up under the aegis of Department of Governance Reforms, Government	Modification	<p>Clause to be read as:</p> <p>This Request for Proposal (RFP) is being released by Punjab State e Governance Society (herein after referred as “PSeGS”), a society set up under the aegis of Department of Governance Reforms,</p>

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		of Punjab. The PSeGS has been appointed as the nodal agency for implementation of the Sewa Kendras across urban and rural areas of Punjab.		Government of Punjab. The PSeGS has been <u><i>appointed by the Government of Punjab</i></u> , as the nodal agency for implementation of the Sewa Kendras across urban and rural areas of Punjab.
6.	I/5/1.4	This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PSeGS with the preferred/successful bidders. The Department of Governance Reforms, Government of Punjab will be a confirming signatory to the formal contractual agreement.	Modification	<p>Clause to be read as:</p> <p>This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation <u><i>of PSeGS</i></u> whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PSeGS with the <u><i>selected</i></u> bidder(s). The Department of Governance Reforms, Government of Punjab will be a confirming signatory to the formal contractual agreement.</p>

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7.	I/7/3.1	The State of Punjab is spread over 50,362 square kilometers. It is administered through 4 divisions and 22 districts. The population, as per 2011 census, is 2,77,43,338 and it is increasing at the rate of 13.89 % per decade. There are 10 big cities which are administered by municipal corporations. The remaining 153 towns/cities are administered through municipal committees/councils and nagar panchayats. There are 12,673 census villages in the State.	Modification	<p>Clause to be read as:</p> <p>The State of Punjab is spread over 50,362 square kilometers. It is administered through <u>5</u> divisions and 22 districts. The population, as per 2011 census, is 2,77,43,338 and it is increasing at the rate of 13.89 % per decade. There are 10 big cities which are administered by municipal corporations. The remaining 153 towns/cities are administered through municipal committees/councils and nagar panchayats. There are 12,673 census villages in the State.</p>
8.	I/7/3.1	The objective of Government of Punjab is to facilitate citizens to avail all Government to Citizens services (G2C) anytime, anywhere in	Modification	<p>Clause to be read as:</p> <p>The objective of Government of Punjab is to facilitate citizens to avail all</p>

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		<p>a hassle free, transparent and time-bound manner. The proposed Sewa Kendras will work as the front end for delivering citizen centric services. In the event of delivering citizen centric services online, these centers shall also facilitate citizens to avail services through internet or other dedicated network.</p> <p>State has felt immediate need to take a holistic approach to leverage the available Information & Communication Technological (ICT) advantages. Growing penetration of smart phones, easy availability of secure & reliable internet, Wi-Fi, Wimax & cloud computing has transformed the significance of communication. Since, ICT is dynamic, it is important to exploit the innovative ways of service delivery. For this purpose following legislative, administrative &</p>		<p>Government to Citizens services (G2C) anytime, anywhere in a hassle free, transparent and time-bound manner. The proposed Sewa Kendras will work as the front end for delivering citizen centric services. <u>While</u> delivering citizen centric services online, these centers shall also facilitate citizens to avail services through internet or other dedicated networks.</p> <p><u>Government of the State of Punjab</u> has felt immediate need to take a holistic approach to leverage the available Information & Communication Technological (ICT) advantages. Growing penetration of smart phones, easy availability of secure & reliable internet, Wi-Fi, Wimax & cloud computing has transformed the significance of communication. Since, ICT is dynamic, it is important to exploit the innovative ways of service delivery. For this purpose following legislative, administrative & institutional framework measures have already been</p>

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		institutional framework measures have already been taken by the State:-		<u>implemented</u> by the State:-
9.	I/14/4.1		Modification	The table for tentative zone wise numbers of sewa kendra as provided on page 14 of the RFP stands revised. The revised table is provided in Annexure 'A' of this corrigendum.
10.	I/18/4.10.c	The overall service delivery framework of Sewa Kendra would be mix-match of delivery of services which are ready for e-service delivery and others which still involve some manual intervention and may be made electronic at a later stage. In view of this, the Sewa Kendras would use the State Portal for delivery of services to the citizens. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments	Modification	Clause to be read as: The overall service delivery framework of Sewa Kendra would be <u>hybrid</u> of delivery of services which are ready for e-service delivery and others which still involve some manual intervention and may be made electronic at a later stage. In view of this, the Sewa Kendras would use the State Portal for delivery of services to the citizens. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not

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		/services which are still not available on State Portal links to their applications shall be provided. However even for these services the basic information about the citizen & the service shall be captured. The detailed requirements for each of the service and its delivery shall be finalized by the Service Operator with PSeGS.		available on State Portal links to their applications shall be provided. However even for these services the basic information about the citizen & the service shall be captured. The detailed requirements for each of the service and its delivery shall be finalized by the Service Operator with PSeGS.
11.	I/19/5.1.a	Service Operator will procure and supply brand new hardware and related software, networking infrastructure items of the same make and model across all the centers in order to maintain uniformity and standardization. In addition, the Service Operator will also be responsible for all updates, patches, service packs etc. for the entire duration of contract period. This shall be based on Service	Modification	<p>Clause to be read as:</p> <p><u>Service Operator will procure and supply brand new hardware and related software, networking infrastructure items of the same make and model across all the centers in order to maintain uniformity and standardization. In addition, the Service Operator will also be responsible for all updates, patches, service packs etc. for the entire duration of contract period. The Service Operator</u></p>

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		Operator's own assessment to meet all the project requirements including Service Performance Levels as specified in this RFP and shall be subject to following minimum bill of materials:		<u>will be responsible for all type of accessories/peripherals/components/cables/sockets/drivers etc. for all hardware items provided by service operator for smooth functioning of equipments during the contract period at their own cost. The Service Operator shall make their own assessment to meet all the project requirements including Service Performance Levels as specified in this RFP and shall be subject to following minimum bill of materials:</u>
12.	I/26/5.1.e. ii	The fee or financial transaction management at Sewa Kendras / SUWIDHA Centers includes collection of money in the form of cash and other modes of payment from the citizens and its safe custody, deposit, accounting and reconciliation. The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques, debit	Modification	<p>Clause to be read as:</p> <p>The fee or financial transaction management at Sewa Kendras / SUWIDHA Centers includes collection of money in the form of cash and other modes of payment from the citizens and its safe custody, deposit, accounting and reconciliation. The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques, debit</p>

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		<p>cards, credit cards etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project. The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time. In case of any payments received through cheque where any clearing time is involved, SLA shall not be linked to such clearing time. Service Operator shall only be responsible for deposit of financial instruments in the Bank and not for its clearing. The payments mode such as debit/credit card and online transactions using payment gateway shall be initiated as and when intimated by PSeGS. Also the required transaction terminals for debit & credit card shall be provided by PSeGS.</p>		<p>cards, credit cards etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project. The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time. In case of any payments received through cheque where any clearing time is involved, SLA shall not be linked to such clearing time. Service Operator shall only be responsible for deposit of financial instruments in the Bank and not for its clearing, <u>except where clearing is affected/delayed due to delay/negligence on part of the Service Operator.</u> The payments mode such as debit/credit card and online transactions using payment gateway shall be initiated as and when intimated by PSeGS. Also the required transaction terminals for debit & credit card shall be provided by PSeGS. <u>It is clarified that the Service Operator shall comply with all the applicable laws</u></p>

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				<u>while collecting, accepting and depositing the money at the Sewa Kendras.</u>
13.	I/26/5.1.d		Addition	The following clause has been added as vi. <u>The qualification criteria as set out in the RFP Volume I Clause 5.1.c.vii (including any applicable modification through corrigendum (s) shall not be applicable for the existing SUWIDHA manpower which will be taken over by the Service Operator on AS-IS WERE IS basis.</u>
14.	I/29/5.2.a.viii	Payment gateway integration of department specific applications will be done by their respective system integrators. However, in future if there's need to integrate payment gateway with State Portal, the payment gateway will be provided and integrated by PSeGS.	Modification	Clause to be read as: Payment gateway integration of department specific applications will be done by their respective system integrators. However, in future if there's need to integrate payment gateway with State Portal, the payment gateway will be

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		In such case, the cost of transaction related to payment gateway will be borne by citizens.		provided and integrated by PSeGS. In such case, the cost of <u>integration will be borne by PSeGS</u> and cost related to transactions using Payment gateway will be borne by citizens.
15.	I/29/5.2.ix	<p>Service Operator will provide operation & maintenance services for all ICT infrastructure available at Sewa Kendras for entire tenure of contract. The operation & maintenance of ICT infrastructure shall include:</p> <ul style="list-style-type: none"> •Maintenance of hardware, software, networking components at Sewa Kendras whether supplied by Service Operator or PSeGS • Installation, configuration, maintenance including upgrades/updates of system software, any other software, etc. 	Modification	<p>Clause to be read as:</p> <p>Service Operator will provide operation & maintenance services for all ICT infrastructure available at Sewa Kendras for entire tenure of contract. The operation & maintenance of ICT infrastructure shall include:</p> <ul style="list-style-type: none"> •Maintenance of hardware, software, networking components at Sewa Kendras whether supplied by Service Operator • Installation, configuration, maintenance including upgrades/updates of system software, any other software, etc. • Up-keep of ICT infrastructure to meet

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		<ul style="list-style-type: none"> • Up-keep of ICT infrastructure to meet the requirements of quality of service. • Resolving any bug/damage/issue in hardware, software and networking components. 		<p>the requirements of quality of service.</p> <ul style="list-style-type: none"> • Resolving any bug/damage/issue in hardware, software and networking components.
16.	I/31/5.2.a. xix	Service Operator will ensure whitewash/paint of Sewa Kendras at the end of 3rd year of the contract.	Modification	<p>Clause to be read as:</p> <p>Service Operator will ensure whitewash/paint of Sewa Kendras at the end of 3rd year of the contract, <u>at its cost.</u></p>
17.	I/32/5.2.a. xxviii	Service Operator shall ensure any other provision required to operate Sewa Kendras as per requirement of the project.	Modification	<p>Clause to be read as:</p> <p>Service Operator shall ensure <u>availability of</u> all other <u>equipments</u> required to operate Sewa Kendras as per requirement of the project, <u>save where the same has been excluded or has to be provided by PSeGS.</u></p>

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18.	I/33/5.2.b	Transfer of ownership of Sewa Kendras assets Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract at zero value in working condition and acceptable to PSeGS.	Modification	<p>Clause to be read as:</p> <p>Transfer of ownership of Sew a Kendras assets Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract at a nominal value of Rs one <u><i>in working condition and acceptable to PSeGS. No payment would be made in respect on assets existing in the Sewa Kendras at the time of their handover to the Service Operator, which shall be returned to PSeGS free of cost.</i></u></p>

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19.	I/34/6.1.i	Adherence to labor laws and/or other related laws.	Modification	Clause to be read as: Adherence to labor laws and/or other <u>applicable</u> laws.
20.	I/37/6.1		Addition	The following clause has been added as ee. <u>All works which are incidental to or required to perform the above mentioned role and responsibilities, except as expressly excluded hereunder.</u>
21.	I/39/6.3	As owner of the project, the role of PSeGS in the successful implementation of this project includes discharging the following responsibilities:	Modification	Clause to be read as: As owner of the project, the role of PSeGS in the successful implementation of this project <u>shall mean</u> discharging the following responsibilities:
22.	I/39/6.3		Addition	The following clause has been added as i. <u>Other responsibilities/obligations, as expressly identified herein.</u>

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23.	I/41/8	<p>The Service Operator is allowed to sub-contract any of the project activity except the work relating to day to day operations of Sewa Kendras. Service Operator shall not sub-contract any work related to the project without prior written consent of PSeGS. Service Operator shall provide the list and scope of activities planned to be sub-contracted in their proposal. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities; statutory and otherwise, concerning the sub-contractors. The Service Operator shall undertake to indemnify the PSeGS or its nominated agencies from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign and enter into further secondary sub-contract</p>	Modification	<p>Clause to be read as:</p> <p>The Service Operator is allowed to sub-contract any of the project activity except the work relating to day to day operations of Sewa Kendras. Service Operator shall not sub-contract any work related to the project without prior written consent of PSeGS. Service Operator shall provide the list and scope of activities planned to be sub-contracted in their proposal. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities; statutory and otherwise, concerning the sub-contractors. The Service Operator shall undertake to indemnify the PSeGS or its nominated agencies from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign and enter into further secondary sub-contract for any of the work to be carried out by the sub-contractor.</p>

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		for any of the work to be carried out by the sub-contractor.		<u>Notwithstanding the fact that the permission of the sub-contracting has been provided by PSeGS, the primary responsibility for completion of the sub-contracted work will be of the Service Operator.</u>
24.	I/59/Annexure 2	3. Scanner	Modification	Revised specifications of scanner are at Annexure 'B' of this corrigendum.
25.	I/77/Annexure 3	Against this backdrop, it will be incumbent upon the selected Service Provider to design suitable front-end applications to deliver the entire set of 223 services as identified by the Department of Governance Reforms. These services involve considerable transaction volumes and will provide a critical mass for making a significant impact on the lives of ordinary citizens.	Modification	<p>Clause to be read as:</p> <p>Against this backdrop, a suitable front-end applications shall be developed deliver the entire set of 223 services as identified by the Department of Governance Reforms. These services involve considerable transaction volumes and will provide a critical mass for making a significant impact on the lives of ordinary citizens.</p>

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Corrigendum I (VOLUME II) starts here				
26.	II/4/SR.No 10	Means pre-qualification checklist stated in Annexure IIF of this RFP	Modification	Clause to be read as: Means pre-qualification checklist stated in Annexure II-B of this RFP
27.	II/6/2 Glossary Row 1	Applicable Laws: All laws, brought into force and effect by Government of India or the Government of Punjab, including rules, regulations and notifications made thereunder, and judgments, decrees, injunctions, writs and orders of any court of record, applicable to this RFP.	Modification	Clause to be read as: Applicable Laws: Includes any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law approval.
28.	II/6/2 Glossary Row 10	Control- with respect to a person, shall mean: (i) possession (whether directly or indirectly) of the power to exercise 50% or more of the voting rights attached to	Modification	Clause to be read as: (i) possession (whether directly or indirectly) of the power to exercise 50% or more of the voting rights attached to the Equity of such person; and/or

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		<p>the Equity of such person;</p> <p>(ii) beneficial ownership (whether directly or indirectly) of 50% or more of the Equity in such person; or</p> <p>(iii) direct or indirect control over the management, policies or affairs of such person by contract or otherwise.</p>		<p>(ii) beneficial ownership (whether directly or indirectly) of 50% or more of the Equity in such person; and/or</p> <p>(iii) power to direct or indirect control over the management, policies or affairs of such person, including right to appoint majority of directors, by contract or otherwise.</p> <p>(iv) and the term ‘Controlled’ has to be construed accordingly.</p>
29.	II/6/2 Glossary		Addition	<p>The following clause has been added as row 26:</p> <p>Associate- Shall have the meaning ascribed to it in clause 4.19.2(e)</p>
30.	II/7/2 Glossary	Net worth	Addition	<p>The following clause has been added as Row 27:</p> <p>shall mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities</p>

