

TENDER DOCUMENT No. 97761/CREDA/JJM-2/DATE-23-05-2022

Ref. No. 3195 /CREDA/JJM-2/2022-23 Date: 01/06/2022

Clarifications by CREDA on the Pre-Bid Queries/Suggestions/Clarifications/Amendments sought by prospective bidders.

SN	Topic/Particular	Relevant Section/ Page No./ Clause No.	Actual Tender Clause	Queries/ Clarification sought/Amendment requested by the prospective bidders	Clarification/Reply from CREDA
1	BID SUBMISSION	Page no. 1,5 (tender schedule); Checklist item no. 7, pg no.6 Section - 1 Clause 5 and 18	References of submission of Hard Copies of technical bid in the bid document	Clarity needed on submission of technical bid documents in hard copy.	<p>It is being clarified that the bidders have to produce original hard copy of documents which are uploaded on e-bidding portal as per the checklist so that CREDA can match the authenticity of the same.</p> <p>Bidders are being notified again to submit the documents (original copies) mentioned in the checklist on or before 13-06-2022 by 5:00PM.</p> <p>Relevant amendments are there in Corrigendum dated 01/06/2022.</p>
2	Extension of Display of Samples and Allowing MAF during sample display event	Notice Inviting BID/Pg no - 01/Clause - 1 ; Section 1/Clause 16	<p>Demo of Sample Systems on 03-06-2022 from 02:00 PM;</p> <p>Clause-16: Bidders will have to provide samples individually of their Module, Pump, Controller, Tanks, assembled Structures, Special Chamber, LA & Chemical Earthing Kit, B.O.S. and etc. for the bidding configuration of SPV Drinking Water Pump.</p>	<p>-Considering the structure design changes and very short sample submission date, we request you to kindly extend the sample submission date by 2-3 weeks.</p> <p>- Also, we request you to kindly allow bidder to submit any one type of model for demo to eligible in the tender (Bidder who are already work with CREDA for 9 and 12 meter SDP project) Requested to allow submission /display of assembled structures by a Manufacturer and submit Manufacturer Authorization Form (MAF) of the same.</p> <p>- Also, to allow time for submission of test report within one month.</p> <p>- Sample demos/submissions should be shown only by registered manufacturers /vendors /suppliers. The bidder should be allowed to participate in tender only on submission of MAF received from the above registered manufacturers /vendors /suppliers without showing the sample demo/submission.</p>	<p>1. Event of sample display has been postponed to 10/06/2022; from 02:00 PM up to 05:00PM; to be held at CREDA's Parking ground.</p> <p>2. Manufacturer Authorisation Form (MAF) on Manufacturer's Letter Head shall have to be submitted at the time of sample display as well as in the Technical Bid.</p> <p>Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.</p>

