



भा. कृ. अनु. प. - राष्ट्रीय मिथुन अनुसंधान केंद्र  
ICAR – NATIONAL RESEARCH CENTRE ON MITHUN  
मेड्जीफेमा, दीमापुर–797106, नागालैंड (भारत)  
Medziphema, Dimapur-797106, Nagaland (India)



Tel. No. 03862-247340

F.No.NRCM(S)393/2019(Vol.I)

Date: 08.08.2019

**e-TENDER BIDDING DOCUMENT**

**Critical Date Sheet**

Tender No.	No.NRCM(S)393/2019(Vol.I)
Date of release of Tender through e-procurement	<b>09.08.2019 at 04:00 PM</b>
Bid Submission Start date/time	<b>10.08.2019 at 09:00 AM</b>
Last date & time for submission of bid	<b>30.08.2019 at 02:00 PM</b>
Date & time for opening of technical bid	<b>31.08.2019 at 03:00 PM</b>
Address for Communication	Director, ICAR-National Research Centre on Mithun, Medziphema, Dimapur, Nagaland – 797 106

Asstt. Admn. Officer  
For and on behalf of Director



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**e-Procurement Tender Notice**

Director, ICAR-National Research Centre on Mithun, Medziphema, Nagaland invites e-tenders for **HIRING OF 2 NOS. OF VEHICLE (preferably Bolero/Scorpio/Xylo or any similar types of vehicles)** at ICAR-NATIONAL RESEARCH CENTRE ON MITHUN, MEDZIPHEMA on Annual Rate Contract (ARC) basis as per the details given below.

**1. Details of Tender Deposits:-**

Earnest Money Deposit : **Rs. 35,000/-** (Rupees thirty five thousand only)  
Security Deposit : 5% of the estimated value of contract

**2. Tender schedule:**

Tender No.	No.NRCM(S)393/2019(Vol.I)
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Address for Communication	Director, ICAR-National Research Centre on Mithun, Medziphema, Dimapur, Nagaland – 797 106

1. Details of Tender form/bidding documents may be downloaded from the institute website: <https://nrcmithun.icar.gov.in> and <http://eprocure.gov.in>. Online Bids only through Central Portal Procurement Portal (<https://eprocure.gov.in/eprocure/app>) will be accepted.
2. Tenderers/bidders are requested to visit the website <http://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
3. In case, holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. This office reserves the right to accept or reject any or all the tenders without assigning any reason.
4. Interested firms are required to deposit an **Earnest Money Deposit (EMD) of Rs. 35,000/- (Rupees thirty five thousand only)** only in the form of Demand Draft in favour of Director, ICAR-NRCM payable at SBI, Medziphema Branch, (Code - 06759) to be deposited through e-payment in the Institute Bank Account No.11667721897, SBI, Medziphema Branch, IFSC –SBIN0006795 or may be submitted in person to the Administrative Officer, ICAR-NRC on Mithun, Medziphema before the prescribed closing date and time.

