

**TELANGANA STATE ROAD TRANSPORT CORPORATION**

No.O1/644(03)/2024-RM.NLG

O/o the Regional Manager  
Nalgonda, Dt:05.10.2024.**TENDER NOTIFICATION**

Tenders are invited from intending persons/Agencies to appoint as TGSRTC Logistics (Cargo and Parcel Service) Agents in the following TGSRTC bus stations of erstwhile Nalgonda District. For each bus station a separate tender form has to be applied. The cost of tender form is **Rs.1180/- (Form Cost Rs.1000/- + Rs.180/- GST) for A-Class Bus Station and Rs.295/- (Form cost Rs.250/- + Rs.45/- GST) for C-Class Bus Stations.**

SL. NO.	DEPOT	BUS STATION	TYPE OF BUS STATION	PUCCA/ OPEN SPACE	STALL NO/ SIZE (Sft)	EMD AMOUNT
1	NKP	NARKETPALLY	C	OPEN	(8x12)	Rs.10,000/-
2	YGT	BHONGIR	A	OPEN	18-(10x15)	Rs.20,000/-

The Tender Forms together with the terms and conditions along with the specifications of Pucca/Open stall Nature of work and particulars of EMD payable, method for finalization of tenders and contract period etc., can be downloaded from TGSRTC website [http://tgsrtc.telangana.gov.in\(tenders\)](http://tgsrtc.telangana.gov.in(tenders)) from **21.10.2024** onwards and enclose tender form processing fee DD in favour of "**ACCOUNTS OFFICER, TGSRTC, NALGONDA REGION**" along with tender form.

The cost of tender form for each stall at various Bus Stations is as follows:

Sl. No.	Classification of The Bus Station	Tender form cost +GST Rs.
1.	A- Class Bus station : Bhongir	<b>Rs.1180/-</b> (Rs.1000/- + 180/- GST)
2.	C- Class Bus stations : Narketpally	<b>Rs.295/-</b> (Rs.250/- + 45/- GST)

The tenderers have to quote the monthly rent payable for the Pucca Stall/Open Space which is exclusive of Electricity, GST and other charges.

Tender Forms shall be kept in sealed cover consisting the caption "Tender for TGSRTC Logistics (Cargo and Parcel Service) Counter (Pucca/Open Stall) at Bus station" shall be dropped in the Tender Box made available in the Office of the Regional Manager Office, TGSRTC, Nalgonda Region before **14.00 hours** on **06.11.2024**. The Tender Box will be closed at **14.00 hours** sharp on **06.11.2024**. Sealed tenders will be opened on **06.11.2024** at **15.00 hours** in the presence of the tenderers or their authorized agents by the Tender Committee.

The decision of the Tender Committee in this regard shall be final.

The Corporation is having the right to reject any tender/tenders or cancel the tenders or postpone the tenders without assigning any reason.

The tender form submitted without EMD or not in accordance with the instructions will not be accepted.

- **The cost of Tender form and the Earnest Money Deposit (EMD)** shall be drawn through Demand Draft from any Nationalized Bank in favour of "**ACCOUNTS OFFICER, TGSRTC, NALGONDA REGION**" separately. The Original **Two (2)** DDs shall be submitted along with Tender form, failing which the tender form will be rejected. The Cost of tender form DD & EMD DD drawn less than the stipulated amount is also rejected. The EMD shall not carry any interest.

Cont.02:

- The EMD amount of unsuccessful bidders will be refunded after finalization of tenders, without any interest.
- Tenderers, those who purchase the Tender Form, have only to submit the tender form, otherwise the tender will be rejected. The tenderer has to enclose a copy of his PAN CARD, Money Receipt and Aadhaar Card.
- The Tenderer should submit separate tender form for each tender along with DDs for requisite cost of tender form and EMD. Otherwise the tender will be rejected.
- The Licensee/Agency has to quote individual application for each Stall.

**The Successful bidder has to pay Security Deposit as Rs.1,00,000.00 (One Lakh) for Bhongir Bus Station in addition to the other Security Deposit towards monthly licence fee for the commercial space allotted.**

**The interested tenderers who apply for tenders may inspect the premises before submitting the Tender Form duly contacting with the Depot Manager of the respective Depot.**

For any further information or clarification please contact the Regional Manager's Office, TGSRTC, Nalgonda Region.

  
REGIONAL MANAGER  
NALGONDA REGION



**TENDER FORM TO APPOINT AS TGSRTC LOGISTICS (CARGO AND PARCEL SERVICE) AGENTS AT  
THE BUS STATIONS OF NARKETPALLY AND BHONGIR OF NALGONDA REGION**

**Tender Form No.**

**TELANGANA STATE ROAD TRANSPORT CORPORATION  
NALGONDA REGION**

**TENDER FORM**

To  
The Regional Manager,  
TGSRTC, Nalgonda Region,  
NALGONDA.

**Affix Latest  
Passport size  
Photo**

Sir,

Sub: **TENDERS** – Inviting of Tenders TO APPOINT AS TGSRTC LOGISTICS (CARGO AND PARCEL SERVICE) AGENTS from the intending persons/Agencies at Bus Stations of Narketpally and Bhongir of Nalgonda Region on commission basis – Submission of Tender Form – Reg.

Ref: Tender Notification No.01/644(03)/2024-RM:NLG, Dt.05.10.2024.

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I hereby submit my/our tender in the prescribed Tender form. I / We, read thoroughly the job description. Terms and Conditions made available together with the tender form and understood the full contents.

Further, I / We hereby submit my / our tender in the prescribed tender form.

I / We hereby further agree to abide, by the Terms and Conditions stipulated by the corporation from time to time, during the operation of my/our contract on awarding the same.

Yours faithfully,

Encl : As above.

SIGNATURE OF THE TENDERER

Date :

Full Name (in block letters) &

Permanent Address of the

Tenderer (s) with Telephone

Numbers



**TENDER FORM TO APPOINT AS TGSRTC LOGISTICS(CARGO AND PARCEL SERVICES) AGENTS AT  
THE BUS STATIONS OF NARKETPALLY AND BHONGIR OF NALGONDA REGION**

1. NAME OF THE TENDERER : \_\_\_\_\_
2. NAME OF THE BUS STATION : \_\_\_\_\_
3. RENTAL AMOUNT QUOTED :Rs. \_\_\_\_\_  
Excluding GST, Electricity Charges, etc.,  
(In words \_\_\_\_\_)

4 FULL ADDRESS OF THE TENDERER: \_\_\_\_\_  
(With Pin Code & Contract No.) \_\_\_\_\_  
\_\_\_\_\_

5. AADHAAR No. \_\_\_\_\_

6. BANK ACCOUNT details

- a) Name of the Bank : \_\_\_\_\_
- b) Name of the Branch : \_\_\_\_\_
- b) Account No. : \_\_\_\_\_
- c) IFSC : \_\_\_\_\_

7. MAIL ID : \_\_\_\_\_

8. Details of Tender form (PROCESSING FEE) & EMD drawn in favour of "Accounts Officer, TGSRTC, Nalgonda Region".

TENDER FORM (PROCESSING FEE) AMOUNT: Rs.		EMD AMOUNT PARTICULARS	
AMOUNT		AMOUNT	
DD NO		DD NO	
DATE		DATE	
BANK DETAILS		BANK DETAILS	

9. Last date & Time  
For submission of Tender

**06.11.2024 upto 14.00 Hrs**





I/We undertake the following sureties, who have signed hereunder as guarantors:

Sl. No.	Name of the surety with full address	Occupation	Signature of the Sureties
1.			
2.			

