

Request for Proposal

For Engagement of Agency

For Providing Taxi Services to NHB

Administration Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110 003
Phone: 011-24611070
E-Mail: souravs@nhb.org.in

BID DETAILS		
1.	Date of commencement of collection of Bid Documents	14/09/2015
2.	Last date and time for collection of Bid Documents	05/10/2015 17.00 hrs
3.	Last date and time for receipt of Bid Documents	05/10 /2015 17.00 hrs
4.	Date and Time of opening of Technical Bid	06/10 /2015 12:30 hrs
5.	Cost of RFP	Rs. 1000 /-(Non refundable)
6.	Earnest Money Deposit Amount	Rs. 25,000/- (refundable) (Rs. Twenty Five Thousand Only)
7.	Place of opening of Bids	National Housing Bank, Head Office Administration Department Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

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Note:- Technical bids will be opened in the presence of bidders who choose to attend.

1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (NHB) is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector. NHB is a wholly owned subsidiary of the RBI.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way of equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata and Bhopal.

2. REQUIREMENT DETAILS

National Housing Bank, New Delhi intends to hire AC and Non A/C vehicles of the following models (Maruti Ciaz, Honda City, Honda Civic, Toyota Corolla Altis, Maruti Swift Desire/ Honda Amaze, TATA Indigo / Innova/ Indica Champion Passenger vehicle/Mahindra XUV/Renault Duster etc.) for a period of one year, (extendable up to 3 years (1+2) if Bank's desire so) to meet the requirement in the Bank.

The average annual expenditure on hiring of taxis may come around Rs. 2-3 Lakhs which may increase or decrease depending upon the requirement. The bids shall be opened in NHB Office in the presence of such tenderers who may wish to be present. The Bank reserves the right to cancel any or all the bids without assigning any reason whatsoever.

Billing will be from IHC to destination or source to destination whichever is less.

Vehicles will be hired on the following terms and conditions. The tenderer should satisfy himself with the terms and conditions of the contract. No claim on grounds of lack of knowledge, in any respect, shall be entertained.

3. GUIDELINES FOR VEHICLES

- A. The vehicles may be hired on regular basis so separate rates – monthly and day to day be quoted separately.
- B. Vehicle may also be hired on yearly/monthly/permanent basis for which separate rate should be quoted by the tender (an appropriate clause has been added in commercial bid format for this purpose) for different models of cars.
- C. Vehicles shall report at per time schedule given to the individual driver by the user.
- D. The vehicles may be required for the whole month i.e., 30/31 days. In that case the bidder has to quote the monthly rate.
- E. The vehicles to be provided should be of not more than 2 years old onwards in presentable good condition. The vehicles shall be kept in good running condition and it will have clean upholstery with white covers and other accessories of the vehicles will also be kept in good condition preferably white or silver color. Vehicle with damaged body due to accidents etc. will not be acceptable.
- F. The vehicles should be insured comprehensively and should have necessary permits from the Transport Department/Authority.
- G. During the contract period, if the vehicle is seized / detained / impounded by the Police/ Transport authority for any reason whatsoever, it would be at sole risk/ expenditure/ responsibility of the selected bidder.
- H. All expenses related to fuel, repairs and maintenance, driver emoluments etc. shall be borne by the transporter.
- I. Change of vehicles/drivers will be allowed only in exceptional circumstances and that too with the prior approval/intimation. Since NHB is a reputed organization, **dedicated vehicles and driver must be provided. Drivers shall have either a police verification certificate** or two character and good Conduct certificates from two Gazetted Officers of Central/State Government.
- J. Drivers' night stay charges / any other charges over and above the quoted rate should be specifically mentioned.
- K. For outstation taxis, there should be a provision for video screen for the passengers.

4. RATES AND PRICE REVISION:

The rates quoted in the quotation shall remain fixed for first year irrespective of increase/decrease in the petrol/ diesel/ CNG prices. However, in the extended period of subsequent years, Bank may pay variation due to increase/ decrease in the price of petrol/ diesel/ CNG to be calculated on actual travelling basis, as per the following formula, only if such request for revision in rate, is received from the Taxi Service Provider. The rates quoted shall be exclusive of all taxes (Service Tax, VAT, Octroi etc.).