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3	Test Reports of SPV Drinking Water Pumps	SECTION - 1/pg no. 9/ Eligibility Criteria clause 1A, Clause 18 a/Pg No.14	<p>TEST REPORTS OF SPV PUMPS Bidder shall have to produce original test certificate(s) for the bidding pumps valid at the time of opening of technical bid. Bidder must have original and valid test report of SPV pump of 1HP solar DC pumping system with 900Wp, 1200Wp (min.) solar modules & 2HP solar DC pumping system with 1800Wp (min.) solar modules separately in their names. It is mandatory for eligibility to participate in the tender. Bidder will have to provide copy of such test reports of their SPV pump(s) from the solar energy test centre or any other test centre accredited by NABL. Bidder shall have to produce original test certificate(s) (in addition to the documents submitted in hard copy as per Clause 6(d)) for the bidding pumps at the time of opening of technical bid.</p> <p>b. The Bidder should have sufficient technically qualified and well-experienced manpower for execution of the project and after sales service of the systems.</p>	<p>We request you kindly allow to submit acknowledgement letter for some models.</p> <p>Also, need clarifications as to;</p> <ol style="list-style-type: none"> 1. when will the original test report is to be submitted if submission of acknowledgement copy is allowed. 2. Whether test report in Manufacturer's name can be submitted in technical bid and original test in bidder's name can be submitted later to CREDA if CREDA allows the same <p>Request to allow quote price bid with any of the test report instead of three mandatory report</p>	<p>Test report and/or Acknowledgement copy in name of bidder shall be allowed. Original reports to be submitted at the time of agreement.</p> <p>Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.</p> <p>List of original documents during technical bid in hard copy.</p> <ul style="list-style-type: none"> - EMD - Test report/Acknowledgement - Originals - Networth, Turnover, ITR & audited Balance Sheet - Experience Certificate
4	Minimum Experience	SECTION- 1/Clause - 1B/pg no. 09	<p>For Bidders of Chhattisgarh state Minimum 50 numbers of SPV Drinking Water Pumps of 06Mtr or above staging, 01 HP (or above) capacity submersible pumps with 5,000L or above capacity water tank.</p> <p>For Bidders of Other States Minimum 100 numbers of SPV Drinking Water Pumps of 06 Mtr or above staging, 01 HP or above capacity submersible pumps with 5,000L or above capacity water tank</p>	<ol style="list-style-type: none"> 1. for Minimum Experience kindly consider all type of (3mtr + 4.5mtr) dual pumps should include. 2. Minimum 50 numbers of SPV Drinking Water Pumps of 04 Mtr or above staging, 01 HP (or above) capacity submersible pumps with 5,000L or above capacity water tank. 3. for Bidders of Chhattisgarh state for Bidders of Chhattisgarh state; - Minimum 50 numbers of SPV Drinking Water Pumps of 4.5Mtr or above staging, 01 HP (or above) capacity submersible pumps with 5,000L or above capacity water tank. 4. Here our request is to kindly allow experience in drinking water with any capacity of staging (not less than 3 Mtr) and minimum 5000 Ltr capacity water tank. 5. The experience shall be accepted till the date of submission of the tender 6. Kindly request to consider other project experience to participate in tender 	Not accepted.

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5	Bidder of Chhattisgarh	Section 1/Page No 10/1D	Bidder, whose firm is registered as a Pvt. Ltd. / Ltd. / Partnership / Proprietorship firm incorporated and worked in the State of Chhattisgarh shall be treated as Bidder of Chhattisgarh	The company incorporated or worked for more than 5 years in the state of Chhattisgarh should be treated as bidder of Chhattisgarh.	Not accepted.
6	Financial Eligibility	SECTION-1/Clause - 1D and 1E/pg no. 10	<p>1D. Bidders must have a Positive Net worth (Positive Net Worth means "Net value of the Assets minus (-) Net value of liabilities") of Rs.01 Crore as on 31stMarch 2021. They shall have to submit anOriginal Certificate duly signed by a qualified and registered Chartered Accountant having UDI number as a proof. Produced certificate must tally with the audited balance sheet.</p> <p>1E. Bidders should have an aggregate turnover of minimum Rs. 10 Crores in last five consecutive financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22in SPV Projects. Certified copies of the annual returns and audited balance sheet submitted to the Registrar of Companies/ Income Tax Authorities should be enclosed. For the preceding years, an original Summarised Sheet of turnover certified by registered CA must be enclosed.</p>	<p>1. Prospective bidders seek relaxation in the two clauses (1D and 1E) by allowing submission of provisional audit report</p> <p>2. Network: Request to consider Network as on 31.03.2021</p> <p>3. Clarification whether Turnover is the total turnover of the Company or exclusively from Solar Business</p> <p>4. Consider amending Financial Year to Assessment Year</p> <p>5. Copy of ITRs of last five years be changed to only upto FY 21.</p>	As per the T&C in the Bid, Network required is as on 31/03/2021. It is expected of the prospective bidders to submit audited reports/turnover certificate as per Clause 1E (page no. 10) in the technical bid.
7	CREDA REGISTRATION	Section 1/Page No 12/10	Bid shall be rejected of all those bidders who are not registered with CREDA at the time of submission of bid	REIL is an ISO 9001:2015 and ISO 14001:2015 "Mini-Ratna" Public Sector Enterprises under administrative control of Ministry of Heavy Industries & Public Enterprises, Govt. of India, New Delhi and Approved manufacturer of SPV Modules/Systems. REIL is also an expert CPSE of MNRE. REIL was earlier registered in CREDA and had large experience of working with CREDA in previous years. Looking to REIL being a Govt. Enterprise, it is requested that the condition of registration might be waived for REIL, for above cited tender.	Not Accepted.
8	CREDA RESERVES THE RIGHTS	SECTION-1/pg-13/clause-13c	To increase or decrease of aggregate quantities up to 100% as per discretion or circumstances.	To modify point as - To increase or Decrease of aggregate quantities as per discretion or circumstances.	Accepted
		SECTION-1/pg-13/clause-13e	CREDA may undergo agreement with those eligible Bidders who give consent to work on rates standardized by CREDA and may allocate work to them. Rates approved through this Bid may be standardized for all eligible Bids to work in year 2022-23 & 2023-24 and shall be valid till 31-03-2024. However CREDA reserves right to curtail or extend this period.	It should be valid for 1 year only because raw material prices are variable at any point of time even same may create in future also.	Not Accepted.