I/We confirm my/our acceptance to the job description, Terms and Conditions stipulated by TGSRTC. In the event of my/our failure to abide by any of the Terms and Conditions, the EMD amount paid by me/us is liable for forfeiture.

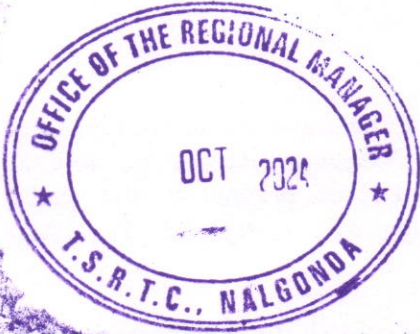
**Note:-** All the above columns should be filled in compulsorily.

Please read all clauses of Terms and Conditions and sign each page as acknowledgement.

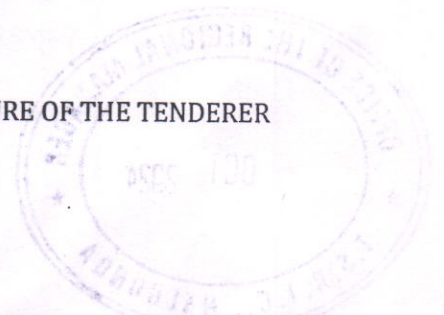
Required Xerox copies enclosed.

1. TENDER FORM (PROCESSING FEE) & EMD DDs original
2. Aadhar
3. Pan Card
4. GST

SIGNATURE OF THE TENDERER



SIGNATURE OF THE TENDERER



**TENDER TERMS AND CONDITIONS**

Tenders are invited from intending persons/Agencies to appoint as TGSRTC Logistics (Cargo and Parcel Service) Agents in the following bus stations of erstwhile Nalgonda District. For each bus station a separate tender form has to be applied. The cost of tender form is Rs.1180/- (Form Cost Rs.1000/- + Rs.180/- GST) for A-Class Bus Station and Rs.295/- (Form cost Rs.250/- + Rs.45/- GST) for C-Class Bus Stations.

SL. NO.	DEPOT	BUS STATION	TYPE OF BUS STATION	PUCCA/ OPEN SPACE	STALL NO/ SIZE (Sft)	EMD AMOUNT
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2	YGT	BHONGIR	A	OPEN	18-(10x15)	Rs.20,000/-

1. The Tenderers have to quote the monthly rent payable for the Pucca Stall/Open Space which is exclusive of Electricity, GST and other charges.
2. The stall or premises will be given "As is where is condition" to the successful bidders. Any modification/changes/alterations, repairs if any required shall be undertaken by the licensee at his own cost with the prior permission of DM concerned and as per the drawings approved by the Dy.EE(Civil)/NLG duly bringing it to the notice of the RM/NLG.
3. The successful tenderer shall not be permitted to sub-let the contract to any other person / Persons / during the existence of contract.
4. Selection will be made on the basis of highest rent quoted and by way of negotiation by the tender committee and decision of the tender committee in this regard shall be final.
5. **EMD:**

The intending tenderer shall pay EMD in the form of DD drawn on any Nationalized Bank in favour of Accounts Officer, TGSRTC, Nalgonda Region payable at Nalgonda and in case of failure to enclose the DD in original to the tender form/application submitted the tender form/application will be rejected. The EMD amount shall not carry any interest.

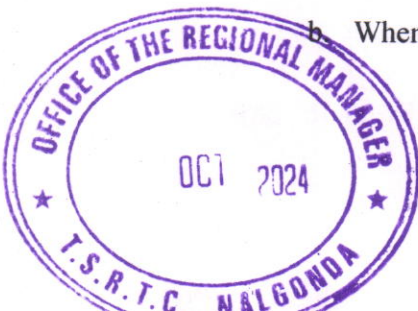
EMD is not exempted to any society/voluntary organization/institutions/ communities etc.,

The EMD amount of unsuccessful bidders will be refunded after finalization of tenders without any interest.

The EMD will be forfeited under the following circumstances.

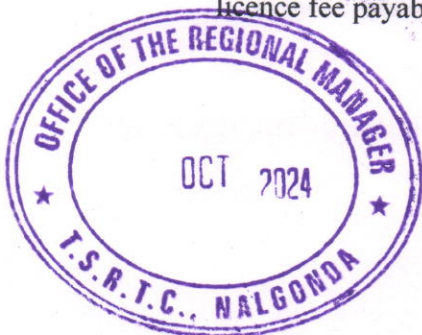
- a. When the tenderers backs out from payment of Security Deposit within seven days from the date of receipt of allotment letter or 15 days from the date of allotment letter whichever is earlier.
- b. When the tender is submitted in unconcerned tender form.

