

MAHA MUMBAI METRO OPERATION CORPORATION LIMITED (A Government of Maharashtra PSU) 4th Floor, NaMTTRI Building, Adjoining New MMRDA Building, Bandra Kurla Complex, Bandra East, Mumbai 400051 https://www.mmmocl.co.in	
e-tender Title:	Provision of the Services of Customer Care Officer and Commercial Supervisor at Station of Metro Lines 2A and 7 and Upcoming Metro Lines
e-tender ID:	2024_MMRDA_1114234_1
e-tender ref no:	Reference No: MMMOCL-OP/COM-02-2024
Corrigendum 4	

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
1	43	6.4.12	<p>Contractor shall give number of leaves to employees as per Shop and Establishment act</p> <ul style="list-style-type: none"> •National Holiday: In addition to the paid leave, the Contractor shall provide each employee with three(4)days of National Holiday per year. National Holiday shall be granted as per law and appropriate adjustment to the duties shall be made to make sure operations of Metro are not affected. •Leave Encashment and Carry Forward: Leaves cannot be encashed. However, if tender is extended to next year then Paid leaves can be carry forwarded to next contract year subject to maximum accumulation of 10 leaves •Approval Process: Employees shall submit leave requests in writing to their immediate supervisor at least 7 days in advance for paid leave and as soon as practicable for sick leave. The Contractor reserves the 	<ul style="list-style-type: none"> •Contractor shall give 21 number of Paid leaves to employees as per Shop and Establishment act for availing in a year. •National Holiday: in addition to the above paid leave, the Contractor shall provide each employee with Four (4) days of National Holiday or as defined by Govt of Maharashtra per year. National Holiday shall be granted as per law and appropriate adjustment to the duties shall be made to make sure operations of Metro are not affected. •Leave Encashment and Carry Forward: Remaining (Unutilized) paid leaves needs to be encashed at the end of Year or while exit from the agency of employee. The rate of encashment shall be per day wage as per Basic + VDA combination. •Approval Process: employees shall submit leave requests in writing to their immediate supervisor at

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			<p>right to approve or deny leave requests based on operational requirements, but approval shall not be unreasonably withheld</p> <p>•Compliance with Laws: The Contractor shall ensure that the provision of paid and sick leave complies with all applicable labour laws and regulations.</p> <p>This clause must be strictly adhered to by the Contractor and any deviation from the above requirements may result in penalties or termination of the contract.</p>	<p>least 3-5 days in advance for paid leave. Contractor reserves the right to approve or deny leave requests based on operational requirements, but approval shall not be unreasonably withheld.</p> <p>•Compliance with Laws: Contractor shall ensure that the provision of paid leave complies with all applicable labour laws and regulations.</p> <p>This clause must be strictly adhered to by the Contractor and any deviation from the above requirements may result in penalties or termination of the contract.</p>

For any additional information & help for uploading & downloading the e-Tender, please contact Maha e-tendering service desk at the following address: support-eproc@nic.in or call on 0120-4001002/005.

In case of any query/ clarifications, Bidding Entities are requested to contact Shri Prashant Visoriya, Manager (Commercial) at email: mgco@mmmocl.co.in.

Date: December, 13th 2024

Place: Mumbai

Sd/-

Managing Director, MMMOCL

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Revised E-tender Schedule (typing error in Date is corrected)	

SN	Tender Schedule	Bidder Schedule	Start Date & Time	End date
1	Tender Authorization and Publishing	----	----	----
2	----	Tender document download	21.10.2024 18:00 Hrs	27.12.2024 17:00 Hrs
3	----	Pre-Bid Queries	21.10.2024 18:00 Hrs	28.10.2024 18:00 Hrs
4	----	Date of Pre-Bid Meeting	29.10.2024 11:30 Hrs	----
5	----	Bid preparation and submission	21.10.2024 18:00 Hrs	27.12.2024 17:00 Hrs
6	Opening Envelope A -Tender fees, EMD	----	28.12.2024 18:00 Hrs	----
7	Opening Envelope B - Technical Bid.	----	28.12.2024 18:00 Hrs	----
8	Opening Envelope C- Financial Bid.	----	Date to be advised later	----

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Date: December, 11th 2024

Place: Mumbai

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Managing Director, MMMOCL