The formula for calculating the rate revision due to hike in petrol price shall be as under:

Difference between the earlier petrol rate (at the time of submitting the quotation) and current petrol rate  **per KM rate quoted**

10 KM in case of AC and 12 in case of Non-AC

5. MISCELLANEOUS TERMS:

- a) The bids will be opened by a committee in the presence of such bidders who may wish to be present. The contract will be awarded to the lowest eligible bidders and will commence from the date of consent indicated the terms and conditions. The contract will be for a period of 12 months which will be extendable up to one year and subsequent 2 years if Bank renew this service from same vendor/Agency. Therefore if the performance/service is found satisfactory.
- b) The bidder should ensure that the driver to be provided must possess valid driving license with minimum two year of experience and carry with him all necessary documents like registration certificate, insurance papers, pollution control certificate etc.
- c) The Bank will not be responsible for any challan, loss, damage, injury, accident etc. to the vehicle or to any other vehicle.
- d) The bidder must have all requisite clearance certificates from the

concerned Government agencies as required under relevant rules.

- e) The bidder has to maintain proper records to show the number of hours and mileage travelled by each vehicle. The driver shall maintain the duty chart (Log Book) and get signature of the officer or his personal staff for each duty and deposit the duty slip to Administration.
- f) The Bank will pay parking charges when vehicle is on official duty.
- g) Name of the firm/ status of the firm (attach copy of Deeds/ Articles of Association/ Memorandum of Association, whichever applicable)
- h) Copy of Registration No. of the firm/ company with date and validity under Shops/ Establishment Act.
- i) Copy of Income Tax Assessment for the last three years.
- j) Firm's/ Company's Income Tax PAN No. and Service Tax No. (A copy thereof may be attached).

6. DRIVERS

- a) The drivers of the vehicles must follow traffic rules and other regulations prescribed by the Government from time to time. Drivers should be familiar with all important routes in Delhi including places in the National Capital Region.
- b) The driver must always be in clean clothes, must be courteous and well-mannered and should always carry a mobile phone with them for easy contact. The driver must not have any criminal record. Name and full addresses of the drivers who will attend duties have to be furnished along with the bids.

7. PAYMENT TERMS:

- i. Monthly Bills to be raised by the vendor/ Agency on National Housing Bank and

the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the subject.

8. INSTRUCTION TO BIDDERS

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s)/ Agency (ies). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by the bidder.
- The bidder will, by responding to Bank for RFP, be deemed to have accepted the terms and conditions defined in the RFP.
- Bidders are required to direct all communications related to this RFP, through the Nominated Contact person:

Contact : Sourav Seal
Position : Dy. General Manager
Email : souravs@nhb.org.in
Telephone : +91 - 11- 24611070
Fax : +91 - 11 - 24646988

- Bank may, in its absolute discretion, seek additional information or material from any bidder after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.

- If Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be sought from the contact persons detailed above before the deadline for submission of bids, between 10.00 am to 5.00 pm on any working days (Monday to Friday except holidays).
- Bank may, at its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes, to improve or clarify any response.
- Bank will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as decision is taken on the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both Minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for Commercial Evaluation.
- Any dispute w.r.t. to contract shall fall under the legal jurisdiction of Delhi Courts only.

9. RFP Cost and Earnest Money Deposit

The bidder has to submit earnest money deposit of Rs. 25,000 (Rs. Twenty Five Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor/agency shall remain with NHB as security deposit till end of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract), by way of an e-payment in favour of National Housing Bank. Besides EMD, the bidders have to deposit Rs. 1000/- (non refundable) towards RFP cost. The Accounts details for e-payment are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre,

- Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
 4. *Beneficiary Bank Branch Address:* Pragativihar Delhi Branch,
Ground Floor, Core-6, Scope Complex,
Lodhi Road, New Delhi – 110 003
 5. *Type of Bank Account:* Current account
 6. *Beneficiary Bank A/C No:* 52142903844
 7. *IFCS code of Bank branch:* SBHY0020511
 8. *MICR No.:* 110004005

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-E.

- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder, if the Bidder fails to Sign the contract.

PENALTY CLAUSE

- a) A penalty of Rs. 2000/- per day per vehicle for default will be levied if any vehicle falls to meet the above terms & conditions on any day.

9.1 Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

9.2 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by Bank) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

9.3 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

9.4 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

9.5 Amendment to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

9.6 Period of Validity

Bids shall remain valid for **six months** from the date of its opening, as prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

9.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

9.8 Submission of Bids

The bid should be addressed to the Bank at the following address up to the time and date mentioned on para 2 of this document.