SIGNATURE OF THE TENDERER

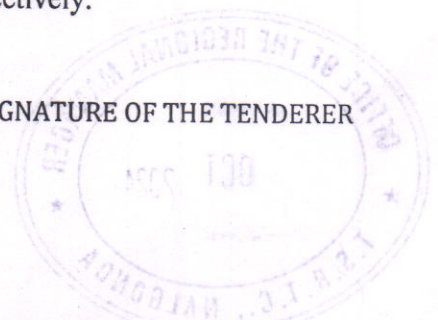




6. Tenders in the name of the minor or on behalf of the minors will be rejected. Tenders once made shall not be permitted to withdraw.
7. In case of Firms / Companies / Corporations etc., the authorized representatives can submit the tender application along with authorization letter.
8. **The interested parties may inspect the premises of contract before submitting the Tender form.**
9. The tender form duly filled in, along with the Demand Draft in original towards the EMD amount should be enclosed together along with the terms and conditions duly signed on each page. Amount quoted by tenderers towards monthly rent should be written in both figures and words clearly and other supporting certificates shall be kept in a sealed cover. In case of any corrections on the monthly rent it should be written in both figures and words clearly. In case of any corrections on the monthly rent quoted or any other corrections in the tender form, they should be attested by the tenderers, otherwise the tender will be rejected. On the sealed cover, name and address of the tenderers shall be indicated.
10. **The sealed cover should be placed in a tender box, kept in the office of the Regional Manager, Nalgonda from 10.30 hrs up to 14.00 hrs, on 06.11.2024. The tenders received after the stipulated date and time will not be accepted. Tenders will be opened at 15.00 hrs, on the same day by the Tender Committee.**
11. Tender Forms not accompanied by the Demand Draft/ Money Receipt, as the case may be, in original towards the requisite EMD; incomplete filled tender forms, Tender form without signature and without Terms & Conditions with signature on each page will be rejected.
12. Tender forms with any pre-conditions or additional conditions other than the conditions prescribed by TGSRTC will summarily be rejected.
13. If the successful tenderers fails to take up the work within the period specified, the EMD will be forfeited.
14. The successful tenderers shall enter into an agreement for undertaking the work on prescribed terms and conditions.
15. The successful Tenderers shall carry out the TGSRTC Logistics (Cargo and Parcel Service) business in the Pucca Shop/Open space admeasuring .....On completion of the contract period, the Successful Tenderer has to vacate Pucca Shop/Open space and handover the possession to the Corporation.
16. The Successful tenderer shall operate the **computerized counter of PACS project** at.....Bus station on the basis of percentage of commission on transport charges realized through booking.
17. The period of contract is operative for a period of 2 years and can be extendable for further period of 3 years subject to satisfactory performance. The extension is on yearly basis on mutually agreed terms and conditions.
18. **LICENSE FEE:**
  - a) **Stalls/Open Spaces/Dormitories at Major and A-Class Bus Stations:** The licence fee shall be enhanced by 5%, 5%, 10%, 15% in 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> year of licence over the licence fee payable in 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> year of licence respectively.



SIGNATURE OF THE TENDERER





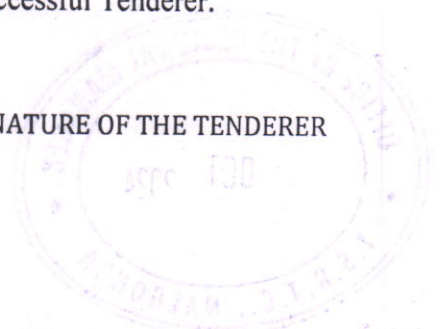
- b) **Stalls/Open Spaces/Dormitories at B – Class and C-Class Bus Stations:** The licensee fee shall be enhanced by 5%, 5%, 10%, 15% in 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> year of license over the license fee payable in 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year of license respectively.
- c) The monthly licensee fee quoted per month shall be paid on or before 10<sup>th</sup> of the month in advance together with GST from time to time to the Depot Manager concerned. At present the GST is @ 18%. If 10<sup>th</sup> happens to be holiday the payment should be paid next working day.
- d) In addition to the monthly licensee fee, the tenderer shall pay the Electricity charges on or before 10<sup>th</sup> of every month, failing which a penalty of 36% will be collected.

19. **INFRASTRUCTURE:**

- a. The operation of Parcel and Courier booking agency shall be through computers only. TSRTC will give the software for the same.
- b. The successful agent shall start operating the counter within 15 days from the date of agreement.
- c. The successful Tenderer shall install the computers and other hardware/networking for establishment of counter within 15 days of the intimation given by TSRTC on the supply of software.
- d. The successful tenderer has agreed to provide all infrastructure required at the allotted counters i.e., Computer and related Hardware equipment and software (except the application software which will be provided by TSRTC), for operation of Parcel and Courier Services such as a Printer, Weighing machine, Web camera, Barcode printers/reader along with uninterrupted internet connection with min 50 Mbps speed, UPS, furniture etc at the location. The cost of equipment, installations and operations is to be borne by The Successful Tenderer. Specification of the equipment will be given by TSRTC.
- e. The successful Tenderer shall do exclusive business for TGSRTC only and shall not take up any other similar activity with other transporter.
- f. The successful Tenderer shall be responsible for any shortages or damages to the goods in his/her/ their custody or while transporting to the bus stations or in door delivery.
- g. The successful Tenderer is liable to pay lost consignment value in case of shortage/damage and total consignment value in case of total consignment lost/damage to the parcel or couriers in his custody or while in loading or unloading/transit to bus stations or arranging for door delivery.
- h. The successful Tenderer, if necessary, shall have to visit nearest bus station for loading or parcels etc., in the buses.
- i. The standard operating procedure for manually bookings and dispatching of parcels, couriers and cargo are provided in Annexure-I. The standard operating procedure for computerize booking and dispatching of parcel, courier and cargo will be provided along with the intimation on software supply of TGSRTC.
- j. The expenditure for the required stationery such as Receipts, manifest, Registers, Files, Permanent markers etc., will be borne by the successful Tenderer.



SIGNATURE OF THE TENDERER





20. The successful Tenderer shall carry out the following works in connection with the booking, forwarding, receiving and delivery of Parcels and Couriers as shown below:

- a. Checking and Receiving securely packed Parcels and Couriers from customers.
- b. Scan the item for explosives detection or request the customer to open for inspection of parcel to ensure that the parcel is not explosive/ inflammable/ banned/ prohibited item as mentioned at *Annexure – II*.
- c. Print barcode label and affix it to the Parcel / Courier received for booking.
- d. Enter consignee, consignor and item details of the Parcel / Courier received into the computer system.
- e. Enter correct shipment value of the consignment declared by customer at the time of booking. For shipment value more than Rs.5000/- the counter staff shall collect the Invoice/Bills as proof. If the shipment value is more than Rs.50,000/- the counter staff shall collect part-A of e-Waybill from the customer and update part-B of e-Waybill before manifesting the consignment.
- f. Collect the pre-printed LR stationary from concerned Depot. Proper accountal and safe custody are the responsibility of the contractor.
- g. Generate LR(now it is consignment note when which is done manually) and handover LR copy to the Consignor duly obtaining signature as having accepted the terms and conditions applicable printed overleaf.
- h. Plan and organize loading of Parcels / Couriers in the identified services (buses) duly following the queue generated by System.
- i. Arrange to keep the Parcels and Couriers in safe custody.
- j. Ensuring that the item is being delivered to correct person (consignee) duly updating the system with image of ID proof of the consignee etc., before handing over the item.
- k. Arrange door delivery of Parcels / Couriers through business facilitators / delivery boys etc., authorized by Corporation.
- l. Topup of sufficient amount through the authorized login ID given by the Corporation for making transactions sufficiently for booking parcels and couriers in time.
- m. Generation of reports required as prescribed by Corporation and to submit to TSRTC, from time to time.

