

BID IDENTIFICATION NO : KCDA/NAC-12/2023-24



ବିଜ୍ଞାପିତ ଅଞ୍ଚଳ ପରିଷଦ, କୁଚିଣ୍ଡା

At/Po-Kuchinda, Dist-Sambalpur, Odisha, Pin-768222
Phone: (06642)220060, Email:kuchinda_nac@yahoo.com,
Website: www.nackuchinda.in

**GOVERNMENT OF ODISHA
HOUSING AND URBAN DEVELOPMENT DEPARTMENT**

DETAILED TENDER CALL NOTICE

FOR THE

CONSTRUCTION OF CIVIL WORKS

**UNDER
NAC KUCHINDA**

**OFFICE OF THE EXECUTIVE OFFICER
NOTIFIED AREA COUNCIL, KUCHINDA**



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OFFICE OF THE NOTIFIED AREA COUNCIL, KUCHINDA
At/Po-Kuchinda, Dist-Sambalpur, Odisha, Pin-768222 Phone: (06642)220060
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E-Procurement Notice

No. 1762 /NAC Date. 04-11-2023

BID Identification No. KCDA/NAC-12/2023-24

Bid Documents consisting of Work, Estimated Cost, Cost of Tender Paper, EMD, time of completion, Class of contractors and the set of terms and conditions of contract and other necessary documents can be seen in Govt. website i.e. <https://tendersodisha.gov.in/nicgep/app>

1. Name of the Work : Construction of Civil Works as mentioned in the Work List.
2. No. of works : 4 nos.
3. Estimated Cost : As per Work List
4. Period of Completion : As per DTCN
5. Date and Time of Bidding : 1 .00 PM of 06-11-2023 to 6.00 pm of 14-11-2023
6. Last date and time for receipt : 14-11-2023 up to 6.00 pm
7. Bids received online shall be opened on : 15-11-2023 from 10.00 AM onwards
8. Name and address of the Officer inviting Bid : Executive Officer, Notified Area Council, Kuchinda

Further details can be seen from the e-procurement portal i.e. <https://tendersodisha.gov.in/nicgep/app>.

Executive Officer
Notified Area Council, Kuchinda

Memo No. 1763 /NAC Date. 04.11.2023

Copy forwarded to the Dy. Director (Advertisement)-cum-Secretary to Govt. , I & PR Department, Odisha, Bhubaneswar with a request to get it published in two leading Oriya Daily News Paper at an early date for wide circulation of the Tender call notice. Complimentary copy of the News Papers containing the Tender Call Notice may be sent to this office for reference and record. The bill will be submitted to the Executive Officer, Notified Area Council, Kuchinda for payment.

Executive Officer
Notified Area Council, Kuchinda

Memo No. 1764 /NAC Date. 04.11.2023

Copy submitted PA to Collector& District Magistrate, Sambalpur for favour of kind perusal of Collector, Sambalpur.

Executive Officer
Notified Area Council, Kuchinda

Memo No. 1765 /NAC Date. 04.11.2023

Copy submitted to the Project Director, DUDA, Sambalpur for favour of kind perusal.


Executive Officer
Notified Area Council, Kuchinda

Memo No. 1766 /NAC Date. 04.11.2023

Copy submitted to the Sub-Collector, Kuchinda for favour of kind perusal.


Executive Officer
Notified Area Council, Kuchinda

Memo No. 1767 /NAC Date. 04.11.2023

Copy submitted to the Block Development Officer, Kuchinda / Project Administrator, ITDA, Kuchinda /Assistant Executive Engineer, R&B / RD /MI, Kuchinda /AE, PHEO Kuchinda for information.


Executive Officer
Notified Area Council, Kuchinda

Memo No. 1768 /NAC Date. 04.11.2023

Copy submitted to the Chairman / Vice-Chairman / All Councilors, NAC Kuchinda for kind information.


Executive Officer
Notified Area Council, Kuchinda

Memo No. 1769 /NAC Date. 04.11.2023

Copy forwarded to the MIS Computer Programmer, NAC Kuchinda to upload the tender documents in the web portal of Kuchinda NAC.


