

Part 1 : e-Procurement Roadmap for Chennai Metro water (CMWSSB)

The World Bank is providing a Program for Results (P4R) financing to CMWSSB Board to develop an Investment Plan through Chennai City Partnership to enhance water resilience and water security including strengthening of operational areas such as Institution, Service Delivery and Financial Sustainability. CMWSSB has to achieve the identified DLI (Disbursement Linked Indicator) to avail World Bank funding.

The World Bank and CMWSSB have agreed the following Disbursement Linked Indicators (DLIs) as part of the P4R program:

RA1 – Strengthening Governance and Institutions for Service Delivery

DLI 4– Enhanced efficiency and transparency of public procurement

RA2 – Enhancing Efficiency and Quality of Services

DLI 7– Improved Operational Efficiency in WSS service delivery (Performance Contract, NRW reduction and enhancement of demand-side management (metering))

DLI 8– Improved access to WSS services through increase in coverage, Quality, and reliability of service.

RA3 – Improving Financial Accountability and Sustainability

DLI 10– Improved Financial Sustainability of WSS services, with user fees increasingly covering Operation and maintenance cost.

Of the above DLIs, the target set for Enhancing efficiency and transparency of public procurement is as given below.

RA1 –Strengthening Governance and Institutions for Service Delivery

Reference	Details
Indicator Name	Enhance efficiency and transparency of public procurement in GCC and CMWSSB
DLI	4
Baseline	CMWSSB uses e-tendering partially. Bid evaluation, award and contract management is done offline.
Intermediate Targets	
Year 1 (2021-22)	(i) Prepare and adopt e-procurement roadmap; (ii) Prepare and adopt standard procurement bid document; and (iii) Complete training of all procurement staff
Year 2 (2022-23)	(i) Use of online evaluation for at least 25% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 10% of the tenders by value.

Reference	Details
Year 3 (2023-24)	(i) Use of online evaluation for at least 50% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 20% of the tenders by value.
Year 4 (2024-25)	(i) Use of online evaluation for at least 60% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 30% of the tenders by value.
End Target	
Final Year (2025-26)	(i) Use of online evaluation for 75% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 50% of the tenders by value. (iii) At least 75% of the contracts by value awarded are disclosed within service standards published in Citizen's Charter.

This road map including citizen charter shall be reviewed on regular intervals but atleast biannually and suitable changes may be recommended based on experience gained.

First Year Target:

DLI4	Sl.No.	Target results in Year 1
Enhance efficiency and transparency of public procurement for CMWSSB (scalable)	4.1	Prepare and adopt e-procurement roadmap
	4.2	Standard bidding documents
	4.3	Complete training of all procurement staff

1) Use of e-Procurement:

- CMWSSB will invite tenders through the NIC e-procurement portal, www.tntenders.gov.in for both single cover (less than Rs.4.00 Crores) and two cover system (for works more than Rs.4.00 Crores) from January 2022.
- The General Technical Evaluation (GTE) module will be adopted from April 2023 for the evaluation of Tenders online.

Low value procurement

The Tamil Nadu Transparency in Tenders Act 1998 and Rules 2000, clause 33 – Low Value Procurement has been amended vide G.O.Ms.No.374, Finance (Salaries) Dept, dt.19th October 2020 and the same has been notified in the Tamil Nadu Government Gazette on Oct.19, 2020 as under:

“Low value Procurement’ means any procurement, which is **less than rupees fifty lakhs in value for construction**, which is less than rupees twenty lakhs in value for vehicles and which is **less than rupees twenty five lakhs in value for all other categories of procurement** inclusive of consultancies for construction”.

Threshold Limit for inviting tenders manually and through e-procurement:

Tenders invited through e-procurement:

The following threshold values are fixed for inviting the tenders through e-procurement.

- i. In contracts monitoring wing all the works tenders (more than Rs.5.00 Lakhs) are invited through e-procurement.
- ii. For tender with the value more than Rs.25.00 Lakhs for Goods and Services are invited through e-procurement by Purchase Wing.
- iii. The unserviceable/scrap materials received at Ekkattuthangal store from various sections will be disposed through e-tender cum e-auction procedures of NIC.

Tenders invited through manual system:

The following threshold values are fixed for inviting the tenders manually.

- i. For tender with the value less than Rs.25.00 Lakhs for Goods and Services are invited manually by Purchase wing.
- ii. For tenders with the value less than Rs.10.00 Lakhs can be carried out manually by Operation and Maintenance wing.

Note:

Tenders above Rs.10.00 Lakhs and upto Rs.50.00 Lakhs for Construction can be carried out manually by Operation and Maintenance wing after obtaining approval of the Managing Director due to the emergency as described by the TT Act.

2) Coordination with NIC:

NIC is the selected IT support service provider for GoTN.

CMWSSB in co-ordination with NIC provided training to the staff on capacity building in uploading tenders in the tender portal. Upon completion of NIC training, tenders were invited online from January 2022.

Training on e-Procurement:

Training on GTE (General Technical Evaluation) and evaluation of tender under QCBS for consulting services were conducted by NIC for the staff of C&M wing during August 2022. The training imparted by NIC in General Technical Evaluation will be practiced for few tenders in the demo portal before implementing online evaluation of the tenders in e-procurement process.

A roaster for atleast bi annual training/clinic /workshop with NIC to be formalized and further training, if required will be provided on e-procurement aspects.

3) Setting-up of a helpdesk for bidders:

The Tamil Nadu Government e-procurement Portal has a 24x7 Helpdesk for any queries relating to the process of online submission of e-tenders. Moreover, queries may also be directed to the helpdesk that is already available in the NIC portal. Nodal Officer from I.T. Department with three supporting officials (one each from I.T. Department, Contracts & Monitoring Department and Materials Department) will be designated, who may be approached by potential bidders, if they face any problem in use of e-procurement system. For any technical issue, these officials shall coordinate with NIC. This setting up of a helpdesk for bidders will be commenced from April 2023.

4) Purchase of adequate number of Digital Signatures Tokens (DSC):

Adequate number of DSC is available at present for following the online tendering and whenever officer's gets transferred, new DSC token will be procured.

5) Government e-Marketplace (GeM):

As per the GeM Rule, the following items are purchased in the materials department. Vehicles such as jeep, car for official purpose of Board is purchased through GeM portal. Toners, UPS Batteries, Laptops, Stationery items, etc., are purchased through GeMportal. Toners, stationery items and other emergency items of value less than Rs.5000/- are purchased directly on GeM on emergency basis.

Materials are either purchased through GeM following direct purchase or open bidding is followed and the same will be continued.

Computer Hardware like computer, laptop, printer etc. are purchased through ELCOT who invites tenders from the open market and this practice will be continued.

6) Development of Standard Bidding Documents:

The Standard Tender Document for the services must be modified to suit the e-procurement method.

a) To ensure uniformity in all its procurement and to facilitate better participation from bidders, a set of Standard Tender Document for Works for the two-cover system followed in CMWSSB shall be prepared and adopted. The Standard Bidding Document (Single and Two Cover) will be shared with World Bank for comments by January 2023. Upon review by the World Bank will be placed before the Board for approval and will be made available for adoption by April 2023.

b) The Standard Tender Document for Goods and Request for Proposal (RfP) for Consultancy will be prepared by January 2023 and will be shared with the World Bank for its comments and guidance. Upon review the document will be finalised and will be placed before the Board for approval and will be made available for adoption by April 2023.