21. The successful Tenderers should provide manpower at each counter to operate parcel counters as per the requirement. Any person(s) engaged to carry out logistic work shall be paid minimum wages as fixed by the Commissioner of Labour from time to time. Part time staff can also be utilized. All statutory obligations has to be borne by The Successful Tenderer in case of manpower deployed. Corporation is not responsible for the same.

SIGNATURE OF THE TENDERER





**22. SECURITY DEPOSIT:**

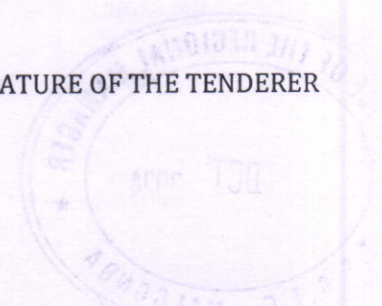
The successful Tenderer shall pay Security Deposit, which is equivalent to six month's rent/license fee offered by him towards allotment of TGSRTC stall & for appointment as agent for running Parcel & Cargo counter.

**The Successful bidder has to pay Security Deposit as 1,00,000.00 (One Lakh) for Bhongir Bus Station in addition to the other Security Deposit towards monthly licence fee for the commercial space allotted.**

**23. STATUTORY:**

- a. All the Municipal/Statutory levies, taxes etc., imposed by State and Central Government/GST etc., should be borne by The Successful Tenderer to carry out the business.
- b. Tax would be deducted from the commission payable to the Successful Tenderer as per the provisions of Income Tax Act.
- c. The Successful Tenderer shall comply with the provisions of all the Acts of Government relating to Labour Laws and the rules and Regulations made there under from time to time like contract labour regulation act 1976, payment of P.F., ESI, Minimum wages as prescribed by the Government.
- d. The Successful Tenderers shall at all times indemnify the Corporation from all claims/damages /compensation under the provisions of all Laws and Acts pertaining to the Labour engaged by them.
- e. The weighing machines and other equipment should be complying with the norms of Legal Metrology Department.
- f. The counter operation and equipment utilized should comply with all statutory requirements.
- g. The Successful Tenderer shall not engage child labor The Successful Tenderer shall not engage persons below the age of 18 years for any purpose.
- h. In case Agent employs contract labour, he shall comply with all the provisions of contract labour (Regulation and Abolition) Act, 1970. The Corporation is not liable for any violations of the above Act, by The Successful Tenderer.
- i. The Successful Tenderer shall make his own arrangements for the safety and protection of consignments from weather conditions.
- j. Corporation is not liable to pay any compensation in case of death or injury (simple or grievous) caused to any person engaged, authorized or directed by The Successful Tenderer in the course of transportation of parcels and goods.
- k. The Corporation shall not be liable for any loss incurred by the Successful Tenderer, his/her customers, bankers, financial institutions, personnel engaged by the Successful Tenderer or any other person connected to the business of the Successful Tenderer.
- l. The Successful Tenderer shall indemnify the Corporation from any claims made by any authority and reimburse the same in case any payments are made by the Corporation.

SIGNATURE OF THE TENDERER





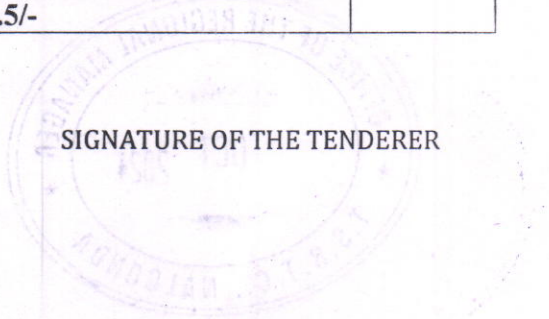
- m. The Corporation shall not be held responsible for any loss or damage that may be suffered by the Successful Tenderer due to withdrawal or cancellation of buses due to bundhs/ agitations/ accidents/ floods/ vandalism by outsiders/riots/war/fire/strikers or any other internal or external factors, which are not under the control of the Corporation.

#### 24. COMMISSION:

- I. The Successful Tenderers will collect the base price, handling charges (hamali charges), clerical charges, insurance charges and transhipment charges, similar to what we collect at our bus stations at present.
- II. A commission of 15% of the base price of the Parcel or Courier booked shall be paid as commission to the Successful Tenderer in GHMC limits i.e., Hyderabad and Secunderabad and no delivery charges.
- III. A commission of 12% of the base price of the Parcel or Courier booked shall be paid as commission to the Successful Tenderer in Rural Areas and no delivery charges.
- IV. The commission will be paid through online to Agent immediately after completion of transaction. **The Successful Tenderer shall top up their account through on-line payment. Whenever, a parcel transaction is performed, The Successful Tenderer collects the amount from the customer and the total amount payable to Corporation is deducted from the top up amount. The applicable Agent Commission amounts minus TDS amount as applicable will be added to the top-up amount of the Successful Tenderer.**
- V. The Corporation has the right to revise the commission rates at any time and will be intimated to Agent from time to time.
- VI. Parcel, Courier agent shall also be permitted to pickup parcels and also to arrange door delivery by collecting the following requisite amount from customers in addition to the tariff fixed by the Corporation. This amount can be revised by the Corporation from time to time.

<b>FOR PARCEL</b>	<b>Upto 10 kgs</b>	<b>From 11 to 50 kgs</b>	<b>Above 50 kgs</b>	<b>For all the Districts</b>
a)Pickup from door	Rs.10/-	Rs.20/-	Rs.30/-	
b)Door delivery	Rs.10/-	Rs.20/-	Rs.30/-	
<b>FOR COURIER</b>	<b>All Covers</b>			
a)Pickup from door	Rs.5/-			
b)Door delivery	Rs.5/-			
<b>FOR PARCEL</b>	<b>Upto 10 kgs</b>	<b>From 11 to 50 kgs</b>	<b>Above 50 kgs</b>	<b>For City GHMC Limits</b>
a)Pickup from door	Rs.20/-	Rs.40/-	Rs.50/-	
b)Door delivery	Rs.20/-	Rs.40/-	Rs.50/-	
<b>FOR COURIER</b>	<b>All Covers</b>			
a)Pickup from door	Rs.5/-			
b)Door delivery	Rs.5/-			

SIGNATURE OF THE TENDERER





- VII. The Successful Tenderer is permitted to collect Rs.10/- towards receiving, storing and handing over of parcel items irrespective of weight duly displaying banner/flexi at the counter. This amount shall be collected from the customer only at the time of handing over of parcel items. The Successful Tenderer shall arrange to print books in the name of "Goods Receiving Receipt" as detailed below and issue copy of same to the customers as acknowledgement on collection of Rs.10/- for receiving, storing and handing over of parcel items irrespective of weight.