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9	Bolts to be used in Structure	SECTION - 4/pg-28-29/Clause-3E	MECHANICAL COMPONENTS MODULE AND TANK MOUNTING STRUCTURE (MTMS)	Request to modify the Fastener as GI instead of SS	Accepted
			N/A	The following clarifications are required in regard to the structure: 1. GI Nut Bolts to be used in the structure and not SS 304. SS 304 would be used for mounting of panels. 2. The dimension of platform is not mentioned in the tender. 3. The dimension of some major components are not mentioned in the drawing of the structure. 4. The weight of the structure has not been mentioned.	SS 304 or GI nuts & bolts can be used in structure. The dimensions of the platform are indicated in the drawings uploaded on CREDA website and on the e-proc portal under attachments.
10	Warranty	Section 3/Page No 24/2.9	Onsite unconditional warranty for manufacturing defects for Five years faultless operation, assure inventory for maintenance.	Request to amend the warranty clause, warranty will be applicable for only major components. The system are installed in public areas and chances of mishandling is high. Also request to consider the warranty of pumps against manufacturing defects only and shall exclude and damage of pumps due to entry of mud, sand or any foreign particles or collapse of Bore.	Not Accepted.
		Section-2/page-19/13 E	This warranty must be an unconditional onsite warranty and the eligible SI will have to replace the defective material within 5 days positively from the date of information given to him by CREDA..	1. We request you to kindly amend this clause as warranty for 5 years against manufacturing defects only. Pump which are failure due to mud/sand particle or external tampering should be not considered in warranty because it can not be controlled by any vendor 2. We request you to kindly amend this clause as warranty for 5 years against manufacturing defects only. Pump which are failed due to mud/sand particles or external tampering should not be considered in warranty because it can't be controlled by any vendor.	Not Accepted.
		Section-2/pg-19/Clause-13.E.	This warranty must be an unconditional onsite warranty and the eligible SI will have to replace the defective material within 5 days positively from the date of information given to him by CREDA. F. Care should necessarily be taken to make the SPV Drinking Water Pumps operational, once the reporting of the fault/non-operational status is done, within 5 days. If the SPV Drinking Water Pumps is not made operational within 5 days CREDA may rectify the same at the risk and cost of SI and the warranty period shall be extended accordingly for delayed period.	It should be 7 working days like previous tender.	Not Accepted.