On approval of the Board, the Standard Tender Documents will be used as a trial for five tenders for tendering and based on the results, if any modifications required, it will be hosted in the Board's website after incorporating the changes and getting final approval from the Board, the same will be followed by all the user Departments of CMWSSB from April 2023.

Henceforth the Standard Bidding Document will be adopted for all the project tenders by the concerned wing after obtaining approval from the competent authority.

Any change in the conditions of the Standard Tender Document uploaded in the website thereafter will require prior Board approval.

7) Appointment and Training of Staff in use of e-procurement

Procurement and contract management staff of Contracts & Monitoring wing, Materials Department, and Inventory Control Manager (Stores) have undergone mandatory procurement trainings as under:

a) Customized training conducted by Administrative Staff College of India, Hyderabad through offline Campus at Metrowater Training Centre at Kilpauk, Chennai from 17.10.2022 to 21.10.2022 on various procurement and contract management aspects.

b) Training by the NIC on e-procurement and General Technical Evaluation.

Further, the refresher or need based training on e-procurement can be held in coordination with NIC as and when required and Specialized clinics to be held at regular intervals by engaging ASCI.

Second year to Fifth Year target

DLI 4	Sl. No.	Target results in Year 2-5
Enhance efficiency and transparency of public procurement for CMWSSB (scalable)	4.4	% increase of tenders evaluated
	4.5	% increase of tenders managed through e-system
	4.6	>75% of the awarded contracts are disclosed within service standards published in Citizen's charter by Year 5

8) Paperless Procurement Process

CMWSSB is implementing many water supply and sewerage system projects. The measurements are recorded manually in the measurement book and it is difficult due to the voluminous Bill of Quantity (BoQ) and complexity of M-Book measurement. Hence this is a time consuming activity, and the project monitoring in terms of physical progress is also difficult. Works Management System to be implemented is being developed by End-to-End IT Solution Company across four sections namely,

- Planning and Design Section
- Contracts and Monitoring Section
- Projects Execution Section
- Operation and Maintenance Wing

8.1 Integrated end-to-end IT Solution under development in CMWSSB:

End to End IT Solutions Company was selected as System Integrator by TNeGA to develop and implement an integrated end-to-end IT solution for Chennai Metropolitan Water Supply and Sewerage Board and the work is under progress and the schedule date of completion is February 2023.

8.2 The major activities of the C&M section to be implemented digitally(paperless):

- a) Registration / Up gradation /renewal of Works' Contractors
- b) Invitation, submission, evaluation and award of tenders for all works

a) Section 1: The online contractor registration shall have the following steps: New Contractors :

- Contractors have online registration form to register themselves under their respective category
- Contractors shall submit the online form along with necessary documents for registration.
- The fee for the Registration or renewal shall be paid online by the contractor.

- The C&M section shall login and check whether all documents and furnished details are correct and will mark the contractor as registered. If there are any additional details required, the same shall be asked from them and after getting the details they shall be registered.
- Based on the class of registration, the contractors can participate in the tenders invited in their respective class.

Already registered Contractors:

They can renew / upgrade their class and registration through the form by paying the amount for the renewal under respective class and by attaching supporting documents.

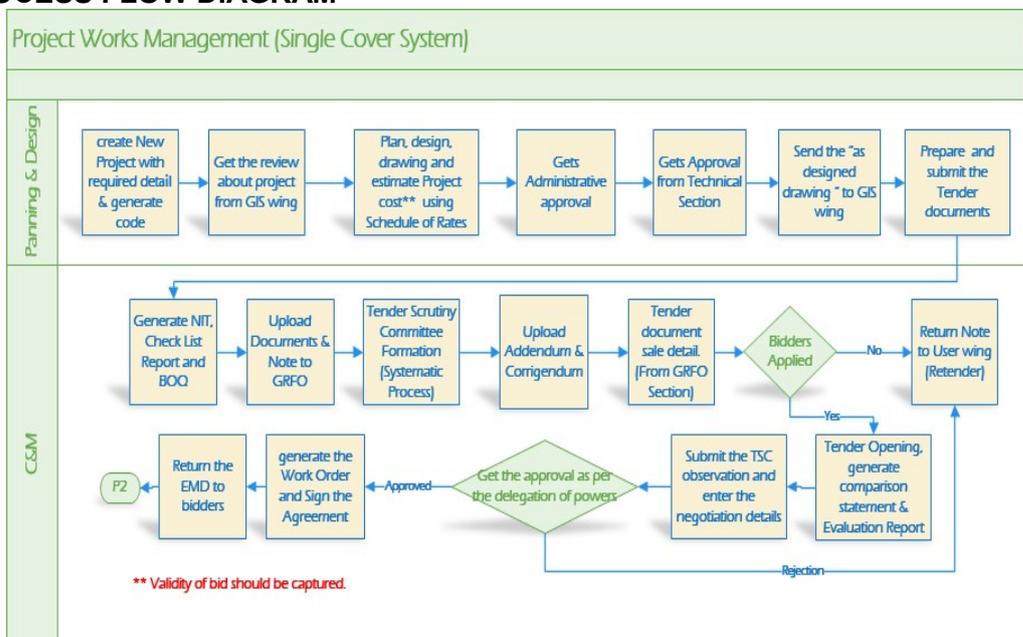
- A Contractor Master Data shall be created for all the registered contractors as a central repository. The same shall be used for creating suppliers also. The difference shall be marked with a flag in the Master Table.

b) Section 2: Based on the value put to tender, the method of tendering process is classified into:

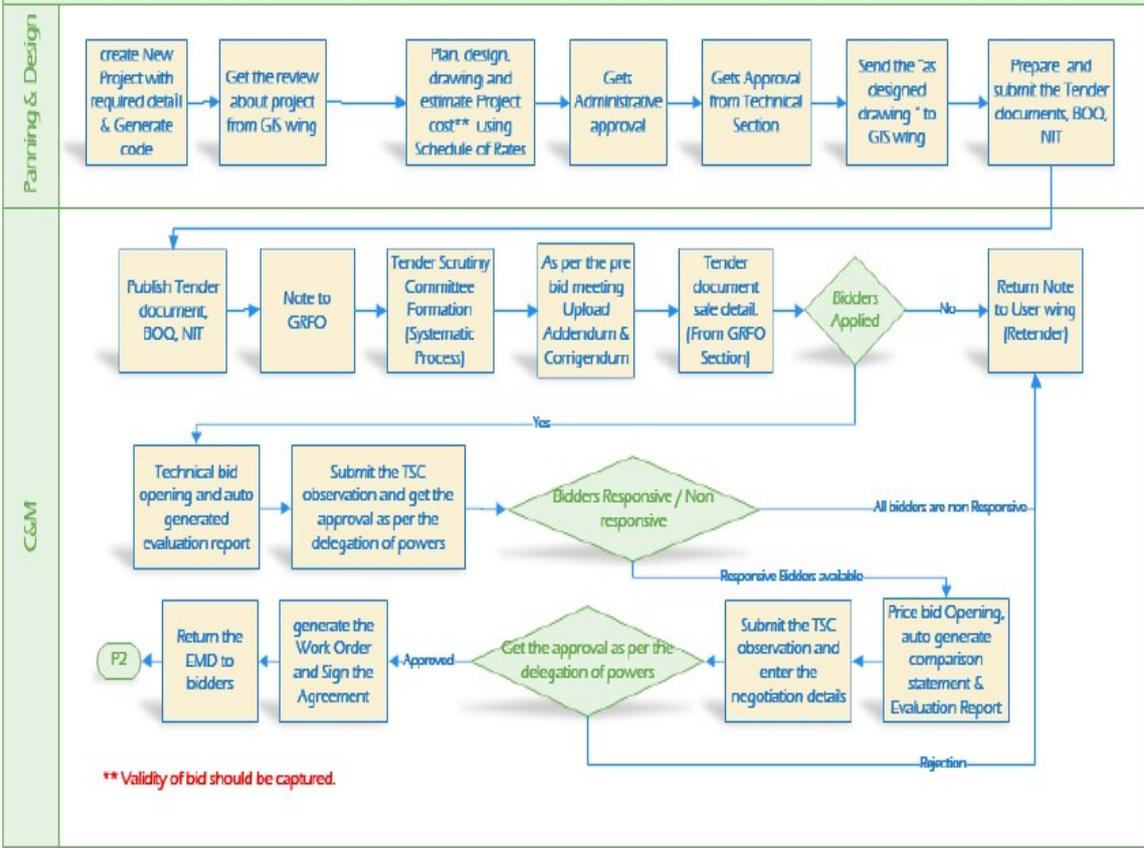
- Single Cover system – Value put to tender is less than Rs.4.00 Crore
- Two Cover system – Value put to tender is above Rs.4.00 Crore.

Upon completion online approval of the tenders (award/reject) by the Competent Authority can be converted digitally to establish complete e-procurement process. Contract management module is proposed to be implemented by April 2023 on completion of End to End IT Solutions.

PROCESS FLOW DIAGRAM

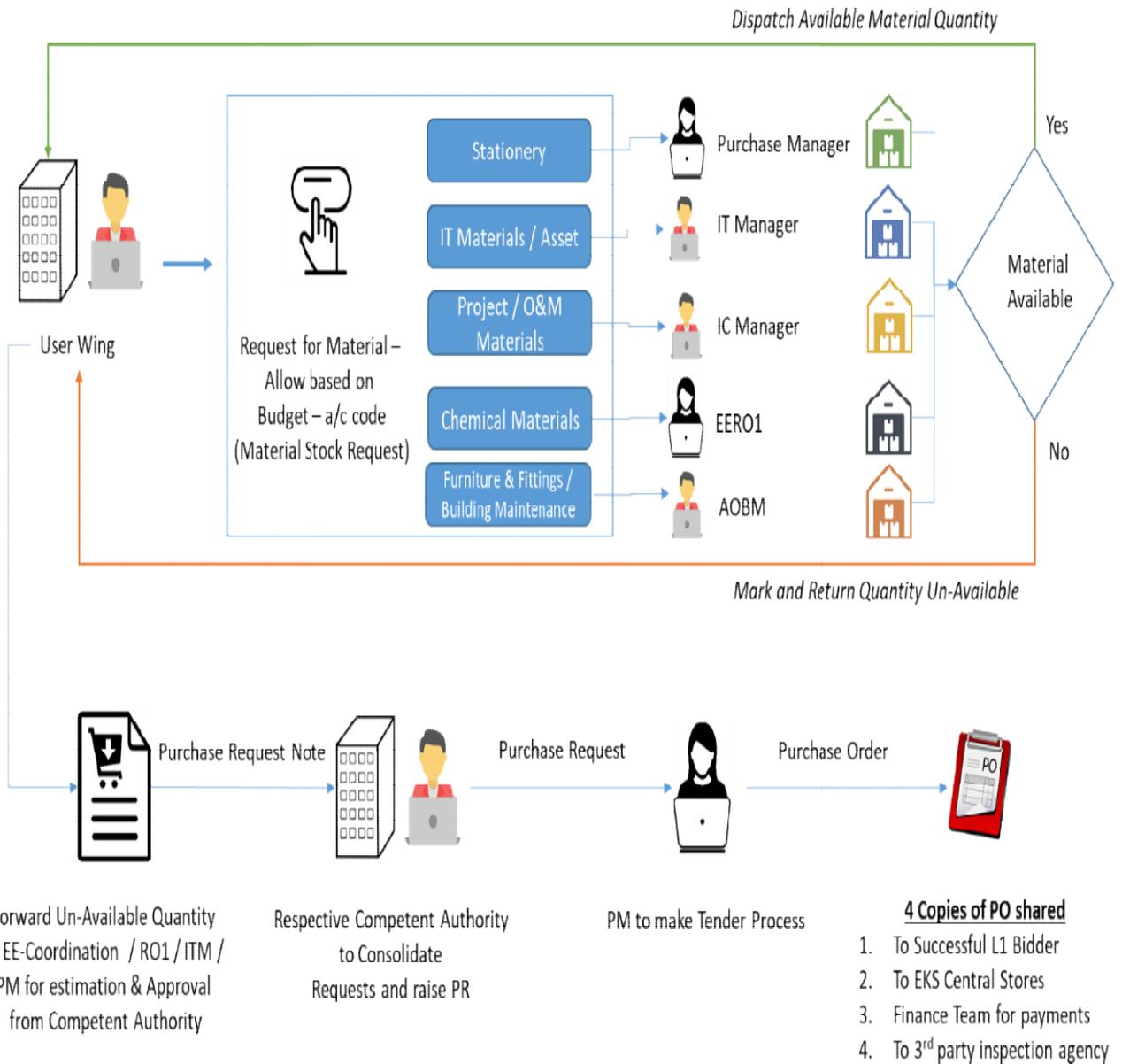


Project Works Management (Two Cover System)