RECEIPT		SL.NO.
RECEIVING AND STORAGE CHARGES BY _____		PCC
AGENT		
Rs.10/-		
CONSIGNMENT NO.	Dt.	SIGNATURE

25. **NON DISCLOSURE**:- Agent shall not disclose to any outsider, the knowledge of system or pass-on the possession of material and information given to the Successful Tenderer under this agreed contract or any information which has been generated during operation of the project. The Successful Tenderer should hold such material and information in strict confidence, not to make use of them for other than the performance of this agreement, except release it only to designated employees requiring such information for operation, maintenance, control and inspection of the systems.

26. **NON EXCLUSIVITY**:

- I. The Corporation has the right to appoint any other Agents / Firms /Contractors for carrying out same or similar business or any other activity related to the business on "nonexclusive basis and Agent shall not have any right to object to the same.
- II. Corporation reserves the right to open Parcel and Courier counters at any place, if it feels necessary, on parallel lines, in case the Successful Tenderer is not able to meet the demand.
- III. Identification and allotment of counters is the discretion of TGSRTC. The decision of TSRTC authorities is final in allotment of accommodation/counters. Legal disputes, if any, should be settled only in the jurisdiction of Hyderabad courts.

27. **PENALTIES**:

The Successful Tenderer is liable to be imposed penalties for non operation of the counter, improper recording of weight of the parcel, wrong dispatch of consignment, non delivery of consignment, loss of parcel, booking parcels without proper documents and labels etc.,. The penalties will be imposed as given in the ANNEXURE- III.

28. **TERMINATION**:

The contract can be terminated with a notice period of one month duly Forfeiting the security deposit under following conditions:



SIGNATURE OF THE TENDERER



- I. If the Successful Tenderer does not fulfill the terms and conditions specified by the Corporation and for any breach of terms and conditions of agreement entered with the Corporation.
  - II. In case of any malpractices such as wrong accounted, non-remittance of earnings, misuse of Parcel stationery, tampering of software, hardware, noncompliance of laws and instructions issued by Government and corporation etc. by the contractor.
  - III. Repeated complaints from customers, loss or damage to the Corporation property, parcels/couriers in their possession, misbehavior of Agent or his staff with customers / Corporation officials, ineffective handling/documentation of Parcels/Couriers, for booking of contraband goods, inflammable, explosive material etc, which are prohibited by the order of Govt. or in the list of banned items, mis-management of booking counters etc., by the Successful Tenderer.
29. The contract can be terminated by the Corporation without assigning any reasons after giving a notice of two months. The Successful Tenderer has to run the business for a minimum period of one year. After completion of one year, The Successful Tenderer can terminate the Agreement after issuing two months notice.

30. **TARIFF:**

Corporation will provide a tariff card to the Successful Tenderer and he shall abide by the charges prescribed by the Corporation, Corporation has the right to change the tariffs and the same will be communicated to the Successful Tenderer to implement the same. The tariffs are provided in the ANNEXURE-IV.

31. **GENERAL:**

- I. No parcel (in single pack) shall weigh more than 50 KGs (1 Unit).The size of the parcel shall not exceed 100cm X 60cm X 60cms.
- II. The Successful Tenderer has to replace any person engaged by him as suggested by the Corporation in case of inefficiency, improper behavior, excess amount collection over and above tariff, improper billing or any other factor which will be affecting the performance of logistics business.
- III. No customer should be allowed to handle the item booked till its delivery. Entry of customers in the parcel room and handing over parcel to crew directly by any customer under any circumstances is not acceptable. Such practice will attract penalty. In case of repeated offences agreement will be terminated duly forfeiting Security deposit.
- IV. Agent should provide name, Adhaar card copy, PAN number, GSTIN, email address and phone number. The Successful Tenderer shall login to the system only after entering the OTP number sent to the mobile phone.
- V. Any operator has to login with OTP sent to his/her registered mobile. Operator wise performance will be monitored through software module.



SIGNATURE OF THE TENDERER

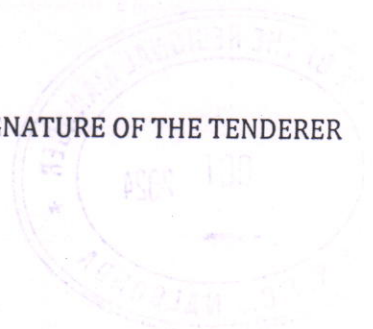


32. Counters shall be operated throughout the year including Sundays and National holidays.
33. The Successful Tenderer should make adequate security arrangements at all centers to safeguard the property of the Customers as well as Corporation.
34. In the same location, the Successful Tenderer shall not carry out any other business which is conflicting with the interest of the Corporation. In case of violation of this clause, the agreement can be terminated immediately, **duly forfeiting the Security Deposit.**
35. Premises shall be painted and branded as specified by TGSRTC and shall be kept clean and tidy. Daily maintenance of premises is the responsibility of the Successful Tenderer. In case of any lapse noticed, a penalty as decided by the competent authority will be imposed.
36. The Successful Tenderer shall maintain all the registers specified by Corporation, prepare the MIS reports and make them available for use of TGSRTC Officials. Reports should not be disclosed / shared to any outsider. Corporation Officers/Supervisors/Marketing Executives will be supervising Parcel and Courier activities. Agent shall maintain all necessary information and records and make them readily available for the inspecting officials.