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				premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation.
31.	II/7/2 Glossary Row 21	RFP Document	Modification	<p>Clause to be read as:</p> <p>Means the RFP document (Vol I, Vol II & Vol. III) issued by the PSeGS on 11.11.2015 for appointment of the Service Operator for operation, maintenance and managing the Sewa Kendras.</p> <p>Without prejudice, the RFP Document shall include all addenda/corrigendums issued by the PseGS, any written responses of queries, mails and any other documents (to the extent expressly identified as forming part of the RFP) made available by the PseGS to the Bidders from time to</p>

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				time during the Bidding Process including the Contract
32.	II/9/3.4	No commitment of any kind, contractual or otherwise shall exist on part of PSeGS unless and until the Contract is executed by or on behalf of the PSeGS. Any notification of Successful Bidder by the PSeGS shall not give rise to any enforceable rights by the Bidder. The PSeGS may cancel this Bidding Process at any time prior to execution of the Contract being executed by or on behalf of the PSeGS. Provided that the foregoing shall not prejudice any Bid submitted by the Bidder, which shall remain valid and binding on the Bidder for entire duration as specified under the RFP (i.e. the entire Bid Validity Period).	Modification	<p>Clause to be read as:</p> <p>No commitment of any kind, contractual or otherwise shall exist on <u>part of PSeGS</u> unless and until the Contract is executed by or on behalf of the PSeGS. Any notification of Successful Bidder by the PSeGS shall not give rise to any enforceable rights by the Bidder. The PSeGS may cancel this Bidding Process at any time prior to execution of the Contract being executed by or on behalf of the PSeGS. <u>Provided that the foregoing shall not prejudice any Bid submitted by the Bidder, which shall remain valid and binding on the Bidder for entire duration as specified under the RFP (i.e. the entire Bid Validity Period).</u></p>
33.	II/11/4.2.1	Bidders are encouraged to submit their respective Bids after visiting	Modification	<p>Clause to be read as:</p>

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		the Punjab Government Departments and offices, existing SUWIDHA Centres/Field officers etc. ("Department and Offices") and ascertaining themselves the location, surrounding, utilities and existing system in such offices, availability of power, water and other utilities or any other matter relevant for development, condition of existing assets, human resource availability, Applicable Laws, applicable permits and regulations, and any other matter considered relevant by them.		Bidders are encouraged to submit their respective Bids after visiting the Punjab Government Departments and offices, existing SUWIDHA Centres/Field officers etc. ("Department and Offices") and ascertaining themselves the location, surrounding, utilities and existing system in such offices, availability of power, water and other utilities or any other matter relevant for development, condition of existing assets, human resource availability, Applicable Laws, applicable permits and regulations, and any other matter considered relevant by them. <u>Any bid submitted shall be deemed to take into account all such factors.</u>
34.	II/15/4.14. h.(c).	If the Bidder has a Conflict of Interest or if a Bidder or its Associates have engaged any legal, financial or technical adviser of the PSeGS in breach of Clause 4.19.2 (c)	Modification	<p>Clause to be read as:</p> <p>If the Bidder has a Conflict of Interest or if a Bidder or its Associates have engaged any legal, financial or technical adviser of</p>

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		;		the PSeGS in breach of Clause 4.19.2 c) & d);
35.	II/17/4.19.2c.i	i. the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than five percent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, as the case may be, is less than five per cent of	Modification	Clause to be read as: i. the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than five percent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, as the case may be, is less than five per cent of the paid up and subscribed share capital thereof;

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		<p>the paid up and subscribed share capital thereof; provided further that this disqualification shall not apply to a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act 1956. For the purposes of this <u>Clause 4.18 (ii)(c)</u>, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an</p>		<p>provided further that this disqualification shall not apply to a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or		proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or
36.	II/17/ 4.19.2.e	<p>e) For computing the technical and financial capacity of the Bidder for pre-qualification, the following shall apply:</p> <p>i. In computing the Technical capacity and Financial capacity (i.e. Net Worth / Annual Turnover / Net Cash Accruals) of</p>	Modification	<p>Clause to be read as:</p> <p>e) For computing the technical and financial capacity of the Bidder for pre-qualification, the following shall apply:</p> <p>i. In computing the technical capacity and financial capacity (<u>i.e. Net Worth / Turnover / Profits</u>) of the Bidder (i.e. single entity), the</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>the Bidder (i.e. single entity), the combined Technical & Financial capacity of its Associates shall also be eligible. However, to ensure commitment and involvement of the associate(s) for successful execution of the project, the Bidder must enclose an agreement between the Bidder and the concerned associate as per format provided in Annexure II-G, for fulfilling the obligation under the project. This agreement should be submitted along with the Bid.</p> <p><i>For purposes of this RFP, Associate means, in relation to the Bidder (i.e. single entity), a person who controls, is controlled by, or is under the common control with</i></p>		<p>combined Technical & Financial capacity of its Associates shall also be eligible. However, to ensure commitment and involvement of the Associate(s) for successful execution of the Project, the Bidder must enclose a <u>deed of guarantee</u> as per format provided in Annexure II-G, for fulfilling the obligation under the Project. This <u>deed</u> should be submitted along with the Bid.</p> <p><i>For purposes of this RFP, Associate means, in relation to the Bidder (i.e. single entity), a person who Controls, is Controlled by, or is under the common Control with such Bidder (the “<u>Associate</u>”).</i></p> <p>ii. In case of a Consortium, the combined technical <u>capacity and financial capacity</u> (i.e. net worth / turnover / profits) of those</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p><i>such Bidder (the “Associate”).</i></p> <p>ii. In case of a Consortium, the combined technical capability and net financial strength (i.e. net worth / turnover / net cash accurals) of those Members shall be considered, who intend to have and shall continue to have an equity share of at least 26% (twenty six per cent) each in the SPV (as per the details provided in the Consortium Agreement) , provided that each such Member shall for a period of 2 (two) years from the date of commercial operation of the Project, hold equity share capital not less than: (i) 26% (twenty six per cent) of the subscribed and paid up equity of the SPV; and (ii) 5% (five per cent) of the</p>		<p>Members shall be considered, who intend to have and shall continue to have an equity share of at least 26% (twenty six per cent) each in the SPV (as per the details provided in the Consortium Agreement) , provided that each such Member shall <u>during the Term</u>, hold equity share capital not less than: (i) 26% (twenty six per cent) of the subscribed and paid up equity of the SPV; and (ii) 5% (five per cent) of the Total Project Cost.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		Total Project Cost.		
37.	II/18/ 4.19.2.f	<p>Where the Bidder is a single entity, it may form an appropriate Special Purpose Vehicle along with its associate, incorporated under the Indian Companies Act 1956/Companies Act, 2013 (the "SPV"), to execute the Contract and implement the Project. However in case of Consortium it would be essential that Consortium Members shall form SPV to execute the Contract and implement the project. Additionally the Consortium Bidder should also comply with the following requirements:</p> <p>i. Number of members in a Consortium should be limited to 6 (six).</p>		<p>Clause to be read as:</p> <p>Where the Bidder is a single entity, it shall form an appropriate Special Purpose Vehicle under the Indian Companies Act 1956/Companies Act, 2013 (the "SPV"), to execute the Contract and implement the Project. However the Bidder shall directly hold 100% of the share capital of the SPV throughout the Term.</p> <p>In case of Consortium it would be essential that Consortium Members shall form SPV to execute the Contract and implement the project. Additionally the Consortium Bidder should also comply with the following requirements:</p> <p>i. Number of members in a Consortium should be limited to 6 (six), whereby each Member individually hold at least [15%</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				(fifteen per cent)] of the paid up and subscribed equity of the SPV.
38.	II/17/4.19. 2.f.vi	<p>vi. members of the Consortium shall enter into a binding Consortium Agreement substantially in the form specified at Annexure II-F (the "Consortium Agreement") for the purpose of making and submitting the Bid in the event of being short-listed. The Consortium Agreement shall, inter alia:</p> <p>(a) convey the intent to form an SPV with shareholding/ ownership Equity commitment(s) in accordance with this RFP, which would enter into the Agreement and subsequently carry out all the responsibilities as per the terms of the Agreement, in case the Project is awarded to the Consortium;</p> <p>(b) clearly outline the proposed</p>	Modification	<p>The clause to be read as:</p> <p>vi. members of the Consortium shall enter into a binding Consortium Agreement substantially in the form specified at Annexure II-F (the "Consortium Agreement") for the purpose of making and submitting the Bid in the event of being short-listed. The Consortium Agreement shall, inter alia:</p> <p>a) convey the intent to form an SPV with shareholding/ ownership Equity commitment(s) in accordance with this RFP, which would enter into the Agreement and subsequently carry out all the responsibilities as per the terms of the Agreement, in case the Project is awarded to the Consortium;</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>roles and responsibilities of each member at each stage;</p> <p>(c) commit the minimum Equity stake to be held by each member;</p> <p>(d) commit that each of the members, whose experience will be evaluated for the purpose of this RFP, shall subscribe to 26% (twenty six per cent) or more of the paid up and subscribed Equity of the SPV and shall further commit that each such member shall , for a period of 2 (two) years from the date of commercial operation of the Project, hold Equity share capital not less than: (i) 26% (twenty six per cent) of the subscribed and paid up equity share capital of the SPV; and (ii) 5% (five per cent) of the Total Project Cost specified in the Agreement to be signed as an outcome of award of this RFP; and</p> <p>(e) include a statement to the effect</p>		<p>b) clearly outline the proposed roles and responsibilities of each member at each stage;</p> <p>(c) commit that the Consortium members shall collectively hold at least 100% (one hundred per cent) of the Equity of the SPV for the Term.</p> <p>(d) commit the minimum Equity stake to be held by each member;</p> <p>(e) commit that each of the members, whose experience will be evaluated for the purpose of this RFP, shall subscribe to 26% (twenty six per cent) or more of the paid up and subscribed Equity of the SPV and shall further commit that each such member shall during the Term, hold Equity share capital not less than: (i) 26% (twenty six per cent) of the subscribed and paid up equity share capital of the SPV; and (ii) 5% (five per cent) of the Total Project Cost specified in the Agreement to be signed as an outcome of award of this RFP; and</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>that all members of the Consortium shall, till the occurrence of the [Appointed Date/ Financial Close] under the Agreement, be liable jointly and severally for all obligations in relation to the Project.</p> <p>(f) except as provided under this RFP and the Bidding Documents, there shall not be any amendment to the Consortium Agreement without the prior written consent of the PSeGS.</p>		<p>(f) include a statement to the effect that all members of the Consortium shall, for the entire term of the contract, be liable jointly and severally for all obligations in relation to the Project.</p> <p>(g) except as provided under this RFP and the Bidding Documents, there shall not be any amendment to the Consortium Agreement without the prior written consent of the PSeGS</p>
39.	II/19/ 4.19.2/f/vi /j)/i	Where, on the Bid Submission Date, not less than 15% (fifteen percent) of the aggregate issued, subscribed and paid up equity share capital in the Bidder or its members is held by persons resident outside India or where the Bidder or its Member is controlled by persons resident outside India; or	Modification	<p>Clause to be read as:</p> <p>Where, on the Bid Submission Date, not less than 15% (fifteen percent) of the aggregate issued, subscribed and paid up equity share capital in the Bidder or its members is held by persons resident outside India or where the Bidder or its Member is Controlled by persons resident outside India; or</p>

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40.	II/19/ 4.19.2/f/vi /j)/ii	<p>if at any subsequent stage after the date of submission of the Bid, there is an acquisition of not less than 15% (fifteen percent) of the aggregate issued, subscribed and paid up Equity share capital or control (by persons resident outside India) in or of the Bidder or any its Member;</p> <p>[then the qualification of such Bidder or in the event described in sub clause (b) above, the continued qualification of the bidder shall be subject to approval of the PSeGS from national security and public interest perspective. The decision of the PSeGS in this behalf shall be final and conclusive and binding on the Bidder.]</p> <p>The holding or acquisition of Equity or control, as above, shall include</p>	Modification	<p>Clause to be read as:</p> <p>if at any subsequent stage after the date of submission of the Bid, there is an acquisition of not less than 15% (fifteen percent) of the aggregate issued, subscribed and paid up Equity share <u>capital or Control</u> (by persons resident outside India) in or of the Bidder or any its Member;</p> <p>[then the qualification/<u>continuation</u> of such Bidder shall be subject to approval of the PSeGS from national security and public interest perspective. The decision of the PSeGS in this behalf shall be final and conclusive and binding on the Bidder.]</p> <p>The holding or acquisition of Equity or control, as above, shall include direct or indirect holding/ acquisition, including by transfer, of the direct or indirect legal or beneficial ownership or</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>direct or indirect holding/ acquisition, including by transfer, of the direct or indirect legal or beneficial ownership or control, by persons acting for themselves or in concert and in determining such holding or acquisition, the PSeGS shall be guided by the principles, precedents and definitions contained in the Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 1997, or any substitute thereof, as in force on the date of such acquisition.</p> <p>The Bidder shall promptly inform the PSeGS of any change in its shareholding, as above, and failure to do so shall render the Bidder liable for disqualification from the Bidding Process.</p>		<p>control, by persons acting for themselves or in concert and in determining such holding or acquisition, the PSeGS shall be primarily guided by the principles, precedents and definitions contained in the regulations framed by Securities and Exchange Board of India <u>or under the Foreign Exchange Management Act, 1999, or any substitute thereof, as in force on the date of such acquisition.</u></p> <p>The Bidder shall promptly inform the PSeGS of any change in its shareholding, as above, and failure to do so shall render the Bidder liable for disqualification from the Bidding Process <u>or thereafter.</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
41.	II/ 20/ m)	No Bidder shall submit more than one Bid for the Project. A Bidder applying individually or as a member of a Consortium shall not be entitled to submit another Bid either individually or as a member of any Consortium, as the case may be.	Modification	<p>Clause to be read as:</p> <p>No Bidder shall submit more than one Bid for the Project. A Bidder applying individually or as a member of a Consortium shall not be entitled to submit another Bid either individually or as a member of any Consortium, as the case may be. <u>For the purpose of this sub-clause (m), Bidder shall include a reference to any Associate of the Bidder</u></p>
42.	II/ /22/SI.No. b.	<ul style="list-style-type: none"> In case of single entity the combined turnover of the entity along with its associate shall be considered, provided the associate guarantee agreement as per the format provided in this volume of the RFP is submitted by the Bidder. 	Modification	<p>Clause to be read as:</p> <ul style="list-style-type: none"> In case of single entity the combined turnover of the entity along with its Associate shall be considered, provided the <u>deed of guarantee</u> as per the format provided in this volume of the RFP is submitted by the Bidder.
43.	II/	<ul style="list-style-type: none"> In case of single entity the 	Modification	Clause to be read as:

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
	/22/Sl.No. c	combined profitability of the entity along with its associate shall be considered.		<ul style="list-style-type: none"> In case of single entity the combined profitability of the entity along with its <u>Associate</u> shall be considered, <u>provided the deed of guarantee as per the format provided in this volume of the RFP is submitted by the Bidder.</u>
44.	II/ /23 Sl.No. d.	<ul style="list-style-type: none"> In case of single entity the combined net worth of the entity along with its associate shall be considered. 	Modification	<p>Clause to be read as:</p> <ul style="list-style-type: none"> In case of single entity the combined net worth of the entity along with its Associate shall be considered, <u>provided the deed of guarantee as per the format provided in this volume of the RFP is submitted by the Bidder.</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
45.	II/ /26-27/4.22		Addition	The following clause has been added as d) <u>Bidder may note that the award shall be on a Zone wise basis and the Bidders submitting bids for more than one zone shall be deemed to have acknowledged that their award shall be on such basis, and Bid contingent on award of more than one zone shall be liable for rejection.</u>
46.	II/ /28/5.2.i)	Not submitted the letter of authorization (Power of Attorney);	Modification	Clause to be read as: Not submitted its proposal as specified in the RFP Document
47.	II/ /29/5.6/c)	<ul style="list-style-type: none"> If the Bidder doesn't accept the correction of error(s) as specified, its Bid will be rejected 	Modification	Clause to be read as: If the Bidder doesn't accept the correction of error(s) as specified, its Bid will be <u>liable to be rejected.</u>
48.	II/29/6.1.	<i>After evaluation of the Bids, a</i>	Modification	Clause to be read as:

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p><i>contract will be awarded to the Successful Bidder and has been determined as the L1 Bid for a specific Zone or two Zones or all three Zones, whose proposal conforms to the RFP and is, in the opinion of the PSeGS, the most advantageous and represents the best value to the Project, price and other factors considered. The Service Operator shall open an office in Chandigarh/Panchkula/Mohali within 15 days from the award of the project.</i></p>		<p><i>After evaluation of the Bids, a contract will be awarded to the Successful Bidder and has been determined as the L1 Bid for a specific Zone or two Zones or all three Zones, whose proposal conforms to the RFP and is, in the opinion of the PSeGS, the most advantageous and represents the best value to the Project, price and other factors considered. The Service Operator shall open an office in Chandigarh/Panchkula/Mohali within <u>30</u> days from the award of the project.</i></p>
49.	II/30/6.2.a	<p>a) The PSeGS will notify in writing by issuing a letter of Award ("LOA") the name of the Successful Bidder(s) for a Zone or more than one Zone (as the case may be) . Upon submission of the Performance Bank Guarantee by the Successful Bidder(s), the Contract signing</p>	Modification	<p>Clause to be read as:</p> <p>a)The PSeGS will notify in writing by issuing a letter of Award ("LOA") the name of the Successful Bidder(s) for a Zone or more than one Zone (as the case may be) . Upon</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>process will commence. In case the Bid Evaluation Process has not been completed within the period stipulated herein, the PSeGS, may ask the Bidders to extend the validity period of the Bid as well as EMD.</p>		<p>submission of the Performance Bank Guarantee by the Successful Bidder(s), the Contract signing process will commence. In case the Bid <u>Evaluation</u> Process has not been completed within the period stipulated herein, the PSeGS, may ask the Bidders to extend the validity period of the Bid as well as EMD. Further, upon incorporation of the <u>SPV(s) by the Successful Bidder(s) with whom the Contract would be entered into, the Successful Bidder(s) shall submit the shareholding pattern of the SPV(s) to PSeGS.</u></p>
50.	II/30/6.3	<p>Once the PseGS notifies the Successful Bidder that its Bid has been accepted for a Zone or multiple Zones as the case may be</p>	Modification	<p>Clause to be read as:</p> <p>Once the PseGS notifies the Successful Bidder that its Bid has been accepted for</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		through a LOA, subject to the Successful Bidder(s) submitting the Performance Bank Guarantee(s) and fulfilling terms and condition of this RFP, the PseGS shall enter into a separate Contract, incorporating all agreements (to be discussed and agreed upon separately) between the PseGS and the successful Bidder(s) for a Zone or multiple Zones (as the case may be).		a Zone or multiple Zones as the case may be through a LOA, subject to the Successful Bidder(s) submitting the Performance Bank Guarantee(s) and fulfilling terms and condition of this RFP, the PseGS shall enter into a separate Contract, incorporating all agreements (to be discussed and agreed upon separately) between the PseGS and the successful Bidder(s) for a Zone or multiple Zones (as the case may be). <u>For avoidance of doubt, it is hereby clarified that in the event one successful Bidder has been awarded the contract for the Project for two zones or for all the three zones, separate Contracts for each zone would be entered into with separate SPVs of the successful Bidder.</u>
51.	II/34/Annexure II-A		Addition	The following clause has been added as Sr.No 19. I/ We agree and undertake that I/ we

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				shall jointly and severally guarantee and be liable for discharging all obligations and liabilities of the Service Operator relating to the Project and in accordance with the terms of the RFP and the Contract, for the entire term of the contract.
52.	II/ /35/Annex ure IIB.S.No.6	Consortium Agreement or Associate Guarantee Agreement as the case may be	Modification	Clause to be read as: Consortium Agreement or <u>Deed of Guarantee</u> as the case may be
53.	II/44/5	5. Joint and Several Liabilities Each Party agrees that if the Consortium is selected as the Selected Bidder, it undertakes to be jointly and severally guarantee and to be liable for discharging all obligations and liabilities of the Service Operator relating to the Project and in accordance with the terms of the RFP and the Contract,	Modification	The clause to be read as: 5. Joint and Several Liabilities Each Party agrees that if the Consortium is selected as the Selected Bidder, it undertakes to be jointly and severally guarantee and to be liable for discharging all obligations and liabilities of the Service Operator relating to the Project and in accordance with the terms of the RFP and the Contract, until discharge of

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		until discharge of all of the obligations and liabilities of the Service Operator under the Contract		all of the obligations and liabilities of the Service Operator under the Contract, for the entire term of the contract.
54.	II/44-45/Point 6.1	<p>6.1 The Parties agree that the proportion of shareholding / ownership among the Parties in the SPV shall be as follows:</p> <p>Lead Member: [insert]% Second Party: [insert]% Third Party: [insert]%</p> <p>6.2 Each Party undertakes that if the Consortium is selected as the Successful Bidder for the Project it shall: (i) subscribe to at least 26% (twenty six per cent) of the Equity of the SPV; and (ii) at all times during the term of the Contract , hold the legal and beneficial ownership of not less</p>	Modification	<p>Clause to be read as:</p> <p>6.1 The Parties agree that the proportion of shareholding / ownership among the Parties in the SPV shall be as follows:</p> <p>Lead Member: [insert]% Second Party: [insert]% Third Party: [insert]%</p> <p>Each Party undertakes that if the Consortium is selected as the Successful Bidder for the Project it shall: (i) subscribe to at least 15% (fifteen per cent) of the Equity of the SPV; and (ii) at all times during the term of the Contract , hold the legal and beneficial ownership of not less</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>than 26% of the Equity of the SPV and 26% of the voting rights in the SPV, if such Party's experience, Net-worth and Turnover has been relied upon by the Consortium for the purposes of qualification of the Consortium for the Project in terms of the RFP.</p> <p>6.3 The Parties undertake that if the Consortium is selected as the Successful Bidder for the Project, they shall collectively hold at least 51% (fifty one per cent) of the Equity of the SPV and 51% of the voting rights in the SPV at all times during the term of the Contract.</p> <p>6.4 The Parties undertake that they shall comply with all Equity lock-in requirements set forth in the RFP and the Contract.</p>		<p>than 26% of the Equity of the SPV and 26% of the voting rights in the SPV, if such Party's experience, Net-worth and Turnover has been relied upon by the Consortium for the purposes of qualification of the Consortium for the Project in terms of the RFP. The said condition shall without any exception or condition apply to the Lead Member</p> <p>6.2 The Parties undertake that if the Consortium is selected as the Successful Bidder for the Project, they shall (i) collectively directly, hold at least 100% (one hundred per cent) of the Equity of the SPV and 100% (one hundred per cent) of the voting rights in the SPV, at all times during the term of the contract.</p> <p>(ii) individually hold at least [15% (fifteen per cent)] of the Equity of the SPV and [15% (fifteen per cent)] of the voting rights in the SPV, at all times during the term of the Contract.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				6.3 The Parties undertake that they shall comply with all Equity lock-in requirements set forth in the RFP and the Contract.
55.	II/49/Annexure II-G	<u>Witness:</u> 1. Signature _____ Full Name _____ Designation _____ Address _____ <u>Witness:</u> 2. Signature _____ Full Name _____ Designation _____ Address _____	Deleted	Stands deleted
56.	II/49/Anne		Addition	The following clause has been added as

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	xure II-G			<p>5.</p> <p>The Agreement entered by the Company with the Guarantor (<u>as referred above, in terms of which the Guarantor will provide technical and such other supports as may be necessary for performance of the work</u>).</p>
57.	II/50/Annexure II-H/a)	<p>The Bidder will furnish information as per the table below, related to turnover and profit details separately for all single entity as well as its associates and all such members in case Consortium who would have an Equity share of at least 26% each in the SPV as detailed out in the Consortium Agreement submitted by the Bidder. Extracts from the audited balance sheet and profit & loss or Annual financial reports along with authentic certificate from the</p>	Modification	<p>Clause to be read as:</p> <p>The Bidder will furnish information as per the table below, related to turnover and profit details separately for all single entity as well as its Associates and all such members in case Consortium who would have an Equity share of at least 26% each in the SPV as detailed out in the Consortium Agreement submitted by the Bidder. Extracts from the audited balance sheet and profit & loss or <u>Annual financial reports</u></p>

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		practicing member of Institute of Chartered Accountant of India/Statuary Auditor.		<u>along with certificate from the Statutory Auditor of the Bidder.</u>
58.	II/65/Annex II-G/I/1	Be in Business for last more than 3 years Range 1 : ≥ 3 & < 5 Range 2: > 5 & < 8 Range 3: ≥ 9	Modification	Clause to be read as: Be in Business for last more than 3 years Range 1 : ≥ 3 & ≤ 5 Range 2: > 5 & ≤ 8 Range 3: ≥ 9
59.	II/81-95/Annexure IV	Financial Formats	Modification	Revised Financial formats for Zone 1, Zone 2, Zone 3 has been uploaded on e-Tender Portal. Bidders are required to <i>fill</i> & upload in MS Excel formats provided on e-Tender portal.
Corrigendum I (VOLUME III) starts here				
60.	III/7/1.2.1	In this Agreement, unless otherwise specified	Modification	Clause to be read as: In this Agreement, unless otherwise specified <u>or repugnant to the context</u>
61.	III/7/1.2.1		Addition	The following sub-clause has been added as (u)

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				<u>any reference to the terms “other”, “otherwise” and like terms shall not be construed ejusdem generis;</u>
62.	III/7/1.2.1		Addition	The following sub-clause has been added as (v) (<u>“tax” shall be construed so as to include all direct and indirect taxes, cess, duties, levies, withholdings as may be required under the Applicable Laws;</u>
63.	III/9		Addition	The following sub-clause has been added as 1.2.5 <u>Parties shall duly comply with all their obligations and responsibilities provided under this Contract using due care and diligence in a professional manner, using sound project management and supervisory principles/procedures and in accordance with Good Industry Practice. Further, the meaning of any technical term not defined in this Agreement can be construed in accordance to the Good</u>

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				<u><i>Industry Practice. For the purpose of this clause and the Agreement, “Good Industry Practice” shall mean standards, methods, techniques and procedures that are employed by leading domestic and international contractors, while executing project being similar to the Project.</i></u>
64.	III/9/1.5.1	<ul style="list-style-type: none"> I. This Agreement along with the Schedules and Annexures other than mentioned at point number 1.5 (II) and 1.5 (III) as below; II. Request for Proposal and Addendum/Corrigendum to the Request for Proposa. III. LOA IV. Letter of acceptance by the Servie Operator; and <p>Bid submitted by the Service Operator.</p>	Modification	<p>Sub-Clause to be read as:</p> <ul style="list-style-type: none"> I. This <u>Master Services Agreement</u> along with the Schedules and Annexures; II. <u>Letter of approval issued by the Authority to the Service Operator (LOA)</u> III. Request for Proposal and Addendum/Corrigendum to the Request for Proposal. IV. Letter of acceptance by the Service Operator; and v. Bid submitted by the Service

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				Operator.
65.	III/11/2.2	<p>The Service Operator shall observe and perform all the Services as set out in the Annexure B of this Agreement. In addition to other consequences stipulated in this Agreement, in case of non-compliance of the Services, the Service Operator shall also be liable for the penalties as stated in the Annexure B.</p> <p>V.</p>	Modification	<p>Clause to be read as:</p> <p>The Service Operator shall observe and perform all the Services as set out in the Annexure B of this Agreement. In addition to other <u>consequences</u> stipulated in this Agreement, in case of non-compliance of the Services, the Service Operator shall also be liable for <u>payment of the liquidated damages</u> as stated in <u>this Agreement</u></p>
66.	III/12/3.1.1	<p>Subject to and in accordance with the provisions of this Agreement, the Applicable Laws and the Applicable Permits, the Authority hereby grants to the Service Operator the exclusive right, licence and authority to operate, maintain and manage the Seva Kendras during the</p>	Modification	<p>Clause to be read as:</p> <p>Subject to and in accordance with the provisions of this Agreement, the Applicable Laws and the Applicable Permits, the <u>Authority</u> hereby grants to the Service Operator the exclusive right, licence and authority to operate, maintain</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		Term in accordance with the terms of this Agreement.		and manage the Seva Kendras during the Term in accordance with the terms of this Agreement <u>and subject to applicable laws.</u>
67.	III/12/3.2. 2.i.c	submit to the Authority the Legal Opinion of the Service Opeartor with resepect to authority of the Service Operator to enter in to this Agreement and enforceability of the provisions thereof.	Modification	<p>Clause to be read as:</p> <p>submit to the Authority the <u>Legal Opinion of the legal counsel</u> of the Service <u>Operator</u> with <u>respect</u> to authority of the Service Operator to enter in to this Agreement and enforceability of the provisions thereof</p>
68.	III/13/3.2. 2(ii)b.	In the event that this Agreement fails to come into effect on account of non-fulfillment of the Service Operator’s Conditions Precedent, the Authroity shall not be liable in any manner whatsoever to the Service Operator and the Authority shall forthwith forfeit the EMD and/or Performance Bank Guarantee.	Modification	<p>Clause to be read as:</p> <p>In the event that this Agreement fails to come into effect on account of non-fulfillment of the Service Operator’s Conditions Precedent, the <u>Authority</u> shall not be liable in any manner whatsoever to the Service Operator and the Authority shall forthwith forfeit the EMD and/or Performance Bank Guarantee <u>and claim the amounts thereof</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
69.	III/13/3.2. 3.II	Necessary clearances; and	Modification	<p>Clause to be read as:</p> <p>II. Obtaining of necessary clearances as listed in Schedule IX; and</p>
70.	III/14/3.3	<p>Provided, however, that in the event the delay in occurrence of the Appointed Date is for reasons attributable to the Service Operator, the Performance Security of the Service Operator or the Bid Security of the [Selected Bidder]/[Consortium] shall be encashed and appropriated by the Authority as Damages thereof in accordance with Clause 8.3.</p>	Modification	<p>Clause to be read as:</p> <p>Provided, however, that in the event the delay in occurrence of the Appointed Date is for reasons attributable to the Service Operator, the Performance Security of the Service Operator or the Bid Security of the [Selected Bidder]/[Consortium] shall be encashed and appropriated by the Authority as damages thereof in accordance with Clause 8.3 <u>(in addition to the liquidation damages payable under Clause 3.2.5 above).</u></p>
71.		<p>In the event of a change in Control of the Service Operator during the Term, the Service Operator shall promptly notify the Authority of the same in the format set out as</p>	Modification	<p>Clause to be read as:</p> <p>In the event of <u>any proposed</u> change in Control of the Service Operator during the Term, the Service Operator shall promptly</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
	III/14/3.5/i	Schedule III of this Agreement.		notify the Authority of the same in the format set out as Schedule III of this Agreement. <u>Notwithstanding anything contrary provided in this Agreement, any change in Control of the Service Operator shall occur after prior written permission of the Authority.</u>
72.	III/14/3.5.i i	In the event that the net worth of the surviving/changed entity is less than that of Service Operator prior to the change in Control, the Authority will within 30 (thirty) days of becoming aware of such change in Control, require in addition to the existing Performance Bank Guarantee furnished by the Service Operator, a additional performance guarantee (in the same format as Performance Bank Guarantee) from a guarantor acceptable to the Authority (which shall not be Service Operator).	Modification	Clause to be read as: In the event that the net worth of the surviving/changed entity is less than that of <u>Service Operator</u> prior to the change in Control, the Service Operator shall within 30 (thirty) days of such change in Control, <u>in</u> addition to the existing Performance Bank Guarantee furnished by the Service Operator, <u>furnish an</u> additional performance guarantee (in the same format as Performance Bank Guarantee) from a guarantor acceptable to the Authority (which shall not be Service Operator).