Executive Officer
Notified Area Council, Kuchinda

WORK LIST

Sl. No	Name of the Work	Estimated Cost (With GST)	Amount (Without GST) Put to tender	Cost of Tender Paper including [in Rs.]	EMD	Time of Completion [in days]	Class of Contract or
1	2	3		5	6	7	8
1	Construction of GARIMA Hall at NAC Kuchinda	16,48,700	13,97,227	6,000	13,972	90	D or C Equivalent
2	Renovation of Kabaristhan (Muslim Community) in Ward No-4	19,98,700	16,93,749	6,000	16,938	90	D or C Equivalent
3	Renovation of Kabaristhan (Christian Community) in Ward No-07	19,99,900	16,94,890	6,000	16,949	90	D or C Equivalent
4	Improvement of Saida crematorium in Ward No-9	19,99,900	16,94,902	6,000	16,949	90	D or C Equivalent

CHECKLIST TO BE ENSURED BY THE BIDDER

Sl. No	Particulars		Whether furnished		Reference to Page no.
			Yes	No	
01.	Cost of tender paper Rs. 6,000.00				
02.	E.M.D				
03.	Copy of valid Registration Certificate				
04.	Copy of GSTIN				
05.	Copy of PAN Card				
06.	No Relationship Certificate in Schedule – A				
07.	Works Experience -	NA			
08.	Information regarding current litigation, debarring / expelling of the tender or abandonment of the work by the tenderer (Schedule-E)				
9	Affidavit (Schedule-F)				
10.	Declaration on Works pending or not started condition under NAC Kuchinda for completion beyond deadline				
11.	M.O.U (Memorandum of Understanding duly notarized)with eligible registered electrical contractor having valid H.T License				

INSTRUCTION TO BIDDER

Detail of documents to be furnished.

1. Scanned copies of the following documents to be up-loaded in PDF format in the Website i.e. <https://tendersodisha.gov.in/nicgep/app>.
 - a. Paper Cost and EMD in online mode
 - b. Valid Registration Certificate
 - c. Valid GST certificate
 - d. PAN Card
 - e. Affidavit
 - f. Declaration on Works pending / not started condition for completion beyond deadline. [This sheet is mandatory. Non submission of the sheet may cause rejection of the bid]
 - g. Information regarding current litigation, debarring / expelling of the tender or abandonment of the work by the tenderer.
 - h. Affidavit regarding No Relation Certificate
 - i. Scan copy of duly filled Information Sheet.
 - j. M.O.U (Memorandum of Understanding duly notarized) with eligible registered electrical contractor having valid H.T License

INSTRUCTION TO BIDDERS FOR ONLINE BIDDING

1. The bidder shall transfer online the cost of bid paper (non-refundable) and the Earnest Money deposit / Bid Security of the amount specified for the work in the work list.
2. Only those bidders who successfully remit their Cost of Tender Paper and Earnest Money Deposit on submission of bids would be eligible to participate in the tender/ bid process. The bidders with pending or failure payment status shall not be able to submit their bid. Tender inviting authority, State Procurement Cell, NIC, the designated Banks shall not be held responsible for such pendency or failure.
3. The Original documents are to be produced before the undersigned as and when required. Engineering contractor who is desirous to avail the facility of exemption of EMD is required to submit the affidavit in original to the effect that he/she has not yet availed the facility for more than two works during the current financial year. Name of the two works and authority to which the

tender is being submitted must be mentioned in affidavit failing which; the tender will be liable for rejection.

DETAILED TENDER CALL NOTICE

INVITATION OF TENDERS

1. Tenders for the works- Sale and receipt through online and the bid will be opened by the Executive Officer, NAC Kuchinda or his authorized subordinate in the office of the Executive Officer, NAC Kuchinda on dated 15-11-2023.
2. **The bidder, who has 2 or more Works pending / not started condition under NAC Kuchinda for completion beyond deadline on the date of tender opening will not be considered for participation in this tender & the already submitted paper cost will be forfeited.**
3. DTCN is not to be uploaded by the bidder. Only those tenderers who are willing to accept all the terms and conditions of this detailed tender call notice need submit the tenders. Joint Venture/Consortium agreements/M.O.,Us are not allowed to participate in the Bid.
4. DTCN is not to be uploaded by the bidder. The bidder has to only agree/disagree on the conditions in the DTCN. The bidders who disagree on the conditions of DTCN cannot participate in the bid.
5. Uploaded documents of valid successful bidders will be verified with the original before signing the agreement. The valid successful bidder has to provide the originals to the concerned authority on receipt of such letter, which will be sent through registered post/Speed Post.
6. Tenderers have to pay earnest money as required as indicated (the amount specified in the tender notice), at the time of submitting the tender.
7. In the case of Govt. Undertaking, Co-operative Societies, Diploma or Degree holders in Engineering, SC and ST contractors, physical handicapped contractors who are registered with the Dept, the rules framed by Govt. from time to time about earnest money deposit, initial security deposit will apply. Provided the contractors belonging to the relevant category should be mentioned in R.C book by the issuing authority.
8. Request for transfer/adjustment of earnest money deposit from other works will not be entertained.