Dy. General Manager
Administration Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110003

9.9 Late Bids

Any bid received by the Bank after the due date of submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

9.10 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

9.11 Content of Documents to be Submitted

6.11.1 Documents required in Technical Bid Envelope (Sealed Cover):

- i. Undertaking Letter as per part “I” of Annexure –‘A’.
- ii. Bidder’s information as per part “II” of Annexure-‘A’.
- iii. Compliance Statement Declaration – Annexure-‘B’

- iv. Pre-Qualification Criteria – Annexure – ‘C’
- v. Format for Commercial Bid Annexure – ‘D’
- vi. ECS Mandate Format – Annexure – ‘E’

6.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- i. Commercial offer: The offer should be as per commercial bid format in Annexure ‘D’ Part – II and should be **all-inclusive, including taxes and other Govt. levies etc.** In case of any variation (upward or down ward) in Government levies/taxes/duties etc. up-to the date of invoice, the benefit or burden of the same shall be passed on or adjusted to the Bank.

10. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed.
The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Commercial bid Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly super scribing "**Quotation for providing Taxi Service**", "**TECHNICAL BID**" or "**COMMERCIAL BID**" as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

11. BID OPENING AND EVALUATION

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned on page 2 at **point no. 4** in "Bid Details".

The bidders or their representatives who are present shall sign register as an evidence of their presence. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

12. CLARIFICATIONS ON BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

13. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

14. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

15. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

16. SIGNING OF CONTRACT.

The successful bidder(s) to be called as vendor/agency, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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ANNEXURE - A

Part – I:

Letter to be submitted by bidder along with bid documents

To

The Dy. General Manager
Administration Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110003

Sir

Reg: Our bid for "Providing Taxi Services"

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor/agency or divide the work to more than one vendor/agency without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at _____ / _____ day of _____ 2015.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised Signatory)

ANNEXURE-A

Part - II

Bidders' Information

1.	Name of the firm/ company	
2.	Complete address & Telephone no. e-mail ID	
3.	Location of Garage	
4.	No. and type of vehicles owned by the agency	
5.	No. of vehicle attached with the agency	
6.	No. of years of experience in providing taxis in government/ public sector	
7.	Name & address of the Govt. offices where at present taxis are engaged on regular/ monthly basis (copy of contract letter to be attached)	
8.	Pan no.	
9.	Service tax Registration No.	
10.	Name of Telephone No. and Mobile no. of Proprietor	
11.	Name & Telephone and Mobile No. of the Manager	

**COMPLIANCE STATEMENT
DECLARATION**

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

1) _____

2) _____

3) _____

4) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:

Seal of company

PRE QUALIFICATION SELECTION CRITERIA

- a) The tenderer should have at least three (3) years of experience in the “tour and travel” business in providing vehicles to at least 3 Government organizations /PSU/PSBs.
- b) Only such Agency / firm may apply whose Taxis have been duly authorized by the concerned RTO for use as public transport and who have telephone connection available at their Premises/ Garage/Stand from where such taxis are to be operated and can be requisitioned by NHB.
- c) At least two Satisfactory Service Certificate from Government Departments/ public Sector Undertakings/ Autonomous Bodies under Government of India where the bidder has provided Taxi hiring Service.
- d) Vendors/ Agencies who are able to provide the following vehicles would be considered
 - i. Ciaz
 - ii. Swift D'zire
 - iii. Honda Amaze
 - iv. Honda City
 - v. Honda Civic
 - vi. Toyota Corolla Altis
 - vii. TATA Indigo
 - viii. Innova
 - ix. SUVs (like XUV 500, DUSTER etc.)

e) The average annual turnover of the tenderer must be Rs. 15 lakhs and above for the last three financial years i.e. FY 2012-13, FY 2013-14 & FY 2014-15

Note:-

The bidders have to submit documentary proof with respect to the pre-qualification criteria failing of which the bid may not be considered for evaluation / acceptance.

ANNEXURE - D

Part - I

Financial Bid

Rates to be Quoted for Model 2013 Onwards

Sl.No	Details of Distance/ Time	Ciaz / Honda City	Swift Desire/ Honda Amaze	Honda Civic / Toyota Corolla Altis	Indigo LX	Innova	SUV Cars
1A	Rates for 2400 Kms/ 300 hrs per month						
1B	Rates per additional Kms beyond 2400 Kms						
1C	Rates per additional hour beyond 300 hrs						
2A	Rates for 40 Kms/ 5 hrs per day						
2B	Rates per additional Kms beyond 40 Kms						
2C	Rates per additional hrs beyond 5 hrs						
3A	Rates for 80 Kms per 10 hrs per day						
3B	Rates per additional Kms beyond 80 Kms						
3C	Rates for additional hrs beyond 10 hrs						
Total 1							

Note:- The rate of other cars like Indica, Ambassador, Tata Manza, Maruti SX4, XUV