**Please note that only online bids will be accepted.**

Asstt. Admn. Officer (S)  
For and on behalf of Director

## TERMS & CONDITIONS

1. The hiring charges/rates should be quoted for Scorpio/Bolero/Xylo or any other similar type of vehicle proposed to be offered should be clearly mentioned in the bid.
2. The Vehicles should be in smooth running condition without any complaints, defects, invalid documents.
3. The bidder should have at least one year experience certificate of satisfactory performance in similar services preferably with Government/Public Sector or Reputed Private Ltd. Companies/Firms. The bidder should own or have on lease sufficient number of vehicles not less than **THREE** and should not be older than three years. The full details of the vehicles and a clear declaration that the tenderer will be able to supply vehicles of model not older than **3 (year)** shall be provided. An undertaking in this regard to be submitted along with the Technical Bid for submission of lease document as above before award of work.
4. The Agency/owner of the vehicle must possess all relevant documents like Registration Card, Valid Insurance papers, permits and other related papers as issued by the RTO/DTO (copies to be uploaded).
5. The vehicle must possess permit for plying/running in NE Region for commercial use.
6. There will be two vehicles required with the running slab of 2000 KM per month of each vehicle.
7. The period of contract shall be initially valid for a period of 12 months, however, may be terminated at any time without assigning any reason if the service is not satisfactory. The contract may be extended for next one year subject to satisfactory services/performance.
8. **The Technical bid will be opened online in the presence of authorized representative of the agency on 31.08.2019 at 3:00 PM.** if they wish to be present on the due date.
9. Availability of vehicle and driver should be round the clock.
10. The firm/Contractor in whose favour the contract is finalized has to sign an **Agreement Deed for the contract for hiring of vehicle on non-judicial stamp paper of Rs. 100/-**.
11. The vehicle will have to be kept at the disposal of I/c Vehicle of the respective Institute, i.e. ICAR-NRC on Mithun, Medziphema, Nagaland.
12. The duty point shall be ICAR-NRC on Mithun, Medziphema, Nagaland or any other place intimated by this office, as the case may be.
13. The kilometer/mileage shall be counted from this Institute or any other pick-up drop or location specified by the office only and for this purpose, the driver deputed shall get the meter reading verified from the officer-in-charge or any other person deputed by him for this purpose. Similarly, at the time of departure, meter reading may be got verified by the officer using the vehicle. The dead mileage from garage will not be counted for daily mileage. A log book for the purpose should be maintained by the deputed driver of the vehicle.
14. Accuracy of meters will be checked periodically by any authorized officer of ICAR-NRCM and reserves the right to get the meter calibrated or checked at any time at his sole discretion and in the event of any error/fault in the meter being noticed, the bill for the journey undertaken (including those undertaken earlier) would be adjusted, besides any other penal action as decided by the Director, ICAR-NRCM, which may even lead to termination of contract.
15. The tampering of meter reading, vehicle usage timings, overwriting of summary/log sheet and misbehavior of driver while on duty shall be viewed seriously, leading to even cancellation of contract.
16. Service provider shall not engage any person as Driver below 18 years of age.

17. The engaged driver should have valid driving license, mobile phone connectivity and should be of good character to deal/discharge the assigned duty promptly.
18. This Institute will not be responsible for any kind of fooding and lodging arrangements for the driver engaged by the agency even in cases of out station and halts. However, in the event where the fooding and lodging charges borne by the Officials of the Institute, the same cannot be claimed by the firm in the bill.
19. This Institute shall not be responsible for any challan, loss, damage or any accident of the vehicle or to any other vehicles or for the injury to the driver or to any other third party. The loss or damage or legal expenses on this account shall be borne by the agency.
20. No direct or indirect liability arising out of such negligent, rash and impetuous driving which is an offence under section 29 of IPC and any loss caused to ICAR-NRCM have to be suitably compensated by Service Provider.
21. The toll tax/parking charges shall be paid extra on production of receipts.
22. Maintenance/repair of vehicle will rest with the agency.
23. The agency should abide by the rules laid down by any authority relevant to the deployment of vehicles.
24. **The Firm/Agency should quote the rate in figures in the Financial Bid provided in excel format (BOQ) which is to be submitted online, failing which the bid shall be rejected.**
25. The agency shall provide name and address of the drivers and police verification report along with driving license number of the driver and copies thereof while submitting acceptance of offer.
26. In case of any breakdown of the vehicle on duty, the agency shall make arrangement for providing another vehicle immediately.
27. **Liquidated damage clause:**
  - i) An amount of Rs. 1000/- per day shall be levied from the agency as penalty for unsatisfactory service recorded in addition to the proportional deduction leviable from the monthly bill.
  - ii) The agency is liable to pay the vehicle hiring charge in actual to NRCM in the event of failing to provide replacement vehicle during break-down or for any unforeseen reason.
28. Bill in triplicate duly pre-receipted along with the Xerox copies of the logbook may be raised on every last day of the month after completing all codal formalities for payment. Payment will be made within 15 days from the date of submission of the claim.
29. 5% Security Money of the total contract value shall be deposited by the successful bidder in favour of **Director, ICAR- NRC on Mithun, payable at SBI, Medziphema Branch (Code - 06759).**
30. Director of the Institute reserves all rights to accept or reject any or all the tenders without assigning any reasons thereof.
31. The decision of the Director shall be final and binding on either side.