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
73.	III/14/ 3.5.iv	Pursuant to termination, the effects of termination as set out in Clause 14.2 of this Agreement shall follow. For the avoidance of doubt, it is expressly clarified that the internal reorganization of the Service Operator shall not be deemed an event of a change in Control for purposes of this Clause unless the surviving entity is of less net worth than the predecessor entity.	Modification	<p>Clause to be read as:</p> <p>Pursuant to termination, the effects of termination as set out in Clause <u>11.2</u> of this Agreement shall follow.</p> <p>For the avoidance of doubt, it is expressly clarified that the internal reorganization of the Service Operator shall not be deemed an event of a change in Control for purposes of this Clause. <u>However, for purpose of the foregoing, change in Control shall include (i) person(s) in Control, ceasing to be in Control; and (ii) a third party acquiring/gaining Control.</u></p>
74.	III/15/3.6. A(iv)	Upon submission of the Performance Bank Guarantee in accordance with Clause 3.8 (i), the Authority shall release the EMD to the Service	Modification	<p>Clause to be read as:</p> <p>Upon submission of the Performance Bank Guarantee in accordance with <u>Clause 3.6</u></p>

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		Operator.		<u>A (i)</u> , the Authority shall release the EMD to the Service Operator.
75.	III/15/3.6. B(ii)	If the Performance Bank Guarantee is scheduled to expire prior to the period specified in Clause 3.8 (B) (i), then, no less than sixty (60) days prior to the scheduled expiry of the Performance Bank Guarantee, the Service Operator shall arrange for an extension or replacement of the Performance Bank Guarantee meeting the requirements of this Agreement.	Modification	<p>Clause to be read as:</p> <p>If the Performance Bank Guarantee is scheduled to expire prior to the period specified in <u>Clause 3.6 (B) (i)</u>, then, no less than sixty (60) days prior to the scheduled expiry of the Performance Bank Guarantee, the Service Operator shall arrange for an extension or replacement of the Performance Bank Guarantee meeting the requirements of this Agreement.</p>
76.	III/18/4.1. vii	the information furnished in the RFP Document and as updated on or before the date of this Agreement is to the best of its knowledge true and accurate in all material respects as on the date of the Agreement;	Modification	<p>Clause to be read as:</p> <p>the information <u>furnished during the bid process</u> and as updated on or before the date of this Agreement is to the best of its knowledge true and accurate in all material respects as on the date of the</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				Agreement;
77.	III/21/5	DISCLAIMER	Modification	<u>The term DISCLAIMER to be read as Acknowledgement</u>
78.	III/21/5.1	The Service Operator acknowledges that prior to the execution of this Agreement, [the Selected Bidder/the Consortium] has, after a complete and careful examination, made an independent evaluation of the Request for Proposals, this Agreement, the Scope of the Project, the condition of the existing Assets and existing structures, local conditions, physical qualities of ground, availability of power, water and other utilities, availability of human resources, Applicable Laws and Applicable Permits and all information provided by the Authority or obtained procured or gathered otherwise and has made its own assessment as to all relevant	Modification	<p>Clause to be read as:</p> <p>The Service Operator acknowledges that prior to the execution of this Agreement, [the Selected Bidder/the Consortium] has, after a complete and careful examination, made an independent evaluation of the Request for Proposals, this Agreement, the Scope of the Project <u>and the services to be delivered</u>, the condition of the existing Assets and existing structures, local conditions, physical qualities of ground, availability of power, water and other utilities, availability of human resources, Applicable Laws and Applicable Permits and all information provided by the Authority or obtained procured or gathered otherwise and has made its own assessment as to</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		factors for quoting the service fee for the Project. The Service Operator is deemed to have knowledge of and to be satisfied with all such findings, information and assessments.		all relevant factors for <u>undertaking the Project and</u> quoting the service fee for the Project. The Service Operator is deemed to have knowledge of and to be satisfied with all such findings, information and assessments.
79.	III/21/5.2	<p>The [Successful Bidder/the Consortium] and consequently, the Service Operator have determined to their satisfaction the accuracy or otherwise thereof and the nature and extent of difficulties, risks and hazards that are likely to arise or that may be faced by the Service Operator in the course of performance of its obligations hereunder.</p> <p>Without prejudice to the foregoing, the Service Operator acknowledges and confirms that any failure of the Selected Bidder/the Consortium or its own failure to: (a) acquaint itself</p>	Modification	<p>Clause to be read as:</p> <p>The [Successful Bidder/the Consortium] and consequently, the Service Operator have determined to their satisfaction the accuracy or otherwise thereof and the nature and extent of difficulties, risks and hazards that are likely to arise or that may be faced by the Service Operator in the course of performance of <u>Services</u> hereunder.</p> <p>Without prejudice to the foregoing, the Service Operator acknowledges and confirms that any failure of the Selected Bidder/the Consortium or its own failure to: (a) acquaint itself with <u>any</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		with the Department and Offices or exiting facilities or such information; or (b) its failure to make a reasonable assessment as to the costs or other matters; or (c) identify any defect or deficiency in the design, construction, installation or maintenance of the Department and Offices or the existing facilities and Assets, shall not relieve the Service Operator from its responsibility for properly estimating the difficulty or cost of successfully performing its obligations under the Agreement.		<u>Government Instrumentality</u> or exiting facilities or <u>exiting sites</u> or such information; or (b) its failure to make a reasonable assessment as to the costs or other matters; or (c) identify any defect or deficiency in the design, construction, installation or maintenance of the department and offices or the existing facilities and Assets, shall not relieve the Service Operator from its responsibility for properly estimating the difficulty or cost of successfully performing its <u>Services</u> under the Agreement.
80.	III/22/ 6.1(i)	To provide any support through personnel to test the system during the Term;	Modification	Clause to be read as: To provide <u>support, to the extent reasonably possible</u> , through personnel to test the system during the Term;
81.	III/22/ 6.1(ii)	To provide any support through personnel and/or test data during	Deletion	<u>Clause stands deleted</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		development, rollout, steady state operation, as well as, for any changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons; and		
82.	III/22/ 6.2(ii)	It shall perform the Services as set out in <u>Annexure C</u>	Modification	<p>Clause to be read as:</p> <p>It shall perform the Services as set out in <u>Annexure B</u></p>
83.	III/22/ 6.3(i)	The Parties shall cooperate to procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents) necessary for the Service Operator to fulfil its obligation and provide the Services as per the Scope of Work. The costs of such Approvals shall be borne by the Party normally responsible for such	Modification	<p>Clause to be read as:</p> <p>The <u>Service Operator</u> shall procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals, <u>other than the clearances listed in Schedule IX</u> (hereinafter the "Required Consents") necessary for the Service Operator to fulfil its obligation and provide the Services as per the Scope of Work. The costs of Required Consents</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		costs according to local custom and practice in the locations where the Services are to be provided.		shall be borne by the Service Operator. <u>It is understood that the clearances identified in Schedule IX shall be obtained and maintained by the Authority, however the Service Operator shall not do, or permit any acts that would have the effect of placing the Authority in breach of such clearances.</u>
84.	III/22/ 6.3(ii)	The Authority shall as far as possible assist Service Operator to obtain the Required Consents or vice versa, depending on the Scope of work. In the event that any Required Consent is not obtained, the Service Operator and the Authority will co-operate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for the Authority to continue to process its work with as minimal interruption to its business	Modification	Clause to be read as: <u>(Each Party shall, to the extent reasonably possible, co-operate with the other Party in procuring, maintaining and observing the consents/licenses required to be obtained by it under this Agreement. Further, in the event, any Required Consent has to be obtained in the name of the Authority, the Service hereby agrees to provide all support to the Authority in procuring the said Required</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		operations as is commercially reasonable until such Required Consent is obtained, provided that the Service Operator shall not be relieved of its obligations to provide the Services until the Required Consents are obtained if and to the extent that the Service Operator's obligations are not dependent upon such Required Consents.		<u>Consent, including by way of preparing the supporting documentation and applications, filing and following up the with relevant Governmental Instrumentality, or as maybe otherwise as required for obtaining the Required Consent.</u>
85.	III/23/6.4		Addition	The following sub-clause added as h. <u>Obtain and maintain all applicable permits, consents, authorizations, licenses, etc. as may be required to perform its obligations under this Agreement.</u>
86.	III/23/6.4.(ii)b	reasonable access to its employees, in the same manner granted to the Authority;	Modification	<u>Clause to be read as:</u> reasonable access to its employees, in each subject to the consent of the Authority (as determined in its sole discretion);

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87.	III/23/ 6.4(ii)c	reasonable work space, access to office equipment as mutually agreed and other related support services in such location, as may be reasonably necessary for the Service Operator to perform its obligations hereunder.	Deleted	Clause stands deleted
88.	III/23/ 6.4(ii)d	Access to locations, office equipment's and services shall be made available to the Service Operator on an "as is, where is" basis by the Authority. The Service Operator agrees to ensure that its employees, agents and contractors shall not use the location, services and equipment referred to in the Agreement for the following purposes:	Modification	<p>Clause to be read as:</p> <p>Access to locations, office equipment's and services shall be made available to the Service Operator on an "as is, where is" basis by the Authority <u>where expressly specified under this Agreement</u>. The Service Operator agrees to ensure that its employees, agents and contractors shall not use the</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				location, services and equipment referred to in the Agreement for the following purposes:
89.	III/26/ 7.5.iii	cannot be construed to be Confidential Information; and	Modification	<p>Clause to be read as:</p> <p>cannot be construed to be Confidential Information;</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
90.	III/26/7.5.i v	is capable of being provided by the Providing Party; and.	Modification	Clause to be read as: is capable of being <u>reasonably</u> provided by the Providing Party; <u>and</u> .
91.	III/26/7.5		Addition	The following clause has been added as v. <u>is necessary/required for discharging the Receiving Party's obligations under this Agreement.</u>
92.	III/27/ 8.1.ii	All payments are subject to the application of penalties as provided for in the Annexure B. For the avoidance of doubt, it is expressly clarified that the Authority will	Modification	Clause to be read as: All payments are subject to the application of <u>liquidated damages</u> as provided for in the Annexure B and

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		calculate the applicable penalties and debit the same against the terms of payment as set out in Schedule VII of this Agreement as a result of the failure of the Service Operator to meet the Service requirement as set out in the Annexure C.		<u><i>subject to withholding of taxes as may be required under the Applicable Law, if any.</i></u> For the avoidance of doubt, it is expressly clarified that the Authority will calculate the applicable liquidated damages and debit the same against the terms of payment as set out in Schedule VII of this Agreement as a result of the failure of the Service Operator to meet the Service requirement as set out in the <u><i>Annexure B</i></u>
93.	III/27/8.2	Invoicing and Settlement i. The Service Operator shall submit its invoices in accordance with the following principles: a) The Service Operator will collect the money on behalf of the Authority from the citizens as per pre-defined per service rates which includes facilitation charges & statutory fee defined by the	Modification	The clause to be read as: The Service Operator shall submit its invoices in accordance with the following principles: a) The Service Operator will collect the money on behalf of the Authority from the citizens in accordance with the pre-defined rates as informed by