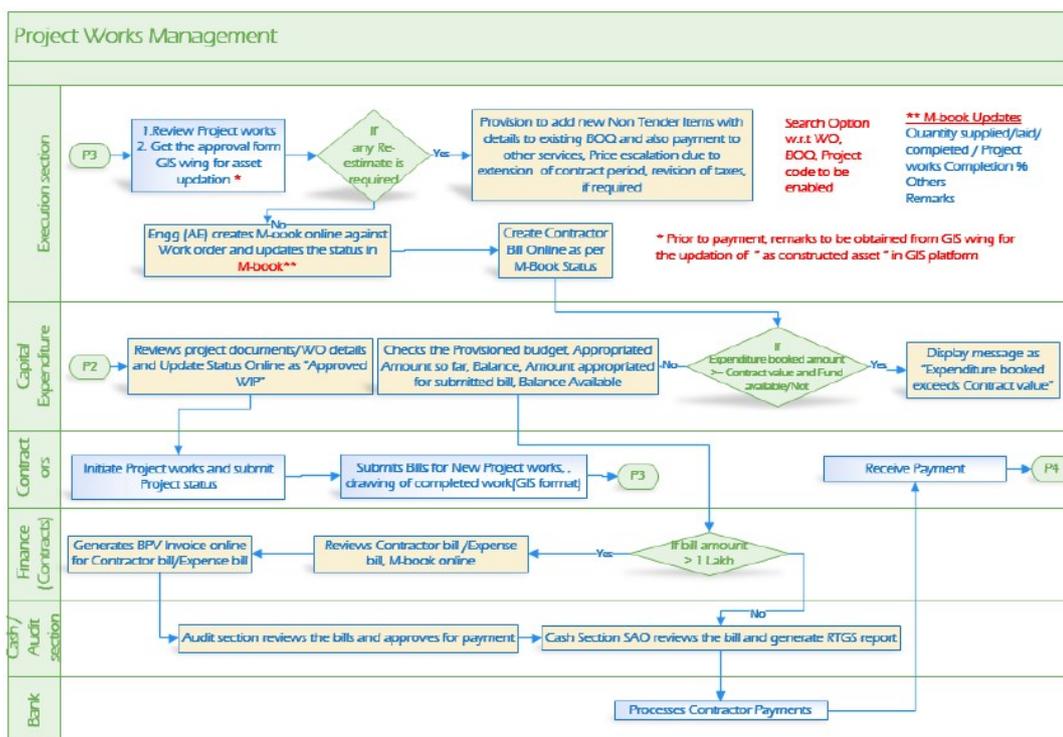


8.3 The major activities of the Materials section are:

End-to-End IT Solution Company has to prepare the module for Contracts and Monitoring Section, relating to the e-procurement module of the NIC and the modules for Materials Section.



8.4 Project Works Management System Module consists of the following activities



9) Procurement and Contract Management Information System(PCMIS):

TNeGA selected the System Integrator End to End IT Solutions Company to develop and implement an integrated end-to-end IT solution for CMWSSB. The End to End IT Solutions Company has commenced their service and the development of the system is under progress. On completion of the above, process of tender settling, issuing of work order to successful bidder, recording of measurements, preparing of abstract summary of work done for payments and making payments to contractor will be done online.

DLI-4 : Enhance efficiency and transparency of public procurement in GCC and CMWSSB

Target as per World Bank		Achievement Year
Reference	Details	
Indicator Name	Enhance efficiency and transparency of public procurement in GCC and CMWSSB.	
DLI	4	
Baseline	CMWSSB uses e-tendering partially. Bid evaluation, award and contract management is done offline.	
Intermediate Targets		
Year 1 (2021-22)	(i) Prepare and adopt e-procurement roadmap; (ii) Prepare and adopt standard bid document; and (iii) Complete training of all procurement staff	Year 1 (2022-23)

Year 2 (2022-23)	(i) Use of online evaluation for at least 25% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 10% of the tenders by value	Year 2 (2023-24)
Year 3 (2023-24)	(i) Use of online evaluation for at least 50% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 20% of the tenders by value	Year 3 (2024-25)
Year 4 (2024-25)	(i) Use of online evaluation for at least 60% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 30% of the tenders by value	Year 4 (2025-26)
End Target		End Target
Final Year (2025-26)	(i) Use of online evaluation for at least 75% tenders by value and (ii) Use of contract management modules of e-procurement system in at least 50% of the tenders by value (iii) At least 75% of the contracts by value awarded are disclosed within service standards published in Citizen's charter.	Final Year (2025-26)

On completion of End-to-End IT solution, PCMIS on procurement can be maintained in which details on cases, etc., can be tracked out.

10) Procurement Process:

On completion of End to End IT solution Project module, online evaluation of tenders, Contractor Registration and Contract Management module could be implemented.

11) Procurement review and audit:

An independent auditor shall carry out annual review of various procurement and contract management aspects which shall be based on the consolidated list of contracts awarded during the previous year and share the audit report. Based on the recommendations and findings of the audit report, appropriate mitigation measures will be adopted and corrective steps taken up within three months after getting due approval from the Competent authority of receipt of report. For all non-compliance / F&C case appropriate internal review shall be carried out by the appointed committee and based on the recommendation further action shall be taken.

Part 2 : Citizen Charter:

Introduction

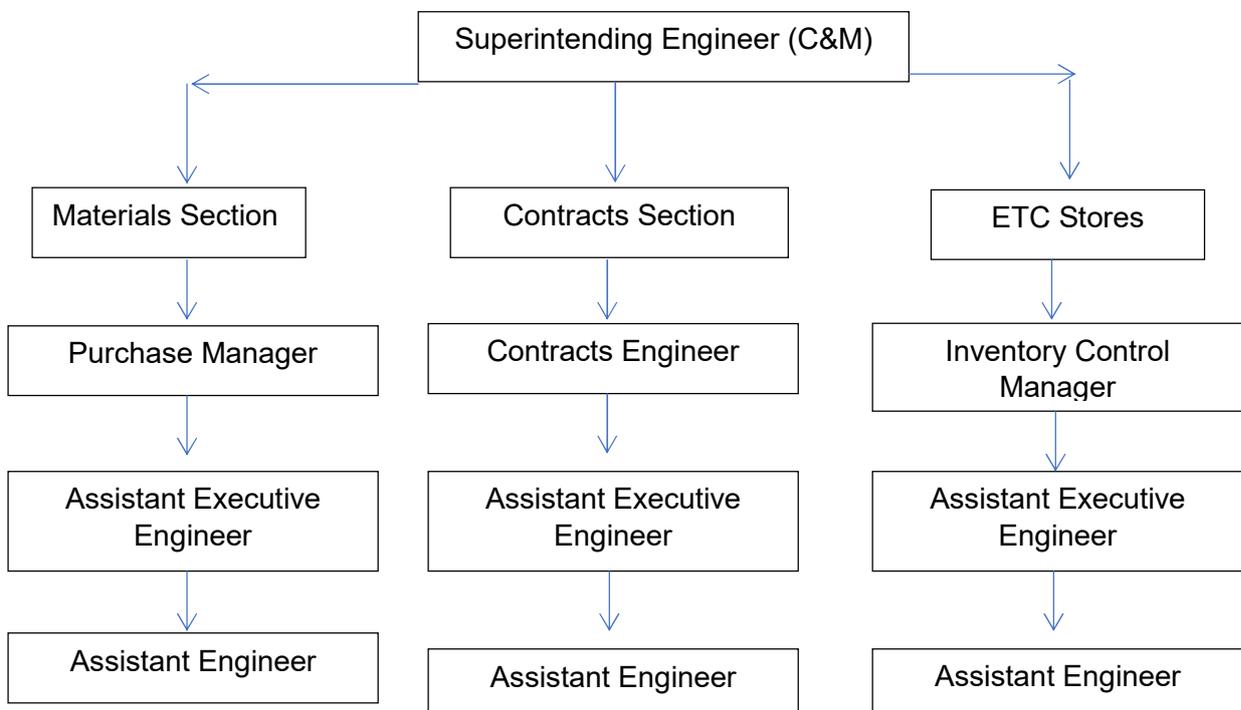
Sustainable improvement of water supply and sewage disposal services for Greater Chennai City is the foremost objective of Chennai Metropolitan Water Supply & Sewerage Board. The Board visualizes that besides its mandate, awareness among the citizens as regards the water supply and sewerage system is of paramount importance CMWSS Board.