&&&&



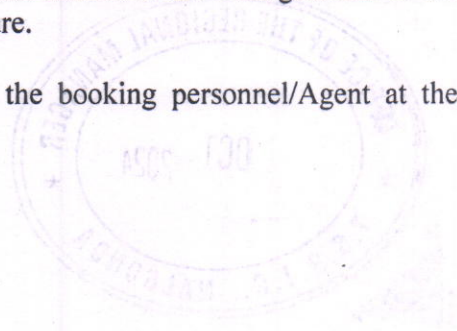
SIGNATURE OF THE TENDERER





STANDARD OPERATING PROCEDURE (SOP):for agents with manual booking

1. The ATB Agents / Parcel Agents shall book the consignments at the respective places and shall bring the Parcels, Courier & Cargo to the nearest booking personnel and handover the consignments with an acknowledgement.
2. No parcel (in single pack) shall weigh more than 50 KGs (1 Unit).
3. The size of the parcel shall not exceed 100cm X 60cm X 60cms.
4. Licensee shall ensure that the parcels, couriers shall be packed by consignor in good conditions either in dead wood/steel boxes, card board boxes or in gunny bags depending on nature of parcel for safe transportation.
5. The Licensee while receiving the item shall inform the consignor to enter the value and description of the item and note down Consignment note and obtain a declaration from the customer as item booked are not banned / hazardous. This shall be shown at the TGSRTC booking counter.
6. The parcels whose value is more than Rs.50,000 will have to be personally checked and a clear photograph of the item shall be taken through mobile and the same shall be stored in The Successful Tenderers computer/Mobile for future reference for any complaints at a later date.
7. The Licensee shall collect the photo copies of the Invoice / bills for the consignments whose value is more than Rs.50,000.
8. The Licensee shall weigh the consignment and shall prepare the consignment bill in quadruplicate which shall be follows:(Consignment note as per proforma (ANNEXURE-V).
  - 1<sup>st</sup> copy – to be pasted on the Parcel.
  - 2<sup>nd</sup> copy – shall be submitted to Depot Accounts by agent.
  - 3<sup>rd</sup> copy – to be given to consignor.
  - 4<sup>th</sup> copy – agents copy.
9. The Licensee shall invariably send the 1st copy along with the consignment.
10. If The Licensee is directly handing over the consignments to the bus then The Licensee shall prepare the goods forwarding note (Crew Manifest as per proforma at (ANNEXURE-VI) with the list of consignments and handover the consignments to the service driver/conductor duly obtaining the signature.
11. The driver shall handover the consignments to the booking personnel/Agent at the destination point.



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12. The unloading report at receiving end (as at ANNEXURE-VII) has to be recorded / noted by the booking clerk/agent. The booking personnel/agent shall maintain a register with the details of Parcels booked as per ANNEXURE-VIII. The booking personnel/agent shall maintain a register for receipt of consignment and handing over the Parcel and Courier as at ANNEXURE-IX. The Successful Tenderer shall maintain a register for claiming of commission as per the ANNEXURE-X.
13. The booking personnel/agent at the delivery point shall handover the consignment to the consignee duly obtaining the acknowledgement in the register.
14. In case of less number of consignments delivered at the receiving point the booking personnel/agent shall clearly endorse on the unloading report and the same shall be sent to booking origin point with the signature of the service driver and shall intimate the same to the concerned supervisor for further action on loss of consignments.
15. If the consignment is not claimed by the consignee within three days at the destination point the same shall be treated as lost-property and handed over to the nearest TGSRTC counter.
16. The CTVs shall be utilized for bulk transportation of Goods of Govt. as well as Private establishments.
17. No consignee / consignor shall be allowed to handle the items booked till it's delivered at the delivery point at the destination.



SIGNATURE OF THE TENDERER

A faint, circular purple ink stamp, similar to the one on the left, located below the signature line. It contains the text "OFFICE OF THE REGIONAL MANAGER" and "T.S.R.T.C., NALGONDA" around the perimeter.



**PROHIBITED GOODS NOT PERMITTED TO BOOK AT LOGISTICS COUNTERS:**

- 1) Live Stock and its Articles
- 2) Air guns, replica and imitation firearms
- 3) Alcohol/tobacco/drugs/poisonous goods
- 4) Animal Raw Skins/Furs
- 5) Arms & Ammunitions, Guns (loaded) and cartridges
- 6) Petrol, Diesel, Gasoline, Kerosene, Methylated spirits, Turpentine
- 7) Acids, Sulphur, Coal Tar
- 8) Un-tanned leather, Skin, Feathers and Hides
- 9) Raw Fish, Dry Fish.
- 10) Gas cylinders containing compressed gas
- 11) Unauthorized/ prohibited forest produce
- 12) Bones/ Horns, Ivory and ivory products
- 13) Animals
- 14) Charcoal
- 15) Gutkha / Paan Masala containing tobacco/ Nicotine
- 16) Jaggery
- 17) Contraband goods/ illicit drugs and counterfeit goods
- 18) Corrosive items (acids, chemicals), radioactive material such as Aluminum chloride, Caustic soda, Corrosive cleaning fluid, Corrosive rust remover/preventative, Corrosive paint remover (Nail Polish), Acid (Hydrochloric acid, Nitric acid, Sulphuric acid, etc.)
- 19) Cremated or Disinterred Human Remains
- 20) Currency, Cheques, Bullion, Payment Cards, Traveller Cheques, Stamps
- 21) Dangerous goods and Hazardous material prohibited or restricted by IATA /ICAO and other Government or Regulatory Agencies
- 22) Drugs Cocaine, psychotropic substances, Cannabis resin, LSD, Narcotics and its preparations
- 23) Morphine, Opium, etc.
- 24) Endangered species/plants and its parts under CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora)
- 25) Explosives (arms, ammunition, fireworks, flares, gunpowder, airbag inflators)
- 26) Fire extinguishers
- 27) Flammable items (fire crackers, oil cans, adhesives, paint cans)
- 28) Gases compressed, liquefied or dissolved under pressure
- 29) Hazardous Waste, including but not limited to Used Hypodermic Needles and/or Syringes or Medical waste
- 30) High capacity batteries such as car batteries, generator batteries

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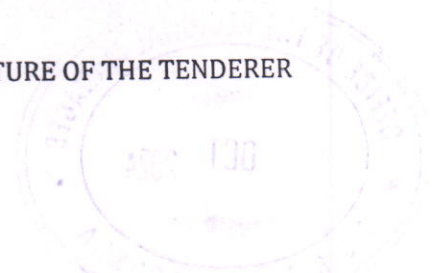




- 31) Dead bodies of human beings and animals
- 32) Human and Animal Embryos,
- 33) Human and animal remains, including ashes
- 34) Human organs or Body Parts.
- 35) Hunting (animal) trophies,
- 36) Ketamine and Psychotropic substances
- 37) Liquid Chemicals and other liquid products
- 38) Lottery tickets and gambling devices where prohibited by law.
- 39) Machinery parts containing oil, grease, fuel or batteries
- 40) Magnetized material
- 41) Marijuana, including Marijuana intended for medical use
- 42) Meat and Edible Meat of all kinds
- 43) Narcotic drugs and psychotropic substances.
- 44) Oxidizing substances and organic peroxides Solids such as Fertilizers, Dyes, Bromates, Chlorates, Nitrates, Perchlorates, Permanganates, Peroxides, Weed killers, Insecticides
- 45) Pornographic material/ contents
- 46) Precious, semi-precious metals or stones in any form including bricks
- 47) Radioactive material Fissile material (Uranium 235, etc.), Radioactive waste material, Thorium or Uranium ores etc
- 48) Special Chemicals, Organisms, Materials, Equipment & Technologies (SCOMET) items
- 49) Toxic and infectious substances - Arsenic, Beryllium, Cyanide, Fluorine, Hydrogen Solenoid, Mercury, Mercury salts, Mustard gas, Nitrobenzene, Nitrogen dioxide, Pesticides, Poisons, Rat poison, Ebola, Foot and mouth disease, Environmental, clinical and medical waste
- 50) Auto parts with fluids in them
- 51) Cigarettes, cigars, tobacco products and electronic cigarettes
- 52) Food stuffs, Perishable Food articles and Beverages requiring refrigeration or other Environmental control
- 53) Any other item prohibited by law/ Government from time to time