9. Security Deposit @5%, GST _TDS @ 2%, IT_TDS as applicable & Labour Cess @ 1% will be deducted from the bill.
10. Royalty will be deducted as per the Govt. provision in analysis of rate.
11. Each tenderer is to be expected to inspect the site of the proposed work to know the exact working condition before date of opening. The Successful Bidders are required to deposit the Additional Performance Security (APS) as given below when the bid amount is less than the estimated cost put to tender.

SI No	Range of difference between the estimated cost put to tender and Bid amount	Additional Performance Security to be deposited by the successful bidder
I	Below 5%	No Additional Performance Security
II	From 5% and above and below 10%	50% of (Difference between estimated cost put to tender and bid amount)
III	From 10% and above	150% of (Difference between estimated cost put to tender and bid amount)

In such an event, the bidders who have quoted less bid price/rates than the estimated cost put to tender shall have to deposit Additional Performance Security (as per above table) in shape of Bank Guarantee/ TDR duly pledged in favour of the Executive Officer, NAC Kuchinda at the time of execution of agreement.

12. The written agreement in P.W.D. form No. P-1 (Schedule XLV No. 61) to be entered into between the successful tenderer here-in-after called the contractor and the NAC Kuchinda shall be the foundation of the rights of both the parties and the contract shall be deemed to be incomplete until the agreement has been first signed by the contractor and then by the proper officer authorized to enter into the contract on behalf of the State Govt.
13. The Earnest Money Deposit of the unsuccessful tenderers who are not awarded with the work will be refunded on application after the tender is finalized.
14. Combined BID security for more than one work is not acceptable.
15. Tender may not at the direction of the competent authority be considered unless accompanied by attested Xerox copies or attested Xerox copies or

attested true copies of the IT CC or GST clearance and the original certificates are to be produced before the tender opening authority as and when required for verification.

16. All the rates and prices in the tender shall cover all taxes viz Central or State Sales Tax, GST, Octroi, any other local taxes, ferry, tollages charges and royalties and any other charges.
17. The contractor shall produce necessary receipts in support of payment of royalty and taxes for the materials supplied by them for the work failing which royalty taxes as applicable will be deducted from their bills.
18. The work is to be completed in all respects within the period mentioned as above from the date of written order to commence the work.
19. After opening the tenders the 2nd lowest bidder will be counted as 1st lowest bidder if a 1st lowest bidder withdraws himself from the tender. The EMD received along with the tender shall be forfeited and credited to the Municipal Fund and action will be taken as per Provision laid.
20. Preference to SC/ST contractor will be given as per decision of the council in force at the time of finalization of tender by the tender committee.
21. If the rate quoted by the bidder is less than 15% of the tendered amount, then such a bid shall be rejected and the tender shall be finalized basing on merits of rest bids. But if more than one bid is quoted at 14.99% (Decimals upto two numbers will be taken for all practical purposes) less than the estimated cost, the tender accepting authority will finalize the tender through a transparent lottery system, where all bidders/their authorized representatives, the Executive Officer, NAC Kuchinda will remain present.
22. If L-1 bidder does not turn up for agreement after finalization of the tender, then the EMD deposited by bidder at the time of submission of bid shall be forfeited. In that case, the L-2 bidder, if fulfills, other required criteria would be called for drawing agreement for execution of work subject to the condition that L-2 bidder negotiates at par with the rate quoted by the L-1 bidder otherwise the tender will be cancelled.
23. The affidavit regarding submission of details of bid documents/availing exemption of EMD/ISD, availing SC/ST benefit etc. Should be submitted in original along with tender documents for each work at the time of verification of documents. The affidavit should mention Contractor Name,

Regd. No., DTCN No./ BID Identification No, Work Name/ SL No. in which participating. It should be addressed to Executive Officer, NAC Kuchinda.