**Asstt. Admn Officer**

## Schedule-I

### Details of the Firm/Agency (Technical Bid)

Sl.No.	Name & Address of the Transport Agency	
1.	Contact No. (Phone/Mobile No.) & e-mail ID	
2.	Firm's Registration/Trade License No. (Attach copy of document)	
3.	Service Tax Registration No. (Attach copy of document)	
4.	GST Number (Attach copy of document)	
5.	PAN Number (Attach copy of document)	
6.	Registration No. of Vehicle	
7.	Type of Vehicle (AC ) and Make	
8.	Year of Manufacture & Model	
9.	Validity period of Registration	
10.	Fitness Certificate Validity	
11.	Permit Validity	
12.	Insurance Validity of the Vehicle	
13.	Name / Address of the Driver	
14.	D.L. No. & Validity of the D.L. of the Driver	
15.	Bank Details of the firm/agency	
i)	Name of Bank & Branch	
ii)	Account Number	
iii)	IFSC Code	
vi)	MICR Code No	
16.	Details of EMD	
i)	Amount	
ii)	DD Number & Date	
iii)	Issuing Bank	
17.	If providing vehicle to other Govt. organizations (enclose copies of rate contract)	

Certified that the terms and conditions are acceptable to me and I will abide by the rates offered for the period of contract. Further, I declare that the documents and papers submitted with this tender are genuine and if found false, I shall be liable for the decision taken by the competent authority for that reason.

**Signature of the Tenderer  
With Seal**

**List of Technical Bid Documents to be uploaded online in order basis by the participating firm/agency:**

1. Scanned copy of duly filled and signed of technical bid **Schedule I** as per tender document.
2. Scanned copy of EMD.
3. Scanned copy of PAN card of the firm/agency.
4. Scanned copy of firm/agency registration/trade license certificate.
5. Scanned copy of firm/agency service tax regd. Certificate.
6. Scanned copy of TIN/GST number of the firm/agency.
7. Scanned copy of vehicle documents viz. vehicle regd. Card, valid permit doc.
8. Scanned copy of Vehicle Insurance, Fitness doc.
9. Scanned copy of duly filled and signed Undertaking given as Annexure I

**BOQ (Excel)****PROFORMA FOR RATE ON MONTHLY BASIS: BOLERO/SCORPIO/ZYLO**

<b>Sl. No.</b>	<b>Particular</b>	<b>Monthly hire charge to be quoted in Rupees</b>
	<b>2000 KM Slab</b>	To be quoted in the BOQ excel sheet only.
1.	Monthly Rate per vehicle including fuel	-do-
2.	Rate per Km run in excess of prescribed per month slab (not exceeding Rs. 13/-)	-do-
3.	Night halt charges (fooding & lodging in case of duty out of station) if borne by Agency (not exceeding Rs. 500/-)	-do-
4.	Night halt charges (fooding & lodging in case of duty out of station) if borne by the Institute (not exceeding Rs. 200/-)	-do-

**Place:****Name:****Signature of the Tenderer**

**ANNEXURE – I**

**UNDERTAKING (to be submitted in Agency/firm's letter pad)**

I/We have read and understood ICAR-NRC on Mithun's General Terms and Conditions contained in the application form. I/We do hereby declare that all the details provided in this application form are true to the best of my/our knowledge and belief and any mis-representation of facts will render me/us liable to any action as may be deemed fit by ICAR-NRC on Mithun.

I/We do hereby also accept ICAR-NRC on Mithun have the right to accept or reject this application and not to issue invitation to Tender to me/us.

I/We undertake to communicate promptly to ICAR-NRC on Mithun any changes in the condition or working of the firm. It is certified that we have not been blacklisted by any organization of Government of India including Central Vigilance Commission (CVC) in the last three years. The undersigned is fully authorized to sign and submit this application form on behalf of the organization, he/she represent. We authorize ICAR to approach individuals, employees, firms and corporations to verify our competence and general reputation.

Signature:.....

Name: .....

Designation:.....

Address:.....

Place: .....

Date: .....



## Contract Form

This agreement is made at \_\_\_\_\_ on \_\_\_\_\_ day of \_\_\_\_\_ between \_\_\_\_\_ (designation of the competent authority in the Instt.) through \_\_\_\_\_ which term shall include its successors, assignees etc. on the first part and \_\_\_\_\_ (hereinafter called the Firm) which term shall include its authorized representatives, successor, assignees etc. on the other part.