The Citizen's Charter attempts to clearly state the standards of procurement process for developing a completely transparent tendering process by taking the consumer and other stakeholders into confidence.

The Citizen's Charter consists of information regarding the requirement and timeline for publication of procurement plan, procurement notices and contract award notices.

In CMWSSB, registration of works contractor (renewal / registration / upgradation) and Tendering process is being carried out by the Contracts & Monitoring wing.

Organisation Structure of Contracts & Monitoring wing:



FUNCTIONS OF CONTRACTS AND MONITORING WING:

- Registration / Up gradation / Renewal of Works' Contractors
- Settlement of Tenders for all works costing more than Rs.5.00 Lakhs

• **REGISTRATION / UP GRADATION / RENEWAL OF WORKS' CONTRACTORS:**

- In CMWSSB, registration of works contractor (renewal / registration / upgradation) is being carried out by the Contracts & Monitoring wing. CMWSSB registers contractors under the following two categories:
 - Civil and pipeline works (category A)
 - Electro-mechanical works (category B)
- Based on the class of Registration, the contractors can participate in the single covert tenders invited in their respective class.
- The contractors can participate in two cover tenders, based on the qualification criteria fixed for each tender.

Renewal of Registration

- The registered contractors must submit their application for renewal of registration for the next financial year with the required renewal charges, cost of schedule of rate book and to furnish details such as participation in tenders, copy of work order, Income Tax clearance certificate or submission of Income Tax return through Saral and Sales Tax Registration / verification Certificate & TIN No., etc., on or before the end of February of the current financial year. Penalty of Rs.590/-(inclusive of GST @ 18%) is to be paid additionally for applications registered upto 31st March.
- The registration of contractors is being renewed every year on submission of the requisite certificates necessary for renewal.

Annual Registration / Upgradation charges and Renewal charges

Sl. No.	Class of Registration / Upgradation	Registering Authority	Monetary Limit	Registration/ Upgradation charges (One time Fees)	Annual Renewal charges (To be paid every year at the time of renewal)
1.	Class-I	Superintending Engineer	Upto and above Rs.75.00 Lakh	Rs. 18,290/-	Rs.3,540/-
2.	Class-II	Superintending Engineer	Upto Rs.75.00 Lakh	Rs. 14,750/-	
3.	Class-III	Superintending Engineer	Upto Rs.30.00 Lakh	Rs. 12,390/-	
4.	Class-IV	Superintending Engineer	Upto Rs.15.00 Lakh	Rs. 8,850/-	Rs.2,360/-
5.	Class-V	Contracts Engineer	Upto Rs.6.00 Lakh	Rs. 6,490/-	
<ul style="list-style-type: none"> • The registration is valid for the respective financial year i.e. from April to March 					

- Contractors who have registered in other departments and undertakings of the Central for State Government are eligible for registration in the

corresponding / equivalent class by furnishing proof of registration and similar experience in water supply and sewerage sectors.

Mandatory Documents to be furnished along with application

- The following documents are mandatory for registering their firms:

- Applicant Photo
- PANcard
- GST Certificate
- Latest IT Return Document
- Audit Account Statement
- Bank Statement
- DSC certificate

(Besides the above documents the following documents are necessary for Class I to IV registration and do not necessary for Class V registration)

- Solvency Certificate from revenue department
 - Latest Encumbrance Certificate
 - Solvency certificate from CA/ Bank Manager for the Revenue solvency furnished
 - Indemnity Bond
- In addition to the above the following documents are required for partnership and limited company:
- **Partnership Firm**
 - Partnership Deed
 - Registration of Partnership Firm (Form-C)
 - **Private Ltd & Public Ltd Firm**
 - Memorandum of Articles of Association
 - Certificate of Incorporation
 - Master data

Upgradation of contractors

- The new entrants shall remain in the lowest class (Class-V) for two years for getting promotion to the next higher class and the contractors should remain for one year in each of the higher classes (Class-IV, III & II) for getting promotion to the next higher class.
- Up-gradation of a contractor's class will be considered only when the contractor has executed at least one single work for a value upto 80% of the maximum value in the present class or 3 times of the maximum value in multiple works. The promotion to the next class shall be based on solvency certificate added with the experience and past performance.

Rejection of application

- The registering authority is delegated with the powers to reject any application received for registration. But, while doing so, he shall issue a

show-cause notice to the applicant, stating briefly the reasons for rejection.

- **SETTLEMENT OF TENDERS**

- **Procedures for Settlement of Tenders:**

- The settlement of all the works, other than the works funded by external funding agencies are being carried out as per the Tamil Nadu Transparency in Tenders Act 1998 and Rules 2000 (TT Act). The main object of this enactment is to
 1. Eliminate irregularities,
 2. Interference
 3. Corruption practices
 - CMWSSB has initiated Inviting tenders, submission and opening and Generation of comparative chart of tenders through the NIC e-procurement portal, www.tntenders.gov.in.

- **Various types of tenders settled in Contracts & Monitoring Wing:**

- DBOOT Tenders
 - Works' Tenders costing more than Rs.5.00 Lakh
 - Consultancy Tenders
 - Annual Rate Contract
 - Tender for Operation & Maintenance of
 - Water Distribution Stations and Water Treatment Plants and its pipelines
 - Sewage Pumping Stations and Sewage Treatment Plants
 - Vehicle Maintenance
 - Labour Contract
 - Annual Maintenance Contract for buildings, hardware and software maintenance of computers, servers and its peripherals
 - Depending on the value put to tender, the tenders are invited under single and two cover procedures as detailed below:

- **Single Cover Procedure:**

- Tenders are invited for the works having value upto Rs.4.00 crore under Single cover Procedure for both Water and Sewer Works as follows:
 - Percentage Tender
 - Itemwise rate Tender
 - Single cover system with specific qualification criteria

- **Two Cover Procedure:**

- Tenders are invited under Two Cover Procedure for all the works costing more than Rs.4.00 Crore.

Tenders invited under World Bank Funded Projects

- All the tenders for the works/ Projects funded by the World Bank are invited with specific qualification criteria as fixed by the World Bank.

Information

- The required documents for tendering will be uploaded in the NIC portal by tender inviting authorities for the respective works.

Consortium bids

- Consortium bids are allowed only in tenders invited for works contract under two cover procedure. In such cases, all the Partners of the consortium have to satisfy the qualification criteria mentioned in the tender documents. Maximum of 3 partners are only allowed in a Consortium bid.

Fixed Earnest Money Deposit

- Fixing of Earnest Money Deposit (EMD)/ Bid Security for all the works is calculated based on the value put to tender based on DPR cost which covers only the total value of labour and material cost including GST.
- The tenderer should submit the EMD by online transfer only through NIC e-procurement Portal.

Details of Publishing Notice Inviting Tender (NIT):

- The following procedures are being followed in line with Government Order vide G.O. Ms No.103, dt.11.04.2022.