24. Single benefit will be provided to the handicapped contractors with SC/ST license except the contractors belonging to Engineering back ground.
- 25. Specific provision shall be made in the contract for imposition of penalty upto 5 percent (as per O.P.W.D. Code) of the value of work in the event of failure to complete it within the stipulated time.**
- 26. Contractor has to submit CDMS registration failing which tender will summarily rejected as per E.I.C. (Civil) Letter No. 30613 (12) dt.22.07.2019.**
27. The department reserves the right of authority to reject any or all tenders received without assigning any reason whatsoever.
28. The earnest money will be retained in the case of successful tenderers and will be dealt with as per terms and condition of O.P.W.D. Code. The earnest money will be refunded to the unsuccessful tenderers on application after intimation is sent to rejection of their tenders. The retention of E.M.D. with the Department will carry no interest.
29. The Executive Officer will notify the bidder / tenderer whose bid has been accepted of the award prior to expiration of the validity period by cable, telex or facsimile confirmed by registered letter. This letter (hereinafter and in the conditions of Contract called the "Letter of Acceptance") will state the sum that the Executive Officer will pay the contractor in consideration of the execution, completion and maintenance of the Works by the contractor as prescribed by the contract (Hereinafter and in the contract called the "Contract Price"). The Notification of award will constitute the formation of the contract, subject only to the furnishing of a performance security in shape of Bank Guarantee/ TDR duly pledged in **favour of the Executive Officer, NAC Kuchinda vide Works Deptt. Memorandum No. 14459/W dt.20.09.2018** and in no other form, which including the amount already deposited as bid security (earnest money) shall be 2% of the value of the tendered amount (excluding 1% deposited towards hiring of equipments / machineries from outside the state if any) and sign the agreement in the P.W.D. form No. **P-1 (Schedule XLV No. 61) for the fulfillment of the contract in the office of the Executive Officer, NAC Kuchinda and payable at Kuchinda** or as directed. Security for the due fulfillment of a contract should invariably be taken. The security may be taken in shape of NSC/ Post office Saving Bank Account/ Post office Time deposit Account/

Kissan Vikas Patra/ Bank Guarantee in favour of **Executive Officer,NAC Kuchinda vide Works Deptt. Memorandum No. 14468/W dt.20.09.2018 .**

The agreement will incorporate all agreements between the officer inviting the bid/Engineer-in Charge and the successful bidder within 15 days following the notification of award along with the Letter of Acceptance. The successful bidder will sign the agreement and deliver it to the Engineer-in Charge. Following documents shall form part of the agreement.

a) The notice-inviting bid, all the documents including additional conditions, specifications and drawings, if any, forming the bid as issued at the time of invitation of bid and acceptance thereof together with any correspondence leading thereto & required amount of performance security including additional performance security.

b) Standard P.W.D. Form P-1 with latest amendments. Failure to enter in to the required agreement and to make the security deposit as above shall entail forfeiture of the Bid Security (earnest money) .No contract (tender) shall be finally accepted until the required amount of initial security money is deposited. The security will be refunded after 12 (Twelve) months of completion of the work and payment of the final bill and will not carry any interest. As concurred by Law Department & Finance Department In their U.O.R. No 848, dtd.21.05.97 J.O.R.No.202 W.F.D. dtd.06.03.98 respectively the E.M.D. will be forfeited in case, where tenderers back out from the offer before acceptance of tender by the competent authority.

30. The authority reserves the right to reject any or all tenders without assigning any reason thereof.

Executive Officer
Notified Area Council, Kuchinda

BIDDER INFORMATION SHEET

- 1. Name of the agency/Firm/Company:.....
- 2. Mobile No. / Contact No.:.....
- 3. Present Address:.....
- 4. Email ID:.....

Signature of the Tenderer

APPENDIX- A

NO RELATIONSHIP CERTIFICATE

I/We hereby certify that I/we am/**are related /not related** to any officer of the Notified Area Council, Kuchinda in the rank of Asst. Engineer or above I/we am/are aware that if facts to be proved false my/our contract will be rescinded with forfeiture of EMD and ISD and I/We shall be liable to make good loss or damage resulting from such cancellation.