Whereas the \_\_\_\_\_ (Institute) has decided to assign the \_\_\_\_\_ at \_\_\_\_\_ to the firm on the terms and conditions. Hereinafter contained.

### **NOW IT IS HEREBY AGREED by and between the parties hereto as follows:**

1. This agreement shall come into force w.e.f. \_\_\_\_\_ and will remain in force for a period for one year but can be terminated by \_\_\_\_\_ by giving, one calendar month's notice in writing of its intentions to terminate the Agreement. The Agreement can be renewed, on mutually agreed terms.
2. The firm shall be responsible for annual contract for providing \_\_\_\_\_ at \_\_\_\_\_.
3. Decision of Director, ICAR-NRCM will be final and binding on all parties.
4. The contract can be terminated by giving one month notice on either side and that any notice required to be served shall be sufficiently served on the parties if delivered to them personally or dispatched by the address herein given under registered post. ICAR-NRCM will have no responsibility for any loss/damage caused to them. If any point of time the services of the firm are not found satisfactory and the Director or the agency is not able to perform their part under the agreement for continuous period of 10 days or more, ICAR-NCRM reserves the right to terminate the contract immediately without the notice and in such a case the security deposit will be forfeited.
5. No interest on security deposit and earnest money deposit shall be paid by the Institute to the Tenderer.
6. The conditions of the contract which will govern any contract made are those contained in the general conditions of contract applicable to the contracts placed by the ICAR, and the ICAR-NRCM and the special terms and conditions detailed in the tender forms and its schedules.
7. Director, ICAR-NRC on Mithun reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communicated to the tenderer.
8. Decision of the Director, ICAR-NRCM shall be final for any aspect of the contract and binding to all parties. Disputes arising, if any on the contract will be settled at his/her level by mutual consultation and in case of failure of settlement of dispute shall be referred to the sole arbitrator to be appointed by the Director, ICAR-NRCM. The decision of the sole Arbitrator so appointed

shall be final and binding on all the parties. Arbitration proceedings shall be governed by the Arbitration & Constitution Act, 1996. The tenderers will have to submit an undertaking to the

effect that they shall agree to the settlement of disputes through such arbitration and they bind their selves/themselves to get by the decision of the arbitrator.

9. The contractor shall not sublet the work without prior written permission of the ICAR-NRCM.
10. This contract is for a period of **one year** initially which may be extended to next one year subject to satisfactory services/performance.
11. Mileage and time will be counted from ICAR-NRCM, Medziphema and back.
12. The dead mileage from garage will not be counted for daily mileage.
13. Toll tax, parking charges etc. (if any) will be paid initially by the contractor which will be reimbursed by the institute on submission of receipt along with the monthly bill.
14. Vehicle should be provided at short notice. Cleanliness of vehicle and its condition should be excellent. The vehicles so requisitioned should be in time.
15. If the agency fails to provide vehicle(s) so requisitioned in time after receiving the message/ does not report on time, the office will have a right to hire any other vehicle from the market and the additional cost incurred by the office will be borne by the contractor. The contract is also likely to be cancelled, without assigning any reason.
16. During the call duty of any vehicle with the ICAR-NRCM, if the vehicle is seized or detained by police, Motor Vehicle authority or any other authorities for not having complied with Motor Vehicles Law / Acts etc or on account of any accident, that will be at Contractor's risk & cost.
17. The vehicle must be registered with motor vehicle authority of Nagaland state. The vehicle provided on hire to the Institute must be commercially registered in RTO office/All India Permit and in well maintained condition. Vehicle must be newer one and not more than three years old as on closing date of tender. Vehicle in defective condition will not be accepted. The vehicle should possess all requisite documents(s) like Registration Certificate, Trade License, valid Insurance, Pollution Control Certificate, Service Tax Registration Certificate and valid License.
18. The driver should observe all the etiquette and protocol while performing the duty. He should have mobile phone connectivity for which no separate payment shall be made.
19. Driver should have a valid driving license issued by any DTO/RTO office with all India validity. Driver must be able to read and write in Hindi/English. He must have at least three year experience of driving such type of vehicle, familiar with path and ways.
20. Dedicated vehicles and drivers must be provided and changes will be allowed only in exceptional cases. Frequent change of the vehicles and driver without assigning valid reasons will not be allowed.
21. The vehicle shall be properly/Comprehensively insured and should carry necessary fitness certificate from concerned authority including pollution certificate. The vehicle must be run on AC, as per need based for which no extra charge will be paid.
22. The agency shall bear all costs on account of fuel, oil, spares, comprehensive insurance, repair and maintenance etc. of the vehicle. The salary/wages and other costs of drivers shall also be borne by the agency.