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11	Terms of Payment	SECTION - 2/Clause - 14c/ pg no. 20	14(c). 45% of the cost of the work order (including GST) after successful commissioning of the SPV pump at the site and submission of JCC. The release of this instalment is subject to mandatory submission of original and valid 'lot wise' water tank test report and water tank manufacturing license/certificate with ISI certification.	Kindly confirm whether this 45% payment will have any bifurcation in terms of online JCC and hardcopy JCC.	Receipt of JCC in Hard Copy will result in the release of 45% payment as per Clause 14 (c). The amended Terms of payment is there in Corrigendum dated 01/06/2022.
			10% of the cost of the work order (excluding GST) as "Material and Machinery Mobilisation Advance" after sanction of work order. B. 40% of the cost of the work order (excluding GST) after completion of civil/foundation work and structure erection. C. 45% of the cost of the work order (including GST) after successful commissioning of the SPV pump at the site and submission of JCC. The release of this instalment is subject to mandatory submission of original and valid 'lot wise' water tank test report and water tank manufacturing license/certificate with ISI certification. D. Balance 5% of the eligible payment excluding GST shall be retained by CREDA as Security Deposit for a period of 60 months from date of commissioning.	Request to modify the terms of payment as below: . A. 10% of the cost of the work order (excluding GST) as "Material and Machinery Mobilisation Advance", after LOI/Work Order. : ' B. ,30% of the cost of the work order (excluding GST) after completion of civil/foundation work. C. 52% of the cost of the work order <including GST) after successful commissioning of the SPV pump at the site and submission of JCC. D. Balance 3% of the eligible payment excluding GST shall be retained by CREDA as Security Deposit for a period of 60 months from date of commissioning.	Not accepted.
12	Drawings of SPV Drinking Water Pumping System	ANNEXURE -VII/pg no 51-83/Drawings	Complete Drawing of Tank Tower Structure & Civil Works	1. Drawings are not readable. Kindly share clear drawings for better understanding, also share the Weights for these Structures for costing. 2. Kindly provide the Technical Specification of Standpost platform and drawing	Clear Drawings shall be uploaded on CREDA Website under in T. No. 97761 tab as well as on e-bidding page https://eproc.cgstate.gov.in under attachments. There is no mention of Standpost in the bid and is not a part of the SPV drinking water pumping system.
				3. The following clarifications are required in regard to the structure: a. GI Nut Bolts to be used in the structure and not SS 304. SS 304 would be used for mounting of panels. b. The dimension of platform is not mentioned in the tender. c. The dimension of some major components are not mentioned in the drawing of the structure. d. The weight of the structure has not been mentioned.	SS 304 or GI nuts & bolts can be used in structure. Relevant amendments are there in Corrigendum dated 01/06/2022.

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13	Solar Modules to be used for installation	SECTION-4/Clause - 3C.1/ pg no.27	The power output of individual PV modules used in the PV array, under STC, should be a minimum of 300 Watts peak, 72 full cell, with adequate provision for measurement tolerances. Use of PV modules with higher power output is preferred.	1. Please allow 320Wp/72 cell and 340Wp/66 cell solar modules to be installed. 2. Should be allowed to use higher rating of modules (300W to 340W) with said pumps at the time of installation.	Not accepted. Only solar PV modules of minimum wattage 300Wp with 72 full cell SPV modules is allowed.
14	WIRE ROPE	SECTION - 4/pg-36/Clause-11	The wire rope must be used to protect the pump from falling down and easy removal of pump in case of any faults. The wire rope must be made up of stainless steel 6 Sq mm dia with all wire rope fittings, Slings etc	We request you kindly allow to use MS plastic coated wire rope 8mm Diameter.	Not accepted.
15	Site Selection Criteria	Section-FORM B/page-99/clause-Site Selection Criteria	Distance between the stand post and tank tower should not be more than 15 meters and the distance between bore well and tank tower should not be more than 15 meters. The stand post location should have natural slope for drainage of accumulated water.	Standpost details not mentioned in the Tender Document. Standpost are in CREDA scope or in System Integrator Scope, please confirm. • If is in System integrator scope, please share the details (design 1 / 2 / 4 Mouth)	Not Applicable since there is no mention in the bid. Standpost is not the part of SPV drinking water pumping system in this bid.
16	Inspection	section-2/pg-17/clause-4.F.	After installation, joint inspection will be done in presence of beneficiary department, SI and CREDA and after successful commissioning of SPV Drinking Water Pumps and its approval from CREDA, a JCC will be signed and the necessary documents shall be forwarded for payments as per the guidelines and procedures of CREDA	We suggest that the inspection should be done by bidder, beneficiary (locals) and CREDA officials only. An increase in stakeholder will cause the delay in inspection process.	Not accepted.
17	Insurance	section-18/pg-20/clause-INSURANCE	The eligible SI shall arrange insurance coverage for the materials and SPV Drinking Water Pumping system at his/ beneficiary's custody for the work under execution and successful commissioning and subsequent handover to the beneficiary. The eligible SI shall take up insurance or such other measures for the manpower so as to cover the claim for damage / accident under Workmen's Compensation Act and other applicable State/Central laws. CREDA shall not bear any responsibility on this account.	We request you to please describe scope of Insurance.	The Insurance scope is for system material supply, installation and successful commissioning up to handover of the system. Relevant amendments in this regard is there in Corrigendum dated 01/06/2022.
				Request to amend the Insurance clause mentioned in Page No. 14, 21,38,87 and 90 as in Clause 18, Page no 20, the insurance coverage is for work under execution.	Mention of insurance in Clause 20, pg no. 14, on page 38 and pg no. 87 (in price bid table, Column-A) is removed. Rest T&C related to insurance remains as it is.
18	SHUT OFF HEAD OF MOTOR-PUMP SET	section-D.3./pg-28/clause-Motor pump set	The pump should be BLDC and all parts of pump should be made of Stainless Steel. It should be suitable for bore well of minimum diameter of 4 inches. The pump should be operable for a voltage range of 30V – 300V. The dynamic head of the pump should be 90metres and the maximum shut off head should be 120 metres. The minimum discharge is indicated in Annexure – VI.	The shutoff head should be minimum 120 metres. An efficient product may have shutoff head more than 120 metres. Hence maximum shut off head should be replaced by minimum shut off head.	Accepted. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.