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PENALTIES:

- i) Any delay in starting business beyond the permitted 15 days after signing agreement, a penalty of Rs.50/- per week per counter shall be imposed.
- ii) Non-operation of counter on any day Rs.50/- per occasion.
- iii) For booking parcels which are not properly packed a penalty of Rs.25/- will be imposed per parcel besides returning the parcel.
- iv) If less weight is recorded at the time of booking penalty @ 10 times of the difference of amount will be levied. Up to 5% of variation in weight will be ignored subject to a maximum of 2.5 Kgs.
- v) A penalty up to an amount of Rs.300/- per occasion for wrong dispatch of consignments will be levied.
- vi) For consignments not manifested and not received within 2 hrs of unloading, 100% of the commission of that item will be deducted.
- vii) For consignments not delivered and not available in stock, 100% of the commission of that item, shipment value and transport charges will be deducted from the total commission payable.
- viii) Parcels received without label and marking, 100% of commission of that item will be deducted from the total commission payable.
- ix) If Parcels/Couriers are booked without proper documents, invoices and Non-updation of e-waybill is a violation of statutory obligation. For parcels transported without updation and checked by officials of Commercial Tax Department, the loss to the customer and Corporation shall be collected from the contractor besides imposing penalty of Rs.1,000/- per occasion.
- x) If parcels are lost due to negligence of Agent or his staff, a penalty @ Rs.500/- will be imposed per occasion besides recovery of shipment value of the consignment. Such occurrences repeatedly would be liable for termination of agreement duly forfeiting Security Deposit.



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**REVISED PARCEL SERVICES TARIFF.**

KMS	WEIGHT (IN KGS)												
	0 to 5	6 to 10	11 to 25	26 to 30	31 to 35	36 to 40	41 to 50	51 to 55	56 to 65	66 to 75	76 to 85	86 to 95	96 to 100
0-75	Rs.25	Rs.55	Rs.60	Rs.80	Rs.85	Rs.90	Rs.100	Rs.120	Rs.125	Rs.130	Rs.140	Rs.150	Rs.160
76-150	Rs.30	Rs.70	Rs.90	Rs.95	Rs.100	Rs.110	Rs.120	Rs.135	Rs.145	Rs.160	Rs.175	Rs.200	Rs.220
151-200	Rs.40	Rs.80	Rs.100	Rs.110	Rs.115	Rs.130	Rs.140	Rs.170	Rs.200	Rs.210	Rs.230	Rs.285	Rs.300
201-300	Rs.50	Rs.90	Rs.135	Rs.140	Rs.150	Rs.160	Rs.170	Rs.195	Rs.225	Rs.250	Rs.255	Rs.300	Rs.330
301-400	Rs.60	Rs.100	Rs.150	Rs.170	Rs.180	Rs.190	Rs.200	Rs.230	Rs.250	Rs.280	Rs.295	Rs.340	Rs.360
401-500	Rs.60	Rs.110	Rs.165	Rs.180	Rs.200	Rs.210	Rs.220	Rs.240	Rs.260	Rs.290	Rs.310	Rs.350	Rs.390
501-600	Rs.75	Rs.120	Rs.180	Rs.200	Rs.220	Rs.240	Rs.250	Rs.265	Rs.280	Rs.320	Rs.350	Rs.380	Rs.420
601-700	Rs.85	Rs.140	Rs.190	Rs.220	Rs.235	Rs.250	Rs.260	Rs.280	Rs.300	Rs.340	Rs.360	Rs.400	Rs.435
701-800	Rs.95	Rs.150	Rs.200	Rs.230	Rs.250	Rs.270	Rs.285	Rs.300	Rs.320	Rs.350	Rs.400	Rs.420	Rs.450
801-900	Rs.110	Rs.170	Rs.215	Rs.250	Rs.270	Rs.290	Rs.300	Rs.320	Rs.340	Rs.390	Rs.420	Rs.440	Rs.470
901-1000	Rs.120	Rs.180	Rs.230	Rs.270	Rs.280	Rs.300	Rs.320	Rs.350	Rs.360	Rs.420	Rs.450	Rs.480	Rs.500
1001-& Above	Rs.130	Rs.190	Rs.255	Rs.300	Rs.310	Rs.330	Rs.350	Rs.380	Rs.400	Rs.450	Rs.500	Rs.550	Rs.550

**REVISED PERISHABLE GOODS TARIFF.**

PERISHABLE ITEMS REVISED FARES				
KMS	WEIGHT IN KGS			
	0-25	26-50	51-75	76-100
0-50	55	65	80	90
51-100	60	70	90	100
101-150	70	85	95	110
151-200	80	90	100	120
201-300	90	105	115	130
301-400	120	135	145	160
401-500	140	145	160	170
501-600	155	165	180	190
601-700	185	195	210	220
701-800	215	230	240	255
801-900	245	260	270	285
901-1000	280	290	305	315
1000 & ABOVE	290	295	335	345



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**REVISED TARIFF FOR PARCEL COVERS.**

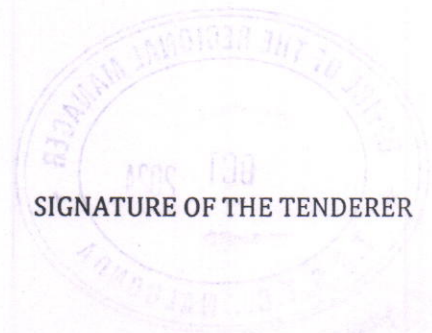
Description		Upto 250 Gms.	251 to 500 Gms.	501 to 1000 Gms.
Within Telangana	Transport Charge	Rs.30/-	Rs.40/-	Rs.70/-
	Clerical Charge	Rs.5/-	Rs.5/-	Rs.5/-
	Insurance Charge	Rs.5/-	Rs.5/-	Rs.5/-
	<b>Total Charge</b>	<b>Rs.40/-</b>	<b>Rs.50/-</b>	<b>Rs.80/-</b>
Outside Telangana	Transport Charge	Rs.80/-	Rs.110/-	Rs.140/-
	Clerical Charge	Rs.5/-	Rs.5/-	Rs.5/-
	Insurance Charge	Rs.5/-	Rs.5/-	Rs.5/-
	<b>Total Charge</b>	<b>Rs.90/-</b>	<b>Rs.120/-</b>	<b>Rs.150/-</b>

**Transshipment Charges** – In addition to the above, for each transaction @ Rs.5/- is to be collected, if the destination is not having direct bus and needs transshipment to pay to Crew.