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>Authority/State Government.</p> <p>b) Facilitation charges to be charged from the citizens for delivering the services through these Sewa Kendras will be decided by the Authority.</p> <p>c) The Service Operator will ensure that statutory/government fee collected at Sewa Kendra shall be deposited in the designated Bank and/or any other agency as per guidelines issued by the Authority and/or State Government from time to time.</p> <p>d) The Service Operator will submit its invoices to the Authority on monthly basis by 7th of subsequent month duly supported with all requisite documents as required by Authority.</p> <p>e) Such invoices will be accurate and include all adjustments to or changes in the terms of payment. The Authority reserves the right to</p>		<p>the Authority or any concerned Government Instrumentality. For avoidance of doubt, it is expressly clarified that the so money collected by the Service Operator would include statutory/government fee as specified by the relevant Government Instrumentality, together with facilitation charges for delivery of services at the Sewa Kendra as so specified by the Authority.</p> <p>b) The Service Operator will ensure that statutory/government fee collected at Sewa Kendra is deposited in the designated Bank and/or any other agency as informed by the Authority and/or any concerned Government Instrumentality, within one working day of collection of such fee.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>ask Service Operator to provide all the information/ clarifications/ additional supporting documents required to verify the invoice.</p> <p>f) The Service Operator will reconcile & settle the money so collected and deposited on fortnightly basis. Any surplus money after retaining his proportionate charges, will be transferred to Authority designated bank account on fortnightly basis i.e. on 5th & 20th of every month, failing which an interest @ 18% (eighteen percent) per annum will be levied on the due amount.</p> <p>g) In case, if money so collected is not commensurate with the proportionate charges of the Service Operator, the Authority will make the payment of such deficit after proper verification of invoices submitted by the Service Operat</p>		<p>For avoidance of doubt, it is clarified that the facilitation charges would be deposited by the Service Operator in terms of sub-clause (e) below and not in terms of this sub-clause (c).</p> <p>c) The Service Operator will reconcile & settle the money collected by way of facilitation charges on a monthly basis, against its payment towards its corresponding entitlement of services fee for the relevant month (as identified in Schedule VII (Terms of Payment)). The Service Operator will submit its invoices to the Authority on monthly basis by 7th day of subsequent month duly supported with all requisite supporting documents as required by Authority.</p> <p>d) Such invoices will be accurate and</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>Final payment will be settled/made within 60 days of the receipt of invoice along with supporting documents, subject to:</p> <ul style="list-style-type: none"> i. All supporting documents being in order; ii. necessary verification of all supporting documents and invoice; iii. deduction of all applicable penalties; and iv. acceptance & approval of invoice by the Authority. <p>i) The Authority will be entitled to delay or withhold part of the payment of any invoice which is under a dispute. The withheld amount shall be limited to disputed amount. The disputed amount shall be referred to the escalation procedure as set out in the Agreement. Any exercise by the Authority under this Clause shall not entitle the Service Operator to delay</p>		<p>include all adjustments to or changes in the terms of payment (including any adjustments required for outstanding dues to the Authority). The Authority reserves the right to ask Service Operator to provide all the information/ clarifications/ additional supporting documents required to verify the invoice.</p> <p>e) The Service Operator shall after deduction of its service fee (as invoiced in its invoice for the said month), transfer the remaining amounts towards the facilitation charges collected in the said month, to Authority designated bank account on monthly basis i.e. by [10th] the subsequent month, failing which an interest @ 18% (eighteen percent) per annum will be levied on the due amount. For avoidance of doubt, it is</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>or withhold provision of the Services.</p> <p>j) The Service Operator will be solely responsible to make payment to its sub-contractors, if any.</p> <p>k) All applicable penalties (if any), will be deducted from the:</p> <p>i. Amount payable to the Service Operator</p> <p>ii. amount pending for reimbursement to the service operator,</p> <p>iii. subsequent month's payment or</p> <p>iv. by invoking the PBG.</p> <p>l) In the event of delay in payment of undisputed amount beyond 60 days from receipt of invoice, Service Operator shall be entitled to a late payment interest @1% per completed month for the delay beyond 60 days. or.</p>		<p>clarified that in terms of this sub-clause (e), Service Operator shall only be entitled to deduct the service fee (as set in Schedule VII) from the money collected towards the facilitation charges, and no other amounts/expenses/charges/reimbursements (<i>which shall only be payable by the Authority in accordance to sub-clause (g) below</i>).</p> <p>f) In case, if money so collected by the Service Operator by way of facilitation charges in any month, is not commensurate with the service fees of the Service Operator for the said month, the Authority will make the payment of the deficit after proper verification of invoices submitted by the Service Operator in accordance with sub-clause (g) below.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<p>g) Final payment, will be settled/made by the Authority to the Service Operator within 60 days of the receipt of invoice along with supporting documents, subject to:</p> <ul style="list-style-type: none"> i. All supporting documents being in order; ii. necessary verification of all supporting documents and invoice; iii. deduction of all applicable liquidated damages; and iv. acceptance & approval of invoice by the Authority (which shall not be unreasonably withheld, subject to the aforesaid conditions being satisfied).

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				<p>h) The Authority will be entitled to delay or withhold part of the payment of any invoice which is under a dispute. The withheld amount shall be limited to disputed amount. The disputed amount shall be referred to the escalation procedure as set out in the Agreement. Any exercise by the Authority under this Clause shall not entitle the Service Operator to delay or withhold provision of the Services.</p> <p>i) The Service Operator will be solely responsible to make payment to its sub- contractors, if any.</p> <p>j) All applicable liquidated damages (if any), will be deducted from the:</p> <ul style="list-style-type: none"> i. Amount payable to the Service Operator ii. amount pending for

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<p>reimbursement to the service operator,</p> <p>iii. subsequent month's payments; or</p> <p>iv. by invoking the PBG.</p> <p>k) In the event of delay in payment of undisputed amount beyond 60 days from receipt of invoice, Service Operator shall be entitled to a liquidated damages at 1% per completed month for the delay beyond the 60 day payment period.</p>
94.	III/29/9.1.i i	The Authority shall provide Service Operator with the original tax receipt of any withholding taxes paid by the Authority on payments under this Agreement. The Service Operator agrees to reimburse and hold the Authority harmless from any deficiency including penalties and interest relating to taxes that	Modification	<p>Clause to be read as:</p> <p>The Authority shall provide Service Operator with the original tax receipt of any withholding taxes paid by the Authority on payments under this Agreement. The Service Operator agrees to reimburse and hold the Authority harmless from any deficiency including</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among the Authority, the Service Operator and third party subcontractors.		<u>liquidated damages</u> and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among the Authority, the Service Operator and third party subcontractors.
95.	III/29/9.1.i v.c	any direct pay permits, exemption certificates or information reasonably requested by the other Party.	Modification	Clause to be read as: any direct pay permits, exemption certificates or information reasonably requested by the other Party, <u>where available.</u>
96.	III/29/9.1		Addition	The following clause has been added as v. <u>For avoidance of doubt, the foregoing shall not apply to any corporate or income taxes payable by the Service Operator, payment liability/obligation of which shall at all the times rest with the Service Operator.</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
97.	III/30/10.1	As used in this Agreement, the expression "Force Majeure" or "Force Majeure Event" shall mean occurrence in Punjab of any or all Non-Political Events or occurrence in India of any or all Political Events, as defined in Clauses 9.2 and 9.3 respectively, if it affects the performance by the Party claiming the benefit of Force Majeure (the "Affected Party") of its obligations under this Agreement and which act or event (i) is beyond the reasonable control of the Affected Party, (ii) the Affected Party could not have prevented or overcome by exercise of due diligence and following Good Industry Practice, and (iii) has Material Adverse Effect on the Affected Party.	Modification	<p>Clause to be read as:</p> <p>As used in this Agreement, the expression "Force Majeure" or "Force Majeure Event" shall mean occurrence in Punjab of any or all Non-Political Events or occurrence in India of any or all Political Events, as defined in <u>Clauses 10.2</u> and 10.3 respectively, if it affects the performance by the Party claiming the benefit of Force Majeure (the "Affected Party") of its obligations under this Agreement and which act or event (i) is beyond the reasonable control of the Affected Party, (ii) the Affected Party could not have prevented or overcome by exercise of due diligence and following Good Industry Practice, and (iii) has Adverse Effect on the Affected Party.</p>
98.	III/30/10.2 (ii)	strikes or boycotts (other than those involving the Service Operator or their respective	Modification	<p>Clause to be read as:</p> <p>strikes or boycotts (other than those</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		employees/representatives, or attributable to any act or omission of any of them) interrupting for the continuous period of 24 (twenty four) hours and an aggregate period exceeding 7 (seven) days in an Accounting Year, and not being a Political Event set forth in Clause 10.3;		involving the Service Operator, <u><i>its sub-contractor, vendors</i></u> or their respective employees/representatives, or attributable to any act or omission of any of them) interrupting for the continuous period of 24 (twenty four) hours and an aggregate period exceeding 7 (seven) days in an Accounting Year, and not being a Political Event set forth in Clause 10.3;
99.	III/31-32/10.4.ii	The Service Operator shall not be entitled to any relief for or in respect of a Force Majeure Event unless it shall have notified the Authority or its nominee of the occurrence of the Force Majeure Event and given particulars of the probable material effect that the Force Majeure Event as soon as reasonably practicable, and in any	Modification	<p>Clause to be read as:</p> <p>The <u><i>Affected Party</i></u> shall not be entitled to any relief for or in respect of a Force Majeure Event unless it shall have notified the <u><i>other Party</i></u> or its nominee of the occurrence of the Force Majeure Event and given particulars of the probable material effect that the Force Majeure Event as soon as reasonably</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		event no later than 15 (fifteen) days after the Service Operator knew, or ought reasonably to have known, of its occurrence.		practicable, and in any event no later than 15 (fifteen) days after the <u>Affected Party</u> knew, or ought reasonably to have known, of its occurrence.
100.	III/32/ 10.4(iii)	For so long as the Service Operator continues to claim to be materially affected by such Force Majeure Event, it shall provide the Authrotiy or its nominee with regular (and not less than weekly) reports containing information as required by Clause 10.5 (i), and such other information as the other Party may reasonably request the Affected Party to provide.	Modification	<p>Clause to be read as:</p> <p>For so long as the <u>Affected Party</u> continues to claim to be materially affected by such Force Majeure Event, it shall provide the <u>other Party</u> or its nominee with regular (and not less than weekly) reports containing information as required by <u>Clause 10.4 (i)</u>, and such other information as the other Party may reasonably request the Affected Party to provide.</p>
101.	III/32/10.5	Upon receipt of a Force Majeure notice, the Service Operator shall:	Modification	<p>Clause to be read as:</p> <p>Upon <u>occurrence</u> of a Force Majeure <u>Event</u>, the <u>Affected Party</u> shall:</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
102.	III/32/10.6 (ii)a	upon occurrence of a Non-Political Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.	Modification	<p>Clause to be read as:</p> <p>upon occurrence of a Non-Political Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof. <u>For the avoidance of doubt, Force Majeure Costs may include interest payments on debt, operation and maintenance expenses, any increase in the cost of the Services on account of inflation and all other costs directly attributable to the Force Majeure Event.</u></p>
103.	III/32/ 10.6(ii)b	upon occurrence of an Other Events of Force Majeure, all Force Majeure Costs attributable to such Other Event(s), shall be borne by the Service Operator. For the avoidance of doubt, Force Majeure Costs may include interest payments on debt, operation and maintenance	Modification	<p>Clause to be read as:</p> <p>upon occurrence of any other event of Force Majeure <u>(i.e. a Political Event)</u>, all Force Majeure Costs attributable to such Other Event(s), shall be borne by the Service Operator.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		expenses, any increase in the cost of the Services on account of inflation and all other costs directly attributable to the Force Majeure Event.		
104.	III/32/ 10.6(ii)d	Due to any occurrence of a Force Majeure Event after the Effective Date, taking into consideration its nature and impact, the extension of Term of this Agreement shall be mutually discussed and decided by both the parties.	Modification	<p>Clause to be read as:</p> <p>Due to any occurrence of a Force Majeure Event after the Effective Date, taking into consideration its nature and impact, <u>the Term of this</u> Agreement shall be mutually discussed and decided by both the parties.</p>
105.	III/34/ 11.1(ii)	The Authority may by giving 30 days written notice, terminate this Agreement if a change in Control of the Service Operator has taken place. For the purposes of this Clause, in the case of Service Operator, change in Control shall mean the events stated in Clause 3.5, and such notice shall become effective at the end of the notice	Modification	<p>Clause to be read as:</p> <p>The Authority may by giving 30 days written notice, terminate this Agreement if a change in Control of the Service Operator has taken place <u>and the Service Operator is in non-compliance of the provisions of Clause 3.5.</u> For the purposes of this Clause, in the case of Service Operator, change in</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		period as set out in Clause 3.5 (iii).		Control shall mean the events stated in Clause 3.5, and such notice shall become effective at the end of the notice period as set out in Clause 3.5 (iii).
106.	III/34/11.1 .iii	In the event that Service Operator undergoes such a change in Control, the Authority may, as an alternative to termination, require an additional performance guarantee for the obligations of Service Operator in terms of this Agreement by a guarantor acceptable to the Authority. If such a guarantee is not furnished within 30 days of the Authority's demand, the Authority may exercise its right to terminate this Agreement in accordance with this Clause by giving 30 days further written notice to the Service Operator.	Deletion	The Clause stands deleted
107.	III/34/11.2 .ii	Upon termination of this Agreement, the Parties will	Modification	Upon <u>any</u> termination of this Agreement, the Parties will comply with

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		comply with the Exit Management Schedule set out as Schedule IV of this Agreement.		the Exit Management Schedule set out as Schedule IV of this Agreement.
108.	III/35/11.3	The Authority may serve written notice on Service Operator at any time to terminate this Agreement with immediate effect in the event that the Service Operator reporting an apprehension of bankruptcy to the Authority or its nominated agencies.	Modification	<p>Clause to be read as:</p> <p>The Authority may serve written notice on Service Operator at any time to terminate this Agreement with immediate effect, in the event the Service Operator <u>becomes voluntarily or involuntarily the subject of proceedings under any bankruptcy or insolvency law, or other law or procedure for the relief of financially distressed debtors, or is unable, or admits in writing its inability, to pay its debts as they mature, or takes or suffers any action for its liquidation or dissolution, or has a receiver or liquidator appointed for all or any part of its assets and, in the event any act of the aforesaid character is involuntary, the consequences thereof</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>are not cured within a period of 90 days.</u>
109.	III/35/11.4	<p>Termination for Convenience On or after the one year of the Operational Readiness Certificate date, the Authority reserves the right to modify the Scope of Work, by prior written notice of 180 days, at any time for its convenience. The notice of termination shall specify that termination is for Authority convenience, the extent to which Scope of Work under the Agreement is modified, and the date upon which such modification becomes effective. In such event, the Service Operator shall perform its obligations under the Agreement as per the modified Scope of Work. The Authority would pay to the service operator eligible due payment for services performed till the last day of the notice period after approval</p>	Modification	<p>Clause to be read as:</p> <p>On or after the one year of the Launch of Sewa Kendras, PSeGS reserves the right to terminate, by prior written notice of 180 days, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for PSeGS's convenience, the extent to which performance of the work under the contract is terminated, and the date upon which such termination becomes effective. In such event, it will be incumbent on service operator to deliver services for the entire duration of notice period strictly as per the scope of work and terms and conditions of the contract. PSeGS would pay to the service operator eligible due payment for services performed till the last day</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		of competent authority.		of the notice period after approval of competent authority.
110.	III/36/12.1	Subject to Clause 12.2 below, Service Operator (the "Indemnifying Party") undertakes to indemnify the Authority (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default/Material Breach in performance or non-performance under this Agreement. In case a third party claims against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will	Modification	<p>Clause to be read as:</p> <p>Subject to Clause 12.2 below, Service Operator (the "Indemnifying Party") undertakes to indemnify the Authority (the "Indemnified Party") from and against all <u>direct and indirect</u> losses or <u>damages including</u> on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance, or <u>any</u> non-performance under this Agreement. In case a third party claims against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or (e) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be</p>		<p>claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's distribution, marketing or use <u>other than</u> for the benefit of third parties of the Service; or (d) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a non-infringing equivalent, (iii) modify it to make it non-infringing.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a noninfringing equivalent, (iii) modify it to make it noninfringing.		
111.	III/36/12.2 .i	the Indemnified Party as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;	Modification	<p>Clause to be read as:</p> <p>the Indemnified Party as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise, <u>provided that any delay or failure to inform shall not be prejudice to the rights of the Indemnified Party;</u></p>
112.	III/36/12.2 .iii	if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Clause, the Indemnified Party may participate in such Defense at its sole cost and expense, and the	Modification	<p>Clause to be read as:</p> <p>if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Clause and</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be recoverable from the Indemnifying Party;		the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be recoverable from the Indemnifying Party;
113.	III /37/ 12.2.viii	in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Clause, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and	Modification	<p>Clause to be read as:</p> <p>in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Clause, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates, <u><i>provided that the foregoing shall not entitle the Indemnifying Party to make any claims (including any contributory claims) against any officers, employees or representative of the Authority; and</i></u></p>
114.	III/37/12.2	if a Party makes a claim under the	Modification	Clause to be read as:

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
	/ix	indemnity set out under Clause 15.1 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).		if a Party makes a claim under the indemnity set out <u>under Clause 12.1</u> above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).
115.	III/37/12.3	The liability of Service Operator (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Annual Contract Value (to be calculated based on the Total Project Cost as mentioned in Schedule VII of this Agreement). The liability cap given under this Clause 12.3 shall not be	Modification	Clause to be read as: The liability of Service Operator (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Annual Contract Value (to be calculated based on the Total Project Cost as mentioned in Schedule VII of this Agreement). The liability cap given under this Clause 12.3 shall not be applicable to:

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		applicable to the indemnification obligations set out in Clause 12.1 and breach of Clause 12.4 and 13.		(i) <u>Any indemnification of the Indemnified Party under Clause 12.1 for any (a) breach of Applicable Laws by the Indemnifying Party, (b) breach of any Intellectual Property Rights by the Indemnifying Party, AND (c) fraud, gross negligence or willful misconduct of the Indemnifying Party; and</u> (ii) <u>breach of Clause 12.4 and 13.</u>
116.	III/38/13.4 .c	information which has been received from a third party who had the right to disclose the aforesaid information.	Modification	Clause to be read as: information which has been received from a third party who had the right to disclose the aforesaid information. <u>other than the information received from the users/persons to whom Services have been provided by the Service Operator, which shall only be utilized by the Service Operator for the purposes of rendering Services and/or for other aspects as permitted by the Authority;</u>
117.	III/39/1(v)	Any dispute or difference	Modification	Clause to be read as:

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>whatsoever arising between the parties to the Agreement out of or relating to the construction, meaning, scope, operation or effect of the Agreement or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of 45 days from the receipt of notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of Punjab & Haryana at Chandigarh, India. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such</p>		<p><u>Subject to the above clauses of Clause 14</u>, any dispute or difference whatsoever arising between the parties to the Agreement out of or relating to the construction, meaning, scope, operation or effect of the Agreement or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of 45 days from the receipt of notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of Punjab & Haryana at Chandigarh, India, <u>at the request of either of the party.</u> The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto,</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Chandigarh, India. Any legal dispute will come under the sole jurisdiction of Chandigarh, India.		subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the (Indian) Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Chandigarh, India. Any legal dispute will come under the sole jurisdiction of <u>the courts at Chandigarh, India.</u>
118.	III/39/1.vi	Compliance with laws: Each party will comply with all applicable export and import laws and regulations	Deletion	Clause stands deleted
119.	III/40/1.vii	Risk of Loss: For each hardware item, Service Operator bears the risk of loss or damage during tenure of project.	Deletion	Clause stands deleted
120.	III/40/1.vii i	Third party components: Service Operator will provide all third party components solely on a pass-through basis in accordance with the relevant third party terms and	Deletion	Clause stands deleted

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		conditions.		
121.	III/41/15.1	The Service Operator shall allow access to the Authority to all information which is in the possession or control of the Service Operator and which relates to the provision of the Services as set out in the Schedule - V i.e. Audit, Access and Reporting Schedule and which is reasonably required by the Authority to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule VI of this Agreement.	Modification	<p>Clause to be read as:</p> <p>The Service Operator shall allow access to the Authority to all information which is in the possession or control of the Service Operator and which relates to the provision of the services <u>(and collection/depositing of statutory fees and facilitation charges by the Service Operator)</u> as set out in the Schedule - V i.e. Audit, Access and Reporting Schedule and which is reasonably required by the Authority to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule VI of this Agreement.</p>
122.	III/41/15.2 .ii	Subject to the provisions of Clause 15.2 (iii) and 15.2 (iv) below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with the Authority. Service Operator shall be entitled to a broad	Modification	<p>Clause to be read as:</p> <p>Subject to the provisions of Clause 15.2 (iii) and 15.2 (iv) <u>below</u>, the IPR rights for any_bespoke development done during the implementation of the project will lie with the Authority. Service Operator shall be</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		license back in the bespoke development for its internal usage and other eGovernance project.		entitled to a broad license back in the bespoke development for its internal usage and other eGovernance project.
123.	III/42/15.2		Addition	<p>The following clause has been added as v.</p> <p><u>Protection and Transfer of Information/Data:</u> <u>During the Term, the Service Operator shall ensure that any and all information, data, documents, which is in the possession or control of the Service Operator, pertaining to the citizens/users/persons to whom it has provided Services, shall be properly secured/protected and shall not be transferred to any person, except for the purpose of performing its obligations hereunder or if requested by the Authority.</u></p> <p><u>On termination or expiry of this Agreement, the Service Operator shall</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>transfer all such information, data, documents, to the Authority. Further, Service Operator shall ensure that the it does not retain copy of any such information, documents, or data.</u>
124.	III/42/15.3	Implied Warranty: The warranties provided herein are in lieu of all other warranties, both express and implied, and all other warranties, including and without limitation that of merchantability or fitness for intended purpose is specifically disclaimed.	Modification	<p>Clause to be read as</p> <p><u>Warranty:</u> <u>The Service Operator warrants that the Project, including all the system(s), materials and Services provided hereunder, shall be free from any defect or deficiency that prevents the Project and/or the Services provided pursuant to the Project from fulfilling the requirements/specifications as specified in this Agreement. If any defect or deficiency is found in the performance/workmanship of the Project and other Services provided by the Service Operator, the Service Operator shall promptly, in consultation and agreement with the Authority, and</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<p><u>at it's sole cost repair, replace, or otherwise make good such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency.</u></p> <p>The Service Operator shall have no liability in the case of breach of this warranty due to (i) use of the deliverables on any environment (hardware or software) other than the environment recommended or approved by the Service Operator, (ii) the combination, operation, or use of some or all of the deliverables with information, software, specifications, instructions, data, or materials not approved by the Service Operator; (iii) the deliverables having been tampered with, altered or modified by the Authority without the written permission of the Service Operator, or</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				(iv) use of the deliverables otherwise than in terms of the relevant documentation.
125.	III/42/15.4	Liquidated Damages	Modification	<p>Clause to be read as:</p> <p>Time is the essence of the Agreement and the performance and Services under this Agreement are binding on the Service Operator. In the event of delay or any gross negligence for causes attributable to the Service Operator in meeting the deliverables, Services and meeting its obligations, the Authority shall be entitled at its option to recover from the Service Operator, liquidated damages of a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 5% of the relevant</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<p>deliverable value. The value of the respective deliverables shall be worked out based on the details provided in Annexure D (for unit rate) and E (items and qualities).</p> <p><u><i>It is hereby agreed between the Parties that the aforesaid damages (and all other damages payable by either Party to the other, under this Agreement) are mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the Party entitled to receive the same and are not by way of penalty. If, for any reason, any provisions regarding the payment of damages are held to be void, invalid or otherwise inoperative and so as to disentitle either Party from claiming damages, then such Party will be entitled to claim against the other Party for general damages for the</i></u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>relevant default in terms of the applicable law.</u>
126.	III/42/ 15.6.i	The Service Operator shall effect and maintain at its own cost, during the term of this Agreement, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to protect the interests of the Service Operator and the Authority. The Service Operator shall also effect and maintain such insurances as may be necessary for mitigating the risks that may devolve on the Authority as a consequence of any act or omission of the Service Operator during the terms of the Agreement.	Modification	<p>Clause to be read as:</p> <p>The Service Operator shall effect and maintain at its own cost, during the term of this Agreement, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with <u>Industry</u> Practice to protect the interests of the Service Operator and the Authority. The Service Operator shall also effect and maintain such insurances as may be necessary for mitigating the risks that may devolve on the Authority as a consequence of any act or omission of the Service Operator during the terms of the <u>Agreement</u></p>
127.	III/43/ 15.6.ii.e	any additional types specified in Schedule I; and	Modification	Clause to be read as

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>any other policy as specified in Vol. I of the RFP or as informed by the Authority any time during the Term.</u>
128.	III/43/15.6	<p>15.6 Insurance Cover</p> <p>i. Obligation to maintain insurance</p> <p>The Service Operator shall effect and maintain at its own cost, during the term of this Agreement, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to protect the interests of the Service Operator and the Authority. The Service Operator shall also effect and maintain such insurances as may be necessary for mitigating the risks that may devolve on the Authority as a consequence of any act or omission of the Service Operator during the terms of the</p>	Modification	<p>The Clause to be read as:</p> <p>15.6 Insurance Cover</p> <p>i. Obligation to maintain insurance</p> <p>The Service Operator shall effect and maintain at its own cost, during the term of this Agreement, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to protect the interests of the Service Operator and the Authority. The Service Operator shall also effect and maintain such insurances as may be necessary for mitigating the risks that may devolve on the Authority as a consequence of any act or omission of the Service Operator during the terms of the Agreement.</p> <p>ii. Without prejudice to the provisions contained in Clause 15.6 (i), the Service</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>Agreement.</p> <p>ii. Without prejudice to the provisions contained in Clause 15.6 (i), the Service</p> <p>Operator shall, during the term or termination of the Project and one year thereafter, procure and maintain Insurance Cover, for an amount not less than insurance cover specified in the Schedule I, including but not limited to the following:</p> <p>a. public liability;</p> <p>b. professional indemnity and errors and omissions;</p> <p>c. product liability;</p> <p>d. workers' compensation as required by law; and</p> <p>e. any additional types specified in Schedule I; and</p>		<p>Operator shall, during the term or termination of the Project and one year thereafter, procure and maintain Insurance Cover, for an amount not less than insurance cover specified in the Schedule I, including but not limited to the following:</p> <p>a. public liability;</p> <p>b. professional indemnity and errors and omissions;</p> <p>c. product liability;</p> <p>d. workers' compensation as required by law; and</p> <p>e. <u>any other policy as specified in Vol. I of the RFP or as informed by the Authority any time during the Term.; and</u></p> <p><u>Service Operator shall ensure that the Authority is identified as a co-insured/beneficiary under all insurance policies obtained by the Service</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>Operator hereunder. Service Operator agrees to provide copy of all such insurance policies to the Authority, including copies of the renewed policy.</u>
129.	III/44/ 15.7(A)iv	Except as stated in this Clause, nothing in this Agreement will limit the ability of Service Operator to freely assign or reassign its employees; provided that Service Operator shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. The Authority shall have the right to review and approve Service Operator’s plan for any such knowledge transfer. Service Operator shall maintain the same or higher standards for skills and professionalism among	Modification	<p>Clause to be read as:</p> <p>Except as stated in this Clause, nothing in this Agreement will limit the ability of Service Operator to freely assign or reassign its employees; provided that Service Operator shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. The Authority shall have the right to review and approve Service Operator’s plan for any such knowledge transfer. Service Operator shall maintain the same or higher standards for skills and professionalism among replacement personnel as in personnel being</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		replacement personnel as in personnel being replaced. However all resource substitution/replacement related penalties shall remain applicable.		replaced. However all resource substitution/replacement related <u>liquidated damages</u> shall remain applicable.
130.	III/45/14.5 (C)	14.5(C) Sub-contractors The Service Operator shall not subcontract any work related to the Agreement without Authority's prior written consent. However the Service Operator shall provide the list of services planned to be sub contracted, within 45 days of signing the Agreement or at least 45 days before the start of proposed subcontracted work. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the subcontractors. The Service Operator undertakes to indemnify	Modification	The Clause to be read as: <u>15.7(C)</u> Sub-contractors The Service Operator shall not subcontract any work related to the Agreement without Authority's prior written consent. However the Service Operator shall provide the list of services planned to be sub contracted, within 45 days of signing the Agreement or at least 45 days before the start of proposed subcontracted work. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities statutory or otherwise,

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>the Authority from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub-contractor.</p>		<p>concerning the subcontractors, <u>and shall, notwithstanding such sub-contract (or any approval thereof by the Authority) continue to be liable for any work or services provided by any subcontractors.</u> The Service Operator undertakes to indemnify the Authority from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub- contractor. <u>For avoidance of doubt, Service Operator shall not be allowed to sub-contract the entire Project/work/Services.</u></p>
131.	<p>III/51/ <u>Schedule - I</u> <u>DEFINITION</u> <u>§</u></p>	<p>Adverse Effect the ability of the Service Operator to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of</p>	<p>Modification</p>	<p>Clause to be read as: the ability of the <u>relevant party</u> to exercise any of its rights or perform/discharge any of its duties/obligations under and in</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		this Agreement and/or		accordance with the provisions of this Agreement and/or
132.	III/51/ <u>Schedule - I</u> <u>DEFINITION</u> <u>5</u>	<p>Agreement or Contract</p> <p>includes Master Services Agreement, together with all Articles, Annexures, Schedules thereof and the contents and specifications of the RFP;</p>	Modification	<p>Clause to be read as:</p> <p><u>includes Master Services Agreement, together with all Articles, Annexures, Schedules thereof, the RFP (including all addenda and corrigenda thereto), the letter of approval issued by the Authority to the Service Operator, letter of acceptance by the Service Operator, the bid submitted by the Service Operator, as further set forth in Clause 1.5.1;</u></p>
133.	III/51/ <u>Schedule - I</u> <u>DEFINITION</u> <u>5</u>	<p>Software</p> <p>means the software designed, developed / customized, tested and deployed by the Service Operator, if any for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the</p>	Modification	<p>Clause to be read as:</p> <p>Software</p> <p>means the software designed, developed / customized, tested and deployed by the Service Operator, if any for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products (including the COTS products used for the product), proprietary software components and tools deployed by the Service Operator;		documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project;
134.	III/52/ <u>Schedule - I</u> <u>DEFINITION</u> <u>§</u>	<p>Controls</p> <p>means, in relation to any business entity, the power of a person to secure</p> <p>(i) by means of the holding of shares or the possession of voting power in or in relation to that or any other business entity, or</p> <p>(ii) by virtue of any powers conferred by the articles of association or other document regulating that or any other business</p>	Modification	<p>Clause to be read as:</p> <p>includes, in relation to any business entity</p> <p>(i) possession (whether directly or indirectly) of the power to exercise 50% or more of the voting rights of such business entity; and/or</p> <p>(ii) beneficial ownership (whether directly or indirectly) of 50% or more of the shares/ownership interest of such business entity; and/or</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		entity, that the affairs of the first mentioned business entity are conducted in accordance with that person's wishes and in relation to a partnership, means the right to a share of more than one half of the assets, or of more than one half of the income, of the partnership;		(iii) power to direct or indirect control over the management, policies or affairs of such business entity, including the right to appoint majority of directors, by contract or otherwise.
135.	III/52	Effective Date shall have the same meaning ascribed to it in Clause 3.1	Modification	Clause to be read as: <u>shall mean the date of execution of this Agreement.</u>
136.	III/53	Operational Readiness Operational readiness is making the Sewa Kendras ready with all the infrastructure, manpower, training of manpower, standard operating procedures etc as per the scope of work so that they are ready for providing services to the citizens. This readiness will be checked and	Modification	Clause to be read as: Operational readiness is making the Sewa Kendras ready with all the infrastructure, manpower, training of manpower, standard operating procedures etc as per the scope of work so that they are ready for providing services to the citizens. This readiness will be checked and certified by <u>the Authority</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		certified by the PSeGS Post certification from PSeGS on the operational readiness of the Sewa Kendras, Service Operator will be required to launch the sewa kendras within 15 days from the date of said certification. Launch of Sewa Kendra would be the date the Sewa Kendras are opened for the public / citizens for delivering services.		Post certification from <u>the Authority</u> on the operational readiness of the Sewa Kendras, Service Operator will be required to launch the sewa kendras within 15 days from the date of said certification. Launch of Sewa Kendra would be the date the Sewa Kendras are opened for the public / citizens for delivering services.
137.	III/53	Force Majeure Costs Force Majeure Costs shall have the same meaning ascribed to it in Clause 10.7	Modification	Clause to be read as: Force Majeure Costs shall have the same meaning ascribed to it in <u>Clause 10.6</u>
138.	III/53	Intellectual Property Rights Intellectual Property Rights means all rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation	Modification	Clause to be read as: Intellectual Property Rights Intellectual Property Rights means all rights in written designs, <u>trademarks, patents, copyrights and other intellectual property rights, moral rights,</u> rights (whether or not any of these