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19	IP Rating of Controller	section-F/pg-29/clause-Solar drinking water pump controller	<p>Controller must Minimum IP-54 box and IP-65 for controller is allowed.</p> <p>2.Controller may be inbuilt or of external type.</p> <p>3.Maximum Power Point Tracker (MPPT) shall be included to optimally use the poweravailable from the SPV array and maximize the water discharge.</p> <p>4.The Controller must have IP-65 protection or shall be housed in a cabinet having at least IP-65 protection.</p> <p>a)Dry running;</p> <p>b)Open circuit;</p> <p>c)Accidental output short circuit;</p> <p>d)Under voltage;</p> <p>e)Reverse polarity;</p> <p>f)SPD to arrest high current surge; and</p> <p>g)Lightening arrestor.</p> <p>6.A good reliable DC Circuit Breaker as per IS/IEC 60947-2 suitable for switching DC powerON and OFF shall be provided in the Controller.</p> <p>7.All cables used shall be as per IS694. Suitable size of cable shall be used in sufficient lengthfor inter-connection between the SPV array to Controller and the Controller to DC pump set.Selection of the cable shall be as per IS14536.</p> <p>8.The SPV controller must be installed at a height of 8 feet the ground level to keep thecontroller out of reach from village people to ensure its safety</p>	We suggest that only IP-65 controller should be allowed.	<p>Not accepted.</p> <p>The Controller must have IP-65 protection and/or shall be housed in a cabinet shall have IP-65 protection.</p> <p>Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.</p>
20	Financial Bid Opening	Section-1 Clause 3 E/pg-11/Bidding Process	Financial bids of all the bidders whose works have been cancelled due to poor performance under the previous tender i.e. 2065/SDP/2020-21 shall not be opened	Requseted for This Para Remove From tender.	Not accepted