Signature of the Tenderer

APPENDIX- E

**INFORMATION REGARDING CURRENT LITIGATION. DEBARRING EXPELLING
OF TENDERED OR ABANDONMENT OF WORK BY METENDERER**

1. Is the tenderer currently involving in any litigation relating to the works.
If yes: give details: Yes / No
2. Has the tenderer or any of its constituent partners been debarred/ expelled by
any agency in India during the last 5 –years. Yes / No
3. (a) Has the tenderer or any of its constituent partner's failed to perform on any
contract work in India If yes, Yes / No

(b) Give details:

Note: If any information in this Appendix is found to be incorrect or concealed,
qualification application will be summarily be rejected.

Signature of the Tenderer

AFFIDAVIT

Sri aged about years, Son / daughter / wife of Sriat present residing at P.O Dist.....PINdo hereby solemnly affirm as follows.

1. That I/We posses valid license for execution of work contract issued byand valid up to.....
2. I am submitting tenders before Executive Officer, Notified Area Council, Kuchinda For execution of..... In response..... to
Tender Call Notice No.....Dated.....That I am the authorized signatory on behalf of contractor for the tender for the work mentioned above.
3. I am swearing this affidavit that all tender documents and accompanying papers those being submitted by me before Executive office, Notified Area Council, Kuchinda including cost of Bid document and EMD are all authentic and bona fide documents in the eyes of law of land.

Signature of the Tenderer

MEMORANDUM OF UNDERSTANDING IN AFFIDAVIT FORM

First party I Sri/ SmtAged Years, S/O..... At/Po/Dist -
..... (hereinafter called the First Part)

AND

Second party I Sri/ SmtAged Years, S/O..... At/Po/Dist -
..... (hereinafter called the Second Part) having H.T/L.T licence registration No
..... valid up to

AND WHEREAS the First Party of 1st part is the managing partner of

AND WHEREAS the First Party willing to appoint the Second Party to execute the E.I. portion for
the tender work “.....”.

NOW THIS DEED OF AGREEMENT WITNESSES AS FOLLOWS.

1. That, the Second Party shall do all E.I. works, if the tender is awarded to First Party.
2. That, the Second Party shall fulfill all the works as per the tender schedule by instruction of Executive Officer.
3. That, the First Party shall receive payment, signing the bill the document for the concerned work.
4. That, the Second Party shall abide the rules, regulation and specification of E.I. works of above said matter.

In Witness where of Both the Party have signed in presence of

WITNESS

W1 -

W2-

DECLARATION

I do here by declared that I have / have not 2 or more Works pending or not started condition under NAC Kuchinda for completion beyond deadline on the date of tender opening . The already submitted paper cost will be forfeited.

Signature of the Contractor

<p>1.</p>	<p>When bidder makes payment through NEFT/RTGS</p>	<ul style="list-style-type: none"> • It is suggested that all the bidders making payment via RTGS/NEFT are required to make the payment at least one day in advance to the last day of Bid Submission as certain amount of time is required for settlement, after the payment is made, and to avoid any technical issues in the last minute. • It is the bidder's responsibility to ensure that RTGS/NEFT payments are made with the exact details as mentioned in the challan. The bidder will not be able to get a successful response, if the following fields are not entered or wrongly entered: <ol style="list-style-type: none"> 1) Beneficiary Name: 2) Account no: 3) IFSC Code: 4) Amount: 5) Bank: 6) Branch: • The bidder may note that the Account number field in the challan will be alpha numeric with the first four characters in alphabets and balance being numeric. For example, GVDP123104. The bidder has to take due care to ensure that the alphabetic and numeric part of the account number is filled exactly as given in the challan. <p>Bidder has to make only single payment against a challan as per the amount mentioned in the challan. In case of pending response for the transactions even after 3 hours of making the payment during normal working hours, the bidder may check with the bank's help desk on status of the transaction.</p>	<ul style="list-style-type: none"> □ Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. There are chances that the amount will get transferred to a wrong account and the bidder will not get a success response for the transaction even if the amount has been debited from his account. The bidder should therefore take extreme care while filling the details before making the payment. □ Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination. □ Bidder must not make multiple or split payments against a particular challan. Any split payment or lower amount paid against the EMD amount displayed in the challan will be refunded back to the bidder. □ Bidder would not be entitled to claim that he/she is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder. □ The bidders are advised not to wait till the last minute or last day of bid submission to initiate the EMD payment.
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		<ul style="list-style-type: none"> • In case of any query on status of the transaction, the bidder will have to quote the Account number as given in the challan along with the Unique Reference Number (URN) as generated by the bidder's bank after initiating the RTGS/NEFT transaction to the Helpdesk. The bidder may also note the exact time at which the bidder had initiated the transaction and quote the same to the Bank Help desk official. • The bidders are advised to make the payment of exact amount as given in the challan. In case the bidder makes a payment lower than the amount mentioned in the challan, the bidder will not receive a success response for the payment made. If the bidder makes a payment higher than the amount mentioned in the challan, the bidder will get a success response if all the other parameters are correct. But, the bidder will have to wait till tender opening to get refund of the excess amount paid. • The bidder will have to generate a new challan whenever the bidder is attempting to make payment for a new tender. 	<ul style="list-style-type: none"> • The bidder may end up not being able to submit the bid in case of some technical issue or delay in settlement, etc, if the payment is made on the final day fixed by the Department for tender submission
2.	<p>When bidder makes payment through Payment gateway/ Internet banking</p>	<ul style="list-style-type: none"> • In case status of the transaction is pending after the bidder has executed the transaction and his/her account has been debited through internet banking, the amount will get refunded back to the bidder within approximately 3 working days. 	<ul style="list-style-type: none"> • The bidder is advised to wait a while after completing the transaction in case of a delay in success response. The bidder should not click on refresh button after doing the transaction in case of delay in response.