23. The agency should abide by rules laid down by any authority relevant to the deployment of vehicles.
24. In case of any breakdown of vehicle on duty, the agency shall make arrangement for providing another vehicle immediately. In such a case, mileage from garage to the point of breakdown would not be paid.
25. ICAR-NRCM shall not be responsible for any challan, loss, damage or any accident of the vehicle or to any other vehicles or the driver or to any other third party. The loss or damage or legal expenses on the account shall be borne by the agency.
26. Vehicle shall be made available on all days including Saturdays, Sundays, Holidays & late night also as and when required. The seats and vehicle must be properly cleaned and towed every day.
27. No advance payment will be made. The approved firm shall submit the bill (in triplicate) at the end of the month along with duty slip/copy of logbook depicting out meter/in meter; total run in kms and out time/in time; total duty period in hours duly certified by the concerned officer who has used the vehicle. No interest is payable on delayed payment.
29. The applicable taxes will be deducted from the bills.
30. All disputes will be subject to Dimapur jurisdiction. The contract will govern by the laws of India for the time being in force.
31. "Vehicle daily log sheet" has to be maintained by the firm/contractor which will be issued by the Institute. The log sheet on daily basis with necessary detail/ KM reading & signature of the concern user officer, has to be submitted to the Vehicle Incharge on every preceding day. Counterfoil of each daily sheet may be kept with the contractor. At the end of the month, Bill may be prepared based on the compiled log sheet duly verified by the incharge and submitted for necessary payment.
32. No escalation of tender value with respect to the charges in any form whatsoever will be entertained during the contract period and ICAR-NRCM shall not be responsible for any other kinds of claims except hiring charges during the period of contract.
33. That on taking over the responsibility of providing different kinds of vehicles for hiring, the service provider or his representative shall be bound to follow the directions/instructions of the Director, ICAR-NRCM or the designated officer.

IN WITNESS whereof the parties have executed those present on the day, month and year as mentioned above.

Signature:

Name of the Proprietor/Authorized representative:

Name & Address of the Firm

Seal of the firm

Signature of AAO with seal:

(For the Institute)

Witnesses

1. From Firm/Agency with name, address and contact No. \_\_\_\_\_

2. From Office side name & designation \_\_\_\_\_

## **INSTRUCTION FOR ONLINE BIDS SUBMISSION**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in](http://eprocure.gov.in)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The Instructions given below are meant to assist the bidders in registration on the CPP Portal, prepared their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION:**

1. Bidders are required to enroll on the e-procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose unique username and assign a password for their accounts.
3. Bidders are advised to register their email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate Authority recognized by CCA with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering the user ID/password and the password of the DSC/eToken.

### **SEARCHING FOR TENDER DOCUMENTS:**

- 1) There are various search option built in the Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value etc. There is also an option to advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tender’ folder. This would enable the CPP Portal to intimate the bidders through SMS/email in case there is any corrigendum issued to the tender document.

### **PREPARATION OF BIDS:**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the name and content of each of the document that need to be submitted. Any deviation from these may lead to rejection of the bid.
- 3) Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/PRAR/DWF forms. Bid documents may be scanned with 100 dpl wit black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN Card copy, annual reports, auditors certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from “My Space” area while submitting a bid, and need not be uploaded again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS:**

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidders has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Authority, latest by the last date of bid submission. The details of the DD/any other accepted instruments, physically sent, should tally with the details available in the scanned copy and the date entered during bid submission time. Otherwise the upload bid will be rejected.
- 5) A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidders). No other cells should be changed. Once the details have been completed, the bidders should save it and

submit it online, without changing the file name. If BOQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadliness for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bid is maintained using the secured Sockets Layer 128 bit encryption technology. Data storage encryption of sensitive field is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS:**

- 1) Any queries relating to the tender document and terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
1. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The contact number for the helpdesk is **0120-4200462, 0120-4001002, Mobile -91 8826246593 email: support-eproc[at]nic[dot]in.**