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21	JV Eligibility Criteria	Section-1 /pg-10/clause-2(b)	Both the partners should individually fulfil criteria of 1D, 1E, 1F and 1G.	Both the partners should individually fulfil criteria of 1D,1F and 1G.	Accepted. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.
		Section-1 /pg-10/clause-2(c)	Both the partners should jointly fulfil eligibilitycriteria as per clause 1A, 1B and 1C.	1. Both the partners should jointly fulfil eligibility criteria as per clause 1A, 1B,1C and 1E. 2. If one of the party is registered outside chhattisgarh and second party is registered in chhattisgarh then the experience will be applicable for 50 or 100 pumps	1. Accepted. 2. Incorporation of the Lead Member in JV shall determine the min. experience required. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.
		Section-1 /pg-10/clause-2	In case of JV/ Consortium,one of the partners shall act as Lead Member. Both the members of the JV/Consortium should mandatorily be from the solar business as in the field of solar pumping system.	Clarity needed both the parties in JV must be registered with CREDA or acknowledgement will be accepted	Both parties of the JV/Consortium must be registered in CREDA as SI. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.
		Section 1/Page No 10/2B	Both the partners should individually fulfil criteria of 1D, 1E, 1F and 1G.	Request to modify as - Both parties should be individually fulfill 1F and 1G.	Not Accepted
		Section 1/Page No 10/2C	Both the partners should jointly fulfil eligibilitycriteria as per clause 1A, 1B and 1C.	Request to modify as - Both parties should jointly fulfill IA, 1B, IC, 1D & IE (to promote CG bidders).	Not Accepted
		Section 1/Page No 10/2C	Both the partners should jointly fulfil eligibilitycriteria as per clause 1A, 1B and 1C.	Request to add that if any one member of consortium/JV is from Chhattisgarh, consortium will be considered as - bidder of Chhattisgarh State (to promote CG bidders).	Not Accepted
22	EMD Exemption	pg-94/schedule -1 format	can we eligible to claim the exemption or not under registered ssi unit of cg govt.	1. Requesting to confirm whether EMD exemption to MSME is there or not. 2. With reference to clause no iii of Schedule-II page no. 95, we understand that REIL is exempted from submission of EMD due to Central govt. enterprise.	Not Accepted
23	GI SIGN BOARD	Section 3/Page No 25/2.25	A separatesign boardof GI sheet of thickness 1.2 mmof size 4 feet x 6 feet must be affixed with proper clamping in the structure railing.The matter to be printed on the sign board shall have to be approved by CREDA HO before installation	Request to amend flex board instead of GI Sheet board	Not Accepted. Only GI Sheet OR Aluminium Sheet shall be acceptable. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.
24	Request for Variable EMD	Section 1/Page No 11/4	Earnest Money Deposit of Rs. Twenty Lakhs submitted in the form of Demand Draft/Pay Order or RTGS/NEFT as mentioned in the NIT vide no. 2586/CREDA/JJM-2/2022 Date: 23/05/2022, EMD submitted in any other form e.g. Cash/Bank Guarantee/FDR /TDR etc. shall not be accepted.	It is observed that there is wide variation in the target allocation of the bidders, which affects the cost per unit of the system. The system cost per unit increases for the bidder who gets less quantity. But the EMD amount is same for all the bidders. Hence you are requested to get the full EMD amount at the time of tender but after qualifying, kindly refund the EMD amount and get the security amount as per the allotted target.	Not Accepted

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25	Manufacturer Authorisation	Section 2/Page No 19/12C	c. Manufacturer Authorization Form (MAF) along with manufacturer's affidavit from manufacturer of Solar Pump/Module/Pump Controller/Tank/Structure which the bidder is intending to use in the installation shall be submitted at the time of sample submission and the same shall be submitted with technical bid also.	Please provide format for the Manufacturer's affidavit as said in point 12(c) page no. 19.	The requirement for submission of Manufacturer's Affidavit shall be removed. Manufacturer Authorisation Form (MAF) on Manufacturer's Letter Head shall have to be submitted during the sample display as well as in the technical bid. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.
26	Suction Pipe	Section1/ pg no. 14 Clause 20a	The Price quoted for all models of each category solar Drinking Water pumping system with installation, commissioning and testing, of SPV Modules, DC Submersible pumps, Structure, Tanks, HDPE Pipe, Suction Pipe, Rope wire, Clamp, Special Chamber, Bore cap, Lightening arrester, 02-numbers Earthing, Civil works and all other required BOS like Cables, Suitable Nut Bolts etc. with 5 years system Warrantee, insurance and CMC. The GST shall be paid extra as per prevailing rate (the GST regulation notification no. 24/2018- Central tax (Rate) dated 31-12-2018).	It should be HDPE pipe and not suction pipe.	Yes. Under Bore - HDPE Pipe; Above Bore - GI Pipe. Relevant amendment in this regard is there in Corrigendum dated 01/06/2022.
27	Joint Signature and Authorisations	Section 2/Page No 17/4B	SI shall also have to submit layout plan duly consented and signed jointly by Sarpanch/Sachiv of concerned Gram Panchayat and concerned agency along with signatures of AE/EE/Officer-In-Charge of concerned department.	Request to remove Sarpanch signature in JCC.as discussed in CREDA meetings earlier chaired by CEO sir.	Not Applicable. Sarpanch signature only during survey.
28	Service Stations	Section 2/Page No 19/13G	System Integrators shall have to establish their service stations in the llocated area and shall have to keep sufficient quantity of spares and man power to ensure proper service network for taking care of smooth functioning of SPV Drinking Water Pumps installed by them. SI shall have to give a toll free number to register complaints	Request to remove toll free number and put complaint number only. We have given our service team's complaint number and CREDA's toll free number everywhere for faster resolution of complaints as directed by CREDA even earlier.	Not accepted.