**Bulk Transportation in Service Buses** (for the parcels weighing above 500 Kgs and below 3000 Kgs only).

Item Description	For 1000 Kg. for 100 Km
Basic Freight @ 0.0065 Ps (0.0065*1000 Kg*100 Kms)	650
Insurance	100
Clerical Charges	110
Loading (Optional)	105
Unloading (Optional)	105
Sub Total	1070
GST @ 5%	53.5
Sub Total	1125
Agent Commission	100
<b>Total</b>	<b>1225</b>

For the parcels weighing above 100 Kgs and below 500 kgs an amount of Rs.615/- shall be charged for 100 Kms. Similarly, for above 500 kgs and below 1000 Kgs an amount of Rs.1,225/- shall be charged.





		<b>TELANGANA STATE ROAD TRANSPORT CORPORATION (GOODS &amp; PARCEL TRANSPORT DIVISION)</b> వేగంగా, భద్రంగా, మీకు చేరువగా .....		<b>CONSIGNMENT NOTE</b>  No.	
		DEPOT/B.Stn:		REGION:	
Date:		Time:			
GSTIN: 36AAECA0475C1Z4					
FROM:				TO:	
GST No				GST No	
MATERIAL/CONSIGNMENT DESCRIPTION			MATERIAL/CONSIGNMENT VALUE IN Rs.		
No. of Parcels:				Transport Charges:	
Weight (KGs):				Hamali Charges:	
Calculated Wt.				Clerical charges:	
Rate / Parcel				Consignment Note Charges:	
Booked by:				Insurance Charges:	
Booking Date & Time:				Perishable item charges :	
				<b>TOTAL</b>	
TOTAL (Rs.) IN WORDS:				GST :	
				<b>GRAND TOTAL:</b>	
<b>NOTE:1) Consignor shall pack the items before booking</b>					
<b>I hereby declare that items booked are not banned / hazardous. I agree to the terms &amp; conditions.</b>					
<b>CONSIGNEE / RECIEVER</b>		<b>Booked by</b>		<b>CONSIGNOR</b>	
Sign:		Sign:		Sign :	
Name:		Name:		Name:	
Phone No:		Staff No.		Phone No:	
For any complaints / suggestions, pl call toll free no : 040-30102829					



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ANNEXURE-VI

<b>TELANGANA STATE ROAD TRANSPORT CORPORATION</b> <b>(GOODS &amp; PARCEL TRANSPORT DIVISION)</b> వేగంగా, భద్రంగా, మీకు చేరువగా .....							<b>MANIFEST CUM CREW CHALLAN</b>		
Date _____ Bus No. _____ Depot _____							No:		
From:				To:					
Sl. No.	Doc No.	TYPE		No of Bags/ Packages	Said to contain		Destination	Act. Wt. Kgs	To pay Rs.
		GENERAL (□)	PERISHABLE (□)		Description	Code			
Total Pkgs		Actual Weight		Crew Chgs	Dri/Con Name:				
Staff No.				Signature of Driver/Conductor		Signature of Agent/In-charge			
Cell No:									



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		<b>TELANGANA STATE ROAD TRANSPORT CORPORATION</b> (GOODS & PARCEL TRANSPORT DIVISION) వేగంగా, భద్రంగా, మీకు చేరువగా ...		<b>UNLOADING REPORT</b> No:	
		GST No.			
Bus No.		Depot:		Date:	
Dispatch Station	Manifest No.	Total No. of Articles			
		Desptd	Recvd		
Document wise details					
CONSIGNMENT No.	Desptd	Recvd	Short	Excess	
REMARKS					
TOTAL					
Name:			Agent/In-charge		
Staff No.:					
Signature of Driver/Conductor					



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## REVISED 4 AND 10 MTS CTVS CARGO TARIFF:

Sl. No.	Route Length KMs	10 MTs				4 MTs			
		Basic Tariff (in Rs.)	GST (in Rs.)	Total Charges (in Rs.)	Agent Commission (in Rs.) incl in Total Charges	Basic Tariff (in Rs.)	GST (in Rs.)	Total Charges (in Rs.)	Agent Commission (in Rs.) incl in Total Charges
1	50	5003	250	5300	400	4144	207	4500	332
2	75	5760	288	6100	461	4731	237	5000	378
3	100	6518	326	7000	521	5318	266	5600	425
4	125	7275	364	7700	582	5904	295	6200	472
5	150	10646	532	11200	852	8588	429	9100	687
6	175	11403	570	12000	912	9175	459	9700	734
7	200	12160	608	12800	973	9761	488	10300	781
8	225	12917	646	13600	1033	10348	517	11000	828
9	250	13674	684	14400	1094	10934	547	11500	875
10	275	17047	852	18000	1364	13617	681	14300	1089
11	300	17804	890	18700	1424	14204	710	15000	1136
12	325	18561	928	19500	1485	14790	740	15600	1183
13	350	19318	966	20300	1545	15377	769	16200	1230
14	375	20075	1004	21100	1606	15963	798	16800	1277
15	400	23446	1172	24700	1876	18648	932	19600	1492
16	425	24203	1210	25500	1936	19234	962	20200	1539
17	450	24961	1248	26300	1997	19821	991	20900	1586
18	475	25718	1286	27100	2057	20407	1020	21500	1633
19	500	29089	1454	30600	2327	23090	1155	24300	1847
20	525	29846	1492	31400	2388	23677	1184	24900	1894
21	550	30603	1530	32200	2448	24263	1213	25500	1941
22	575	31360	1568	33000	2509	24850	1242	26100	1988
23	600	34731	1737	36500	2779	27534	1377	29000	2203
24	625	35488	1774	37300	2839	28120	1406	29600	2250
25	650	36246	1812	38100	2900	28707	1435	30200	2297
26	675	37003	1850	39000	2960	29293	1465	30800	2343
27	700	37760	1888	39700	3021	29880	1494	31500	2390
28	725	41131	2057	43200	3290	32563	1628	34200	2605
29	750	41888	2094	44000	3351	33149	1657	34900	2652
30	775	42645	2132	44800	3412	33736	1687	35500	2699
31	800	43403	2170	45600	3472	34323	1716	36100	2746
32	825	46775	2339	49200	3742	37007	1850	39000	2961
33	850	47532	2377	50000	3803	37593	1880	39500	3007
34	875	48289	2414	50800	3863	38180	1909	40100	3054
35	900	49046	2452	51600	3924	38766	1938	40800	3101
36	925	52417	2621	55100	4193	41449	2072	43600	3316
37	950	53174	2659	56000	4254	42036	2102	44200	3363
38	975	53932	2697	56700	4315	42622	2131	44800	3410
39	1000	54689	2734	57500	4375	43209	2160	45400	3457



SIGNATURE OF THE TENDERER



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