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		rights (whether or not any of these are registered including pending applications for registration);		are registered including pending applications for registration);
139.	III/54	Providing Party Providing Party shall have the same meaning ascribed to it in Clause 12.5 Receiving Party shall have the same meaning ascribed to it in Clause 12.5	Modification	Clause to be read as: Providing Party shall have the same meaning ascribed to it in <u>Clause 7.5</u>
140.	III/54	Receiving Party shall have the same meaning ascribed to it in Clause 12.5	Modification	Clause to be read as: Receiving Party shall have the same meaning ascribed to it in <u>Clause 7.5</u>
141.	III/54	Required Consents Required Consents means the consents, waivers, clearances and licenses to use Authority's Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the Software and other items that Authority or their nominated agencies are required to make	Modification	Clause to be read as <u>Required Consents shall have the same meaning ascribed to it in Clause 6.3</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		available to Service Operator pursuant to the Agreement;		
142.	III/54	Term Term shall have the same meaning ascribed to it in Clause 3.1	Modification	Clause to be read as: Term Term shall have the same meaning ascribed to it in <u>Clause 3.4</u>
143.	III/54		Addition	The following clause has been added in Schedule -I - Definitions Government Instrumentality <u>shall mean Government of India, Government of any State in India or any ministry, department, board, authority, agency, corporation, commission under the direct or indirect control of Government of India or any state Government or both, any political sub-division of any of them including any court of appropriate commission or tribunal or judicial or quasi-judicial body in India</u>
144.	III/54		Addition	The following clause has been added in

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<p>Schedule -I - Definitions.</p> <p>RFP</p> <p><u>RFP Means the RFP document (Vol I, Vol II & Vol. III) issued by the Authority on <<dd/mm/yyyy>> for appointment of the Service Operator for operation, maintenance and managing the Sewa Kendras.</u></p> <p><u>Without prejudice, the RFP Document shall include all addenda/corrigendum issued by the Authority, any written responses of queries, mails and any other documents (to the extent expressly identified as forming part of the RFP) made available by the Authority to the Bidders from time to time during the Bidding Process including the Contract.</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
145.	III/58/d	<p>D. Obligations</p> <p>Obligations The Service Operator shall be obliged to implement any proposed changes once approval in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe. Service Operator will not be obliged to work on a change until the parties agree in writing upon its scope, price and/or schedule impact.</p>	Modification	<p>Clause to be read as:</p> <p>D. Obligations</p> <p>The Service Operator shall be obliged to implement any proposed changes once approval in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe.</p> <p><u>In the event that the parties are unable to agree in writing upon its scope, price and/or schedule impact, the matter shall be subject to dispute resolution in accordance with the provisions of this Agreement, provided that pending the resolution of such dispute, the Service Operator shall be required to implement the change in the manner and to the extent as required by the Authority.</u></p>
146.	III/58		Addition	The following clause has been added as

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<p>E.</p> <p>Exception to Change</p> <p>For the purpose of this Schedule, following events shall not be termed or lead to change:</p> <ul style="list-style-type: none"> (i) Providing of the additional services which are necessary in order for Service Operator to satisfy its responsibility under this Agreement; (ii) Providing of additional services required due to delays attributable to the Service Operator, or due to rectification or remedy of defects or deficiencies; (iii) Providing of additional services required because of a breach of any of the warranties by the Service Operator; or (iv) Changes relating to re-performance of any of the service because of Service Operator's failure to

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				follow the service level as provided in this Agreement.
147.	III/59/2.1	The Authority shall be entitled to serve notice in writing on the Service Operator at any time during the Exit Management Period as detailed hereinabove requiring the Service Operator and/or its sub-contractors to provide the Authority with a complete and up to date list of the Assets within 30 days of such notice. The Authority shall then be entitled to serve notice in writing on the Service Operator at any time prior to the date that is 30 days prior to the end of the Exit Management Period requiring the Service Operator to sell the Assets, if any, to be transferred to the Authority at book value as determined as of the date of such	Modification	<p>Clause to be read as</p> <p>The Authority shall be entitled to serve notice in writing on the Service Operator at any time during the Exit Management Period as detailed hereinabove requiring the Service Operator and/or its sub-contractors to provide the Authority with a complete and up to date list of the Assets within 30 days of such notice. The Authority shall then be entitled to serve notice in writing on the Service Operator at any time prior to the date that is 30 days prior to the end of the Exit Management Period requiring the Service Operator to sell the Assets, if any, to be transferred to the Authority at a nominal value of Rs. one. Notwithstanding anything contrary</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		notice in accordance with the provisions of relevant laws.		provided in this Agreement, transfer of all Assets (which are in the possession or control of the Service Operator) which were present at the SUWIDHA Centers or SEWA KENDRA at the time possession of the relevant SUWIDHA Centers or SEWA KENDRA was provided to the Service Operator, shall only be returned to the Authority, and no amounts shall be payable in respect thereof.
148.	III/59/ 2.3(ii)	All risk in and title to the Assets to be transferred/to be purchased by the pursuant to this Agreement shall be transferred to the Authority, on the last day of the Exit Management Period.	Modification	<p>Clause to be read as:</p> <p>All risk in and title to the Assets <u>(any and all rights of the Service Operator therein)</u> to be transferred/to be purchased by the pursuant to this Agreement shall be transferred to the Authority, on the last day of the Exit Management Period.</p>
149.	III/60/4		Addition	The following clause has been added as 4.4

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>Save as otherwise provided in this Agreement, before the expiry of the Exit Management Period, the Service Operator shall deliver/transfer to the Authority, all information, data, documents, records, etc., which is in the possession or control of the Service Operator, pertaining to the citizens/users/persons to whom it has provided Services during the Term, and further shall ensure that the it does not retain the copy of such information/documents/data/ records.</u>
150.	III/65/8	<p>RECORDS AND INFORMATION</p> <p>For the purposes of audit in accordance with this Schedule, the Service Operator shall maintain true and accurate records in connection with the provision of the services and the Service Operator shall handover all the relevant records and documents upon the termination or expiry of the MSA, including its</p>	Modification	<p>Clause to be read as:</p> <p>RECORDS AND INFORMATION</p> <p>For the purposes of audit in accordance with this Schedule, the Service Operator shall maintain true and accurate records in connection with the provision of the services <u>(including collection and depositing of the statutory fees and facilitation charges by the Service</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		Schedules, Annexures and Appendixes.		<u>Operator</u>) and the Service Operator shall handover all the relevant records and documents upon the termination or expiry of the MSA, including its Schedules, Annexures and Appendixes.
151.	III/67/3.5	The other Party ("Respondent") shall have the right to respond to the Dispute Notice within 30 days after receipt of the Dispute Notice. In the event that the parties are unable to resolve the Disputed Matter within a further period of 30 days, it shall refer the Disputed Matter to next level of the dispute resolution for action as per the process mentioned in Clause 9.1	Modification	Clause to be read as: The other Party ("Respondent") shall have the right to respond to the Dispute Notice within 30 days after receipt of the Dispute Notice. In the event that the parties are unable to resolve the Disputed Matter within a further period of 30 days, it shall refer the Disputed Matter to next level of the dispute resolution for action as per the process mentioned in <u>Clause 14</u>
152.	III/70	Schedule - VII - Format for Performance Bank Guarantee	Modification	Clause to be read as: Schedule - <u>VIII</u> - Format for Performance Bank Guarantee
153.	III/ 71/2.e)	In order to give full effect to this	Modification	Clause to be read as:

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>Performace Bank Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Performance Bank Guarantee from time to time to vary any of the terms and conditions contained in the RFP Document and MSA and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Service Operator or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Service Operator or by any change in the constitution of the Authority or its absorption, merger or amalgamation</p>		<p>In order to give full effect to this <u>Performance</u> Bank Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Performance Bank Guarantee from time to time to vary any of the terms and conditions contained in the RFP Document <u>or waive the application of any provision thereof</u> and MSA and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Service Operator or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Service Operator or by any change in the constitution of the Authority or its absorption, merger or</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.		amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
154.	III/71/2.i	We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.	Modification	<p>Clause to be read as:</p> <p>i. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing. <u>Further, it is hereby agreed that the Authority may assign this Performance Bank Guarantee to any person, in which case the Authority shall inform the Bank in writing. However the Bank cannot assign or transfer the same without prior written consent of Authority.</u></p>
155.	III/71	Any dispute or difference whatsoever arising out of or relating to the construction, meaning, scope, operation or	Addition	<p>The following clause has been added as k)</p> <p><u>Any dispute or difference whatsoever arising out of or relating to the</u></p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		effect of this Performance Bank Guarantee shall be resolved under the sole jurisdiction of the courts of Chandigarh, India. This Performance Bank Guarantee shall be governed by the laws of India.		<u>construction, meaning, scope, operation or effect of this Performance Bank Guarantee shall be resolved under the sole jurisdiction of the courts of Chandigarh, India. This Performance Bank Guarantee shall be governed by the laws of India.</u>
156.	Vol III		Addition	The new Schedule has been added: <u>Schedule - IX - List of Necessary Clearances</u> <u>1. [•]</u> <u>2. [•]</u> <u>3. [•]</u>
157.	III/74	Services Levels In case of default in ensuring delivery of quality services to citizens, following penalties shall be applicable for each zone separately:-	Modification	Clause to be read as: Services Levels In case of default in ensuring delivery of quality services to citizens, following <u>liquidated damages</u> shall be applicable for each zone separately:-

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
158.	III/75-79	Penalty	Modification	The term 'Penalty' to be read as 'Liquidation Damages' in the table
159.	III/76/5.c	Monitoring by CCTVs by PSeGS designated gencies	Modification	Monitoring by CCTVs by PSeGS designated <u>agencies</u>
160.	III/76/	<p>Category</p> <p>Sl. No. 8 Courteousness to citizens below 7 marks on the scale of 0-10 (10 being highest).</p>	Modification	<p>Clause to be read as:</p> <p>Sl. No. 8 Courteousness to citizens below 7 marks on the scale of 0-9 (9 being highest).</p>
161.	III/77	<p>Sl. No. 13 (Column Penalty level)</p> <p>1. Rs. 5.0 lakhs per center per instance for first 3 Instances.</p> <p>2. Punitive action beyond such 3 instances</p>	Modification	<p>Clause to be read as:</p> <p>1. Rs. 5.0 lakhs per center per instance for first 3 Instances.</p> <p>2. <u>Authority shall be entitled to terminate the Agreement or exercise other rights under law, contract or equity beyond such 3 instances</u></p>
162.	III/80	<p>Note:</p> <ul style="list-style-type: none"> Above SLAs shall be 	Modification	<p>Clause to be read as:</p> <p>Note:</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>calculated for every month for all services handled through all Sewa Kendras.</p> <ul style="list-style-type: none"> □ The final SLAs shall be calculated on the basis of gross average SLAs after summing of all debit/credit points accrued during the month. Any net credit of points shall not be carried over for subsequent months. □ The applicable penalty on the gross average SLAs for the month shall be levied as below: <ul style="list-style-type: none"> o Baseline: No Penalty o Lower Performance: 0.5% of Monthly payout o Breach: 5% of monthly Payout. In case of continuous breach of 3 months, PSeGS reserves the rights to terminate the contract. □ In future, more SLAs may be defined with mutual agreement of PSeGS and Service Operator. 		<ul style="list-style-type: none"> • Above SLAs shall be calculated for every month for all services handled through all Sewa Kendras. • The final SLAs shall be calculated on the basis of gross average SLAs after summing of all debit/credit points accrued during the month. Any net credit of points shall not be carried over for subsequent months. • The <u>applicable liquidation damages</u> on the gross average SLAs for the month shall be levied as below: <ul style="list-style-type: none"> o <u>Baseline: None</u> o Lower Performance: 0.5% of Monthly payout o Breach: 5% of monthly Payout. In case of continuous breach of 3 months, PSeGS reserves the rights to terminate the contract. • In future, more SLAs may be defined with mutual agreement of PSeGS

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>□ In any case, overall total deduction from the payment due to Service Operator will not exceed 15% of monthly payment. This deduction is in addition to the other penalties/liquidity damages as mentioned in this RFP.</p> <p>□ All above penalties shall be levied on the Service Operator for any failure happened on his part in any of the agreed Timelines/SLAs/Terms & Condition. However, in any case, the total penalty value shall not be greater than 10% of the total contract value beyond which PSeGS reserves the right to terminate the contract. The applicable damages on the gross average SLAs for the month shall be levied as below:</p> <ul style="list-style-type: none"> o Baseline: No Penalty o Lower Performance: 0.5% of Monthly payout 		<p>and Service Operator.</p> <ul style="list-style-type: none"> • In any case, overall total deduction from the payment due to Service Operator will not exceed 15% of monthly payment. This deduction is in addition to the other liquidity damages as mentioned in this RFP. • All <u>above liquidated damages</u> shall be levied on the Service Operator for any failure happened on his part in any of the agreed Timelines/SLAs/Terms & Condition. However, in any case, the total value of <u>the liquidated damages</u> shall not be greater than 10% of the total contract value beyond which PSeGS reserves the right to terminate the contract.