		<ul style="list-style-type: none"> If the bidder has not received success status after completing the transaction due to any technical issues at the bank end, the bidder may wait a while and re-attempt another transaction through Internet banking or RTGS- NEFT. It may be noted that as soon as the bidder attempts a new transaction, the existing transaction will become invalid. 	
3.	If the bidder wants to change of mode of transaction from Internet banking to NEFT/RTGS or vice versa.	<ul style="list-style-type: none"> The bidder may change the mode of payment from Internet banking to RTGS/NEFT or vice versa, if the bidder is not able to get a success response for the transaction done. As the bidder has the liberty to change the mode of payment at any time before freezing the bid, all the payments made against the tender will be valid. Once the E-Procurement system gets a SUCCESS response against any one of the payments made, the bidder can freeze his/her bid and thereafter rest of the payments made against the same tender will be refunded into the bidders account in due course. 	<ul style="list-style-type: none"> The bidder should not change payment mode without waiting for sufficient time after making an NEFT transaction since the settlement happens as per various settlement cycles during the day. In case the bidder has made the payment late during the day, it is advisable for the bidder to wait till next day morning when the NEFT settlement happens to check the status of the transaction and accordingly take the next step.
4.	For EMD Refunds	<ul style="list-style-type: none"> The refund of EMDs will be paid to the bidders to the account from which the EMD transaction got initiated by the bidder. Accordingly, for internet banking transactions, the EMD will be refunded back to the internet banking account from which the bidder initiated the transaction. If the bidder has made EMD payment through RTGS/NEFT mode, the refund will go back to the account from which the RTGS/NEFT transaction got initiated. 	<ul style="list-style-type: none"> The bidder need not claim or do anything to get the EMD amount refunded back. The amount will get refunded back into the bidder's account on an automatic mode as soon as the Department opens the tender and instructs the bank to initiate there fund.

		<ul style="list-style-type: none"> • The EMD refunds to the bidders, who made the payment through Internet banking will reach the bidder's account in approximately 3 working days and will depend upon how fast the bidder's bank credits the amount back to the bidder's account as per the banks process. • In the case of EMD refund for payments made through RTGS/NEFT mode, the amount will get refunded back on the same day on which the EMD refund gets initiated by ICICI Bank. • In case of any delay in EMD refunds getting credited to the bidder's account, the bidder may contact ICICI Bank's helpdesk and give necessary details as required for by the bank. 	
5	Cash Payments	Not Applicable	<ul style="list-style-type: none"> • Cash Payments through Branches are never allowed as handling refunds is not possible
6.	Helpdesk	<ul style="list-style-type: none"> • For any queries or issues on EMD payments made through Internet banking or Payment gateway, • For any queries or issues on EMD payments made through RTGS/NEFT mode, • For any queries on EMD refunds, Help Desk Nos: 7205000695 e-mail ids :alina.pati@icicibank.com ni.panda@icicibank.com mar.mishra@icicibank.com 	

Please note: Bidder may please note that the average time taken for settlement of NEFT transaction is 2-3 hours during normal working hours. Bidders are advised to make the payment at least one day in advance to the last day to take care of any exigencies.