



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

उत्तर क्षेत्रीय कार्यालय, 124, जीवन भारती, 11वां तल, कनाट सर्कस, नई दिल्ली -110001.

NZO/OS/Telephone

Notes & Decision

22/02/2024

Regional Manager (OS)

Re: Servicing of Intercom Extension lines and Direct Lines

AMC of Intercom lines & Direct lines installed at Jeevan Bharti , Engg department, Jeevan Prakash, CO Legal Department and various connection installed at Guest House was awarded to M/s D.G. Corporation vide office note dated 07/02/2022 on the basis of tender dated 31/12/2021. The contract was extended for the period from 01/03/2023 to 28/02/2024 vide office note dated 12/01/2023. Of late we are experiencing lot of problems in servicing of Intercom Extension lines and Direct Lines viz:

- 1) Inordinate delay in depositing GST with appropriate authorities.
- 2) We have been informed by the person deployed that he has not been paid salary since December 2023. It is a clear violation of Contract labour laws.
- 3) Non-payment of salary to the person deployed in our office causes intermittent disturbance in our regular services of Intercom/telephone which are of paramount importance day to day functioning of offices/depts.
- 4) Time and again we have been frequently following up with the vendor to fix these issues through mails dated 01/02/2024, 08/02/2024, 12/02/2024 & 13/02/2024 and telephone calls. In the mail dated 13/02/2024 we advised the vendor to fix the issues within 7 days. Seven days have already elapsed but no response is received . We put it on record the vendor in question does not even respond to our phone calls.
- 5) Our mails are not responded and there is deafening silence on the part of vendor which clearly violates the terms & condition of Contract.

Such unprofessional attitude of vendor is attributable to termination of Contract along with black listing.

As per Clause 14 enshrined in tender document of AMC of cabling of Inter-com extension lines & Direct lines "Life Insurance Corporation of India reserves its right to terminate the contract with the service provider any time without assigning any reason thereof".

Based on the foregoing facts We recommend that tender of AMC of Intercom Extension lines & Direct lines with D.G Corporation may be terminated with immediate effect and Contractor may be put in black list for three years from the date of order.

Submitted for approval.

AG (OS)

Assistant Secretary (OS)

Secretary(OS)

Approved

Regional Manager(OS)

26/2/2024