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		o Breach: 5% of monthly Payout. In case of continuous breach of 3 months, PSeGS reserves the rights to terminate the contract.		
163.	III/80/ii	<p>SLA Review PSeGS will review the performance of the Service Operator against the SLA at any given time or duration. The supervision report about the performance of any Services pursuant to this SLA by the Service Operator or any other agency as appointed by PSeGS shall form the basis for imposing damages/ penalties for breach of contract. The results of said review will be shared by PSeGS with the Service Operator. PSeGS reserves the right to appoint a third party auditor/ agency to validate the Deliverables under this SLA. Based on the instructions of the PSeGS, the findings of the third party auditor/</p>	Modification	<p>Clause to be read as: PSeGS will review the performance of the Service Operator against the SLA at any given time or duration. The supervision report about the performance of any Services pursuant to this SLA by the Service Operator or any other agency as appointed by PSeGS shall form the basis for <u>imposing damages</u> for breach of contract. The results of said review will be shared by PSeGS with the Service Operator. PSeGS reserves the right to appoint a third party auditor/ agency to validate the Deliverables under this SLA. Based on the instructions of the PSeGS, the findings of the third party auditor/ agency shall be accepted and addressed by the Service Operator with the consultation of the PSeGS.</p>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		agency shall be accepted and addressed by the Service Operator with the consultation of the PSeGS.		
164.	III/84	<p>Note:</p> <ul style="list-style-type: none"> Any augmentation of the proposed solution or sizing of any of the proposed solutions (including system Software, hardware and any other component) in order to meet the minimum RFP requirements and/or the requisite Service requirements given by Punjab State e-Governance Society will be carried out at no additional cost to Punjab State e-Governance Society during the entire period of Agreement. All Software shall be of latest version. 	Modification	<p>Clause to be read as:</p> <p>Note:</p> <ul style="list-style-type: none"> Any augmentation of the proposed solution or sizing of any of the proposed solutions (including system software, hardware and any other component) in order to meet the minimum RFP requirements and/or the requisite Service requirements given by Punjab State e-Governance Society will be carried out at no additional cost to Punjab State e-Governance Society during the entire period of Agreement. <u>All software should be genuine i.e. appropriate licenses have been procured (if required) and should be of latest version.</u> <u>Service Operator shall ensure that any information/data/document</u>

S.No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
				<u>electronically supplied by it to the Authority, any Government Instrumentality including the concerned departments related to which requisite services will be provided, shall be compatible, calibrate or synchronize with the systems/software being used by Authority or such Government Instrumentality.</u>
165.				

Corrigendum - I

Corrigendum - I (Volume I)

Annexure 'A'

Tentative Zone wise numbers of SEWA KENDRAS

Zone No	District	Type I	Type II	Type III	Total
1	Amritsar	1	40	112	153
	Gurdaspur	1	0	142	143
	Taran Taran	1	3	94	98
	Pathankot	1	4	39	44
	Hoshiarpur	1	16	125	142
	Jalandhar	1	35	108	144
	Kapurthala	1	15	54	70
	Shahid Bhagat Singh Nagar/SBS Nagar	1	5	49	55
Zone 1 Total		8	118	723	849
2	Sangrur	1	25	114	140
	Barnala	1	10	40	51
	Patiala	1	31	113	145
	Fatehgarh Sahib	1	10	38	49
	Ludhiana	1	46	144	191
	Rupnagar/Ropar	1	15	56	72
	Sahibzada Ajit Singh Nagar / SAS Nagar	1	34	45	80
Zone 2 Total		7	171	550	728

Zone No	District	Type I	Type II	Type III	Total
3	Faridkot	1	2	43	46
	Fazilka	1	6	77	84
	Ferozepur	1	11	72	84
	Moga	1	11	70	82
	Shr Muktsar Sahib	1	4	73	78
	Bathinda	1	34	89	124
	Mansa	1	10	61	72
Zone 3 Total		7	78	485	570
State Total		22	367	1758	2147

Scanner

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		Compliance (Yes/No)	Specification Offered
Type	Legal Size Flatbed		
Speed	20 PPM		
Scan Technology	Charge Coupled Device (CCD)		
Resolution	Minimum 600 DPI		
Bit Depth	24 bit		
Duty Cycle	Cycle Upto 800 pages/day		
Paper Handling	Inbuilt ADF(50 Page)		
Paper Size	Max Scan Size Min. 8.5X11.7" for A4,		
Scan File Formats	Mandatory : BMP, JPEG, JPG, GIF, TIFF, PNG, PDF, RTF Preferred: TIFF compressed, TXT, UNICODE, HTM, DOC		
Interfaces	USB 2.0 port		
Operating Systems Support Required	Compatible with Microsoft Windows (XP/ Vista/ 7/8/10 & Higher version) and O/S of the quoted model of the Desktop		
Accessories	With All the standard accessories (Drivers/ Software, MS-Windows XP/ Vista/ 7/8), OEM/Third Party Scanning Software		

List of Existing SUWIDHA KENDRAS

Sr.No	District	Name	Total
1	AMRITSAR	SUWIDHA CENTRE , SDM OFFICE AJNALA , DISTRICT AMRITSAR , PUNJAB	10
		SUWIDHA CENTRE , SUB TEHSIL OFFICE ATTARI , DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE BABA BAKALA , DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , CMO OFFICE , DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE, DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , DTO OFFICE, DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE LOPOKE, DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MAJITHA, DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE RAMDASS, DISTRICT AMRITSAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE TARSIKKA, DISTRICT AMRITSAR , PUNJAB	
2	BARNALA	SUWIDHA CENTRE , DC OFFICE, DISTRICT BARNALA , PUNJAB	5
		SUWIDHA CENTRE , SDM OFFICE TAPA, DISTRICT BARNALA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE, BHADAUR, DISTRICT BARNALA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE DHANAULA, DISTRICT BARNALA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MEHAL KALAN, DISTRICT BARNALA , PUNJAB	
3	BATHINDA	SUWIDHA CENTRE , DC OFFICE, DISTRICT BATHINDA , PUNJAB	9
		SUWIDHA CENTRE , SDM OFFICE MAUR, DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE BALIAN WALI, DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE BHAGTA	

Sr.No	District	Name	Total
		, DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE GONIANA , DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE NATHANA, DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE RAMPURA PHUL, DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE SANGAT, DISTRICT BATHINDA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE TALWANDI SABO, DISTRICT BATHINDA , PUNJAB	
4	FARIDKOT	SUWIDHA CENTRE , SDM OFFICE JAITO, DISTRICT FARIDKOT , PUNJAB	4
		SUWIDHA CENTRE , SUB TEHSIL OFFICE SADIQ, DISTRICT FARIDKOT , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE, DISTRICT FARIDKOT , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE KOTKAPURA, DISTRICT FARIDKOT , PUNJAB	
5	FATEHGARH SAHIB	SUWIDHA CENTRE , SDM OFFICE AMLOH , DISTRICT FATEHGARH SAHIB , PUNJAB	5
		SUWIDHA CENTRE , SDM OFFICE BASSI PATHANA , DISTRICT FATEHGARH SAHIB , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT FATEHGARH SAHIB , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE , KHAMANON , DISTRICT FATEHGARH SAHIB , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MANDI GOBINDGARH , DISTRICT FATEHGARH SAHIB , PUNJAB	
6	FAZILKA	SUWIDHA CENTRE , SDM OFFICE FAZILKA , DISTRICT FAZILKA , PUNJAB	7
		SUWIDHA CENTRE , SDM OFFICE JALALABAD , DISTRICT FAZILKA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE ARNIWALA SHAIKH SUBHAN , DISTRICT FAZILKA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE ABOHAR , DISTRICT FAZILKA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE KHUHIAN SERVER , DISTRICT FAZILKA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE SITTO GUNNO , DISTRICT FAZILKA , PUNJAB	

Sr.No	District	Name	Total
		SUWIDHA CENTRE , DC OFFICE , DISTRICT FAZILKA , PUNJAB	
7	FEROZEPUR	SUWIDHA CENTRE , SUB TEHSIL OFFICE MAKHU , DISTRICT FEROZEPUR , PUNJAB	7
		SUWIDHA CENTRE , SDM OFFICE FEROZEPUR , DISTRICT FEROZEPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE ZIRA , DISTRICT FEROZEPUR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT FEROZEPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL MAMDOT , DISTRICT FEROZEPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE GURU HARSAHAI , DISTRICT FEROZEPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE TALWANDI BHAI , DISTRICT FEROZEPUR , PUNJAB	
8	GURDASPUR	SUWIDHA CENTRE , SUB TEHSIL OFFICE , DINANAGAR , DISTRICT GURDASPUR , PUNJAB	14
		SUWIDHA CENTRE , SUB TEHSIL OFFICE , KAHNUWAN , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE , KALANAUR , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE , QADIAN , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE , SRI HARGOBINDPUR , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE , GURDASPUR , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE DHARIWAL , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , DTO OFFICE , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE BATALA , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE DERA BABA NANAK , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE NAUSHERA MAJHA SINGH , DISTRICT GURDASPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE	

Sr.No	District	Name	Total
		FATEHGARH CHURRIAN , GURDASPUR	
		SUWIDHA CENTRE , TEHSIL OFFICE GURDASPUR , DISTRICT GURDASPUR , PUNJAB	
9	HOSHIARPUR	SUWIDHA CENTRE , SUB TEHSIL BHUNGA , DISTRICT HOSHIARPUR , PUNJAB	8
		SUWIDHA CENTRE , SDM OFFICE DASUYA , DISTRICT HOSHIARPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE GARSHANKAR , DISTRICT HOSHIARPUR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT HOSHIARPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MAHILPUR , DISTRICT HOSHIARPUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE MUKERIAN , DISTRICT HOSHIARPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE TALWARA , DISTRICT HOSHIARPUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE TANDA , DISTRICT HOSHIARPUR , PUNJAB	
10	JALANDHAR	SUWIDHA CENTRE , SDM OFFICE NAKODAR, DISTRICT JALANDHAR , PUNJAB	4
		SUWIDHA CENTRE , SDM OFFICE PHILLAUR, DISTRICT JALANDHAR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE SHAHKOT, DISTRICT JALANDHAR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE, DISTRICT JALANDHAR , PUNJAB	
11	KAPURTHALA	SUWIDHA CENTRE , DC OFFICE , DISTRICT KAPURTHALA , PUNJAB	4
		SUWIDHA CENTRE , SDM OFFICE BHOLATH , DISTRICT KAPURTHALA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE PHAGWARA , DISTRICT KAPURTHALA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE SULTANPUR LODHI, DISTRICT KAPURTHALA , PUNJAB	
12	LUDHIANA	SUWIDHA CENTRE , DC OFFICE , DISTRICT LUDHIANA , PUNJAB	24
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MACHHIWARA , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M. C. OFFICE DORAHA , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M. C. OFFICE JAGRAON , DISTRICT LUDHIANA , PUNJAB	

Sr.No	District	Name	Total
		SUWIDHA CENTRE , M.C. OFFICE MACHIWARA , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE MALOUD , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE MULLANPUR , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE PAYAL , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE RAIKOT , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE SAHNEWAL , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE SAMRALA , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE KHANNA , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE PAYAL , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE DEHLON , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE KOOKALAN , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE LUDHIANA CENTRAL , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MALOUD , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MULLANPUR , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE SAHNEWAL , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE SIDWAN BET , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE JAGRAON , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE RAIKOT , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , M. C. OFFICE KHANNA , DISTRICT LUDHIANA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE SAMRALA , DISTRICT LUDHIANA , PUNJAB	
13	MANSA	SUWIDHA CENTRE , DC OFFICE , DISTRICT MANSA , PUNJAB	7

Sr.No	District	Name	Total
		SUWIDHA CENTRE , SUB TEHSIL OFFICE BARETA , DISTRICT MANSA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE , SARDULGARH , DISTRICT MANSA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE JHUNIR , DISTRICT MANSA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE JOGA , DISTRICT MANSA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE BHIKHI , DISTRICT MANSA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE BUDHLADA , DISTRICT MANSA , PUNJAB	
14	MOGA	SUWIDHA CENTRE , DC OFFICE , DISTRICT MOGA , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE BAADHNI KALAN , DISTRICT MOGA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE OFFICE BAGHA PURANA , DISTRICT MOGA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE DHARAMKOT , DISTRICT MOGA , PUNJAB	
		SUWIDHA CENTRE , M.C. OFFICE , DISTRICT MOGA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE NIHAL SINGH WALA , DISTRICT MOGA , PUNJAB	6
15	PATHANKOT	SUWIDHA CENTRE , DC OFFICE , DISTRICT PATHANKOT , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE DHAR KALAN , DISTRICT PATHANKOT , PUNJAB	2
16	PATIALA	SUWIDHA CENTRE , SDM OFFICE NABHA , DISTRICT PATIALA , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT PATIALA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE PATRAN , DISTRICT PATIALA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE RAJPURA , DISTRICT PATIALA , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE SAMANA , DISTRICT PATIALA , PUNJAB	5
16	RUPNAGAR	SUWIDHA CENTRE , SDM OFFICE CHAMKAUR SAHIB , DISTRICT RUPNAGAR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE ANANDPUR SAHIB , DISTRICT RUPNAGAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MORINDA	6

Sr.No	District	Name	Total
		, DISTRICT RUPNAGAR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE NANGAL , DISTRICT RUPNAGAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE NURPUR BEDI , DISTRICT RUPNAGAR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT RUPNAGAR , PUNJAB	
18	SAHIBZADA AJIT SINGH NAGAR	SUWIDHA CENTRE , MUNICIPAL CORPORATION S.A.S. NAGAR , DISTRICT S.A.S. NAGAR , PUNJAB	
		SUWIDHA CENTRE , MUNICIPAL COUNCIL ZIRAKPUR , DISTRICT S.A.S. NAGAR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT S.A.S. NAGAR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE DERABASSI , DISTRICT S.A.S. NAGAR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE KHARAR , DISTRICT S.A.S. NAGAR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE MAJRI , DISTRICT S.A.S. NAGAR , PUNJAB	6
19	SANGRUR	SUWIDHA CENTRE , DC OFFICE , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE AHMEDGARH , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE AMARGARH, DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE BHAWANIGARH , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE CHEEMA , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE DHURI , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE DIRBA , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE KHANAURI , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE LEHRA , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE LONGOWAL , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE MALERKOTLA , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE MOONAK , DISTRICT SANGRUR , PUNJAB	14

Sr.No	District	Name	Total
		SUWIDHA CENTRE , SUB TEHSIL OFFICE SHERPUR , DISTRICT SANGRUR , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE SUNAM , DISTRICT SANGRUR , PUNJAB	
20	SHAHID BHAGAT SINGH NAGAR	SUWIDHA CENTRE , SDM OFFICE BALACHAUR, DISTRICT S.B.S NAGAR , PUNJAB	3
		SUWIDHA CENTRE , TEHSIL OFFICE BANGA, DISTRICT S.B.S NAGAR , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE, DISTRICT S.B.S NAGAR , PUNJAB	
21	SRI MUKTSAR SAHIB	SUWIDHA CENTRE , SUB TEHSIL OFFICE DODA , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	7
		SUWIDHA CENTRE , SDM OFFICE MALOUT , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE BARIWALA , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE GIDDERBAHA , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE LAKHEWALI , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	
		SUWIDHA CENTRE , SUB TEHSIL OFFICE LAMBI , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	
		SUWIDHA CENTRE , DC OFFICE , DISTRICT SRI MUKTSAR SAHIB , PUNJAB	
22	TARN TARAN	SUWIDHA CENTRE , DC OFFICE , DISTRICT TARN TARAN , PUNJAB	4
		SUWIDHA CENTRE , SDM OFFICE KHADOOR SAHIB , DISTRICT TARN TARAN , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE PATTI , DISTRICT TARN TARAN , PUNJAB	
		SUWIDHA CENTRE , SDM OFFICE TARN TARAN , DISTRICT TARN TARAN , PUNJAB	
		Total	161