Details of Newspaper			Value of Procurement	
Area	English	Tamil	Goods / Services	Works
District		1 District Edition	Above Rs.25 Lakhs and upto Rs.50 Lakhs	Above Rs.50 Lakh and upto Rs.75 Lakh
State	1 (All editions in the State)	1 (All editions in the State)	Above Rs.50 Lakhs and upto Rs.3 Crore	Above Rs.75 Lakh and upto Rs.10 Crore
South India	1 (South India Edition)	1 (All editions in the State)	Above Rs.3 Crore and upto Rs.5 Crore	Above Rs.10 Crore and upto Rs.20 Crore
All India	1 (All India Edition)	1 (All editions in the State)	Above Rs.5 Crore and upto Rs.75 Crore	Above Rs.20 Crore and upto Rs.100 Crore
	Indian Trade Journal		Above Rs.75 Crore	Above Rs.100 Crore

Availability of bid document:

- For both Single Cover & Two Cover systems, the Tender documents are available in e-tender portal, i.e. www.tntenders.gov.in

- Adequate time is provided for the submission of tenders under Single Cover & Two Cover procedures as detailed below:

Minimum time specified for each tender:

- Value put to tender upto Rs.2.00 Cores – 15 days from the date of publication in the Tender Bulletin
- Value put to tender above Rs.2.00 Crores – 30 days from the date of publication in the Tender Bulletin.

Any reduction in time will have to be subsequently authorised by an authority superior to the Tender Inviting Authority.

Receipt of Tenders and Tender Opening:

- The tenderer should submit the Tender Schedules only through online mode in the e-procurement site.
- Tenders will be opened online in the presence of the Members of the Tender Scrutiny Committee and representative of the tenderers / bidders of the Tenderer if present.

Clarification to tender documents

- Bid Document containing the required Qualification criteria is prepared. Any clarifications in the tender schedules /bid documents can be sought by the prospective tenderer /bidders upto 48 hours prior to the opening of the Tender/bid during Pre bid meeting /subsequently. The reply for the same will be uploaded in the e-procurement website along with necessary modifications/ amendments, if required.

Bid validity:

Sl.no	Description	Bid Validity Period
1	Bids invited under Single Cover System	Ninety days (90 days) after the due date for bid submission specified
2	Bids invited under two cover system	One hundred and twenty days (120 days) after the due date for bid submission specified
3	Bids invite for special nature of works such as Construction of Sewage Treatment Plants / Desalination Plants etc.,	One hundred and eighty days (180 days) after the due date for bid submission specified.
Based on the request of the Employer the bidders may extend the period of validity for a specified additional period.		

Evaluation and award of contract

- The evaluation is carried out manually. The Tender Accepting Authority shall pass orders accepting the lowest responsive tender and communicate the order of acceptance to the successful tenderer.

Performance Security

- The successful Bidder shall furnish a Performance Security to the Employer as detailed below, within 15 days of receipt of the Letter of Acceptance, in any of the forms given below:
 - i) In the shape of NSC/NSS/KVP/Post office Term Deposits valid for the required contract period and pledged in favour of Managing Director, CMWSS Board and shall have the necessary transfer endorsement of the Post Office.
or
 - (ii) Banker's cheque/Bank Draft or Pay Order in favour of CMWSS Board payable at Chennai.
or
 - (iii) Fixed Deposit for the required period from Nationalised / Scheduled Bank/TNSC Bank in favour of Managing Director, CMWSS Board.
- The value of S.D will be as follows:

1	For contracts with any plus percentage and upto minus 5% of the contract value compared to the departmental estimated value	2% of contract value
2	For contracts above minus 5% and upto minus 15% compared to the departmental estimated value	4% of contract value
3	For contracts which are more than minus 15% compared to the departmental estimated value	5% of contract value

- Upon acceptance within a reasonable time has been indicated in the tender, the successful tender must execute the agreement in the prescribed format.

Price Adjustments

- Price adjustment may be applicable only for specific capital works if and as agreed in the contract conditions.

Arbitration / Dispute Redressal Mechanism

- Settlement shall be in accordance with the Arbitration and Conciliation Act, 1996

Service standards in CMWSSB

SI.No	Description	Time line
1	Time taken for bid evaluation and award of contract	To be completed within the initial bid validity period
2	Time taken for returning bid securities of unsuccessful bidders	After uploading the details of award of contract, EMD of unsuccessful bidders will automatically be transferred to their respective accounts directly from the common pooling account within 24 hours. The EMD amount of successful bidder alone will be deposited in CMWSSB account. After execution of contract agreement, the EMD of successful tenderer will be refunded based on the request within 24 hours.
3	Time taken for publishing contract award notice	The details of contracts awarded every month are being published in the successive month in the CMWSSB website.
4	Time taken for releasing payments	After execution of the work and based on submission of certified whole or part bills, payments will be released accordingly.

• **FUNCTIONS OF MATERIALS DEPARTMENT:**

Purchase Department is responsible for all the procurements made for CMWSSB.

Objectives Of Materials Department

1. Procurement of Materials at competitive price
2. To ensure continuity of supply
3. To maintain the consistency of quality
4. To minimise the acquisition and storing cost
5. Lower Administration cost
6. Maintenance of Supplier Relations.

- The following materials are procured:

Ductile Iron pipes, D.I/C.I Specials, C.I Valves, F.R.C Manhole Covers with frames, Sewer Cleaning rod, G.I Pipes, Chemicals (Chlorine, Alum, Lime, Bleaching Powder, Hypochlorite Solution, lab Chemicals) , Safety equipments, Jet Rodding Machines / Desilting machines etc., Uniform Clothes, Hiring of water / sewer lorries , Stationary Items, Computer Consumables, Spares for Machineries, Printing Items etc.

- Annual rate contracts are also settled for:
 - Computer Stationeries & Consumables
 - Hiring of Water lorries

- Hiring of Sewer lorries
 - Hiring of Cars & Jeeps for Officer's use
 - Printing items such as Letter heads, Visiting cards, registers, consumer cards etc.,
- Annual Maintenance Contracts are settled for
 - Computers & printers and Air conditioners

Annual Rate Contract For Hiring Water Lorry, Sewer Lorry And Hiring Of Cars:

- In order to maintain equitable water supply to the unserved Areas and defective pockets in Chennai city, tender will be invited every 3 years for hiring of water tanker lorries of 16000 litres, 9000 litres and 6000 liters capacity on contract basis from many water lorry owners, as per the CMWSS Board's requirement.
- For this tender, Open tender will be invited as per the as per TTT Act 1998 and rules 2000, following the single cover procedure system with the eligibility criteria, fixing the same amount as EMD / per vehicle.
- The Model of the vehicle will be fixed satisfying the conditions of Motor Vehicle Act and stipulated pollution norms will alone be considered for evaluation in the tender.
- The Owner of the water tanker should participate in the tender and if the tenderer is not the owner of the vehicle, he shall participate provided that he should furnish an affidavit in the form annexed to the tender condition by the owner of the vehicle duly filled and signed i.e he should submit the Lease Agreement from the owner of the vehicle.
- The tender received on the due date will be opened and evaluated. One contractor may offer more than one lorry with the same rate per trip for the similar capacity of the water tanker vehicle.
For example, one contractor may offer 2 nos of 9KL water tanker at the Rate of X / per vehicle, 1 No of 6KL water tanker at the Rate of Y / per vehicle and 3 nos of 16KL water tanker at the Rate of Z / per vehicle.
- The lowest bid, which satisfies to all the requirements as per the tender conditions, will be taken as L1. The tenderer who offers the lowest rate will be fixed as the "Fixed Rate for this contract" for each capacity i.e for 6KL, 9KL & 16 KL water tanker lorries individually.
- The other second lowest tenderer & third lowest tenderer will be requested to match with the Fixed Rate.
- All the tenders matching with L1 fixed rate are considered and the Seniority among the L1 contractors will be fixed based on the model of the vehicles from the descending orders i.e from present year till Model / year of the vehicle as per tender document.
- With the approval of the Competent Authority, the work order along with the allotted Area will be issued to the tenderers.

- If there is shortage of vehicles offered under the contract or there is emergency need of the additional lorries for supply of water is required, willingness will be invited from the Non – tenderers, as per the Clause – 31-A. Sl. No.2(e) of Tamil Nadu Transparency in Tenders Rules 2000, which states that

Fixed Rate Contract.-

(1) In cases where the prices offered by the Lowest Tenderer are in the opinion of the Tender Accepting Authority higher than the schedule of rates or the prevailing market price and the quantity of goods or services to be procured are of such volume or are required to be delivered at different locations or at different points in time such that it is not practical for the entire supply to be effected by only one or a few suppliers, such authority may for reasons to be recorded in writing and after obtaining the prior approval of Government, follow the fixed rate contract procedure.

(e) Where the Procuring Entity deems fit, it may issue an advertisement indicating the rates fixed and call for enrolment of more suppliers at these rates subject to such suppliers fulfilling the eligibility criteria.

- With the approval of the Competent Authority press publication will be made stating that willingness are invited to operate their vehicle of the (Model / year of the vehicle as per tender document) up to latest model, under the fixed L1 rate of Rs.xx with the CMWSS Board conditions.
- Based on the press publication, the non- tenderer may submit their willingness to operate their vehicle at the L1 rate under CMWSS Board’s Contract terms & conditions.
- The seniority list of the Non-tendered vehicle will be prepared and with the approval of the Competent Authority, work order will be issued to them.
- Similarly for clearance of sewage where the comprehensive sewerage system is not available in the Chennai city, tender will be invited every year for hiring of sewage tanker lorries of 6000litres various parts of Chennai City on Annual Rate Contract Basis and cabs / cars were hired for the CMWSS Board Officials on the same fixed rate contract basis from owners / tenderers as per the CMWSS Board’s requirement.

FUNCTIONS OF EKKATTUTHANGAL CENTRAL STORE (ETC STORES):

ETC Stores is in charge of Central Stores for storage and issue of materials

- Materials are received from the supplier and entered the Oracle system and MRIN is created.
- Materials are issued as and when required by the user wing through MIN/MTR
- Materials salvaged during repairs etc., are received as unserviceable /scrap material by SRN and finally disposed
- All Entries are updated in Oracle system

Stocked Materials in ETC Stores:

- Ductile Iron & Cast Iron pipes,
- D.I/C.I Specials
- F.R.C Manhole Covers with frames (450/600mm dia)
- Sewer Cleaning rod
- IMII Pump & PF and its accessories
- Uniform
- Safety Gadgets
- Jetting Hose and etc.,

Non Stocked Materials in ETC Stores:

- Materials such as Tyres, Tubes, Vehicles, Computers, Printers, Battery, UPS etc., are received based on the request of User department.
- The unserviceable material are disposed by inviting e-tender cum e - Auction in the NIC portal.

SECTION 3: GRIEVANCE REDRESSAL MECHANISM FOR CMWSSB

Grievances, if any, can be solved by either uploading it under GRS tab on the CMWSSB website i.e. chennaietrowater.tn.gov.in or by contacting the Executive Engineer for the respective departments or the Superintending Engineer. If the complaint is against the Executive Engineer or Superintending Engineer then the complainant can approach the Engineering Director.

PROVIDING INFORMATION UNDER RIGHT TO INFORMATION ACT, 2005:

Those who are seeking information under the Right to Information Act, 2005 can approach the Public Information Officers (Executive engineer) and the Appellate Authority (Superintending Engineer).

COMPLAINT HANDLING PROTOCOL

- In addition, the complaint handling process will also be described in the charter. Under the charter a dashboard will be developed, which will provide summary of compliance, progress on procurement and contract implementation, complaint handled, audit observations on procurement etc. The charter shall be developed and deployed by April 2023.
- Contractors complaint / Right To Information / Chief Minister office petition etc., are some of the types of complaints. These complaints / grievances will be recorded in the complaints register and dashboard and addressed appropriately. The Complaints Register is maintained in the office of S.E.(C&M) and regularly updated. The Register contains information on the subject and all the details of the complaint or the complainant(s)

S.no	Type of complaint	Submission	Redressal time
1	Right To Information	As per the prescribed procedure for RTI act	30 days
2	Contractors petition	Through e-mail, upload on the website under complaint tab, or through post to the address mentioned in the tender document.	Within 30 working days
3	Chief Minister office petition	Under grievance tab on the Tamil Nadu Chief Minister Special Cell website i.e. cmcell.tn.gov.in	Within 15 working days
4	Complaints related to any Fraud and corruption	Through e-mail, OR upload on the website under complaint tab, OR through post to the address mentioned in the tender document.	After investigation action will be taken

- The cases where detailed address is not found in the tender document, a complaint may be forwarded to the office of the authority inviting the tender to the address as below:

Office of Superintending Engineer,
 C&M, CMWSS Board, 3rd floor,
 Urban Administrative Building,
 Santhome High Road,
 MRC Nagar, Raja Annamalaipuram,
 Chennai-600 028,
 Phone No.044-2845 1300(20 lines) Extn.254
 Email : secandm@gmail.com
 CMWSSB website chennaietrowater.tn.gov.in(freely accessible).

- At present all the awarded contracts are being published in the successive month in the CMWSSB website with the details of Name of work, Contract Number, Date of NIT issued, Date of Opening, Work order issued Date, Name of the participants in the tender along with their quoted rates and also the Name of the successful tenderer along with the work order amount. The report is also sent to Director of Vigilance and Anti-Corruption. As per the World Bank target for Programme for results, all the awarded contracts will be disclosed within service standards and published in the Citizen Charter.

- **CMWSS BOARD GRIEVANCE REDRESS SERVICE (GRS)**

- **Operating Procedures**

Section I Introduction and Background

1. The Grievance Redress Service (GRS) is a corporate-level grievance redress service created to receive complaints from project-affected people and communities who believe that a CMWSSB project (Project) has caused or will cause them harm. The GRS facilitates a prompt response to grievances by providing support to Project teams (Task Teams) to address the issues raised in a quick and effective manner.
2. The GRS is led by CMWSS Board Management through its Operations Policy.
3. Competent authority who is authorized to close the complaint shall be Superintending Engineer (C&M) and in case of more serious allegations the authorization will be given by Engineering Director (it could be a higher officials or an internal committee comprising of officers who have no conflict of interest)

Section II Submission of a Complaint

- Who May Submit a Complaint?

3. Complainants - A complaint may be submitted by one or more individuals, or their representatives, who believe they are directly and adversely affected by an active (i.e., not closed) CMWSSB Project.
4. Identity of Complainants - The complaint must identify the individual(s) submitting the complaint, and whether they are Project-affected individual(s) and/or a community or representative.
5. Confidentiality - Complainants may ask that their identity be kept confidential. The request for confidentiality should be submitted with the complaint. The GRS will maintain confidentiality of personal or classified information if requested.
6. Representatives - Complainants may submit a complaint through an authorized representative. The authorized representative must include his/her name and contact details and sign the complaint. The representative must also provide written proof (such as a signed letter by the complainant(s)) of his/her authority to represent and act on behalf of the complainant(s) in relation to the complaint. The GRS will communicate directly with the authorized representative, as necessary and appropriate, and will keep the representative and/or complainant(s) informed about the status of the complaint. Complainants may also submit the complaint on their own behalf and appoint a contact person or persons for all communications regarding the complaint.
7. Anonymous complaints - Anonymous complaints will be deemed inadmissible. However, if an anonymous complaint contains specific information about Project-related issues, it will be forwarded to the Project Team for its information and follow-up, where appropriate.

How to Submit a Complaint

8. A complaint can be submitted by anyone in any of the ways outlined below.
 - Via CMWSSB or GRS website (freely accessible) by going to the 'Complaint tab'.
 - Via email: secandm@gmail.com.
 - Via surface mail:

Office of Superintending Engineer, CMWSSB
3rd floor, Commissionerate of Municipal Administration,
Raja Annamalaipuram,
Chennai-600 028
 - While forwarding complaints, the complainants should indicate following details:
 - i. Tender No.
 - ii Tender Description
 - iii Detail of complaint (How the complainant is affected)

- iv Supporting document (if any)
- v Complainants Name and details of how the complainant is affected by it
- vi Address
- vii Contact No.
- viii E-mail

Format and Language of a Complaint

9. Complaints may be submitted in Tamil or English. All of the GRS correspondence with the complainant will be in English or Tamil only. In the event of any discrepancy between the two versions, the English version will prevail.
10. Complainants may choose to use the complaint form freely accessible and available on the CMWSSB or GRS website or any format of their choosing and provide information.

Content of a Complaint: Required Information

11. **Subject matter of a complaint** - A complaint must provide detail of complete grievance regarding actual or potential harm resulting from CMWSSB's operation or is it about noncompliance , regardless of whether the issues raised fall under CMWSSB Operational Policies and Procedures.
12. Substance of a complaint - The complaint must amplify the necessary information /reference duly supported by relevant documentation and correspondence, as and where possible and appropriate, or upon the GRS's request at a later date. The complainant(s) may indicate the desired outcome/expectation from the authorities .
13. Procurement related complaints under the Project, as an option , may be submitted to the GRS by bidders or potential bidders (companies or individuals). These complaints will be reviewed and addressed as per the grievance redressal mechanism which is specified in this document and will be in line with the relevant provisions of the Procurement Framework.

Section III Admissibility

Scope and Admissibility of Complaints

14. Complaints are admissible if they meet the following criteria:
 - The Project is active, i.e., appraisal has begun and the Project has not yet closed;
 - The complaint is filed by the stakeholders, Project-affected individuals and/or communities, or their representative;
 - The complaint alleges that the Project has caused or will cause harm to the individuals and or communities submitting the complaint.
 - The complaints specifically confirms a gross noncompliance to the existing procedures or contract terms etc .
15. Complaints that are determined frivolous or absurd shall not be admissible.

16. Project level GRM - If a complaint pertains to a Project with an existing project-level GRM, the GRS will make the complainant(s) aware of this and encourage its use. However, it is the decision of the complainant(s) to use the Project-level GRM and/or continue the GRS process. The existence of a Project-level GRM and/or a complaint already lodged with it does not preclude the GRS from processing a complaint it receives.
17. Complaints lodged with the GRS - If complainant(s) file a complaint on a Project with the GRS the complaint will be forwarded to concern wing for taking action to sort out the issues.

Mechanism for Resolution

- **Determination of Admissibility**

18. Registration of complaints - After receipt of a complaint, the GRS immediately registers it in the Complaints Register.
19. Within two business days of receipt of the complaint, the following takes place
 - *Notification of receipt* -The Website /GRS notifies the complainant(s) of receipt of the complaint. With the notification of receipt, the GRS may also request additional information from the complainant(s).
 - *Classification of complaint* – The Website / GRS determines the classification. If the complaint is related to procurement, the GRS forwards the complaint to the responsible Procurement Manager .If it is received on the CMWSSB website then it will be dealt directly by the procurement manager
20. Time for Evaluation - Within 10 business days of receipt of complaint , the complaint officer assigned reviews and evaluates the complaint and determines whether the complaint meets the admissibility criteria set forth above, in consultation with relevant staff and an acknowledgement shall be sent to the complainant regarding looking into the complaint .
21. Request for additional information - During the 10-day admissibility assessment period, the complaint officer may request additional further information from the complainant(s) providing reasonable time to respond . If no response is received from the complainant(s) within 10 business days of the request, the GRS contacts the complainant(s) again. If no response is received within 10 business days of the second request, the complainant officer will mark a copy to the procurement manager for needful due diligence and close the complaint
22. **Admissible and non-admissible complaints** –
 - *Admissible complaints* - If the complaint is admissible, the complainant(s) are notified of admissibility.
 - *Non-admissible complaints* - If the complaint is non-admissible, the complainant(s) are notified of this decision and the reasons for it, and are

referred to relevant institutions, where appropriate. The GRS then closes the case.

- **Case Closure**

23. **Resolution** - The GRS considers to act upon a complaint within thirty days of receipt of the complaint . Upon resolution close the complaint documenting the final resolution reached and date of closure .
24. **No satisfactory resolution** - If complainant(s) believe that the complaint has not been addressed, the GRS engage with the complainant(s) to determine whether and how a satisfactory outcome can be achieved, takes appropriate actions and with consent of competent authority mark 'unresolved' by explicitly stating the reason for non-resolution and option of reopening as and when required ' .

Section III Other Provisions

- **Information Sharing and Communication with Complainants**

25. The GRS shares with the complainant(s) all information relevant to the case, including updates on the status and progress of the complaint handling process, to the extent possible for the completed tenders alone.
26. The GRS maintains consistent communications with the complainant(s) throughout the process via email or by surface mail based on the mode of complaint or as preferred by the complainant(s).
27. The existence of the GRS is advertised through Bid Documents, and internal websites. The principles and operating procedures of the GRS are made available in the website and as a hard copy available in the office of S.E.(C&M).

- **Reports**

28. The Complaints Register is maintained in the office of S.E.(C&M) and regularly updated. The Register contains information on the subject, details of the complaint or the complainant(s).
29. The GRS is responsible for external communications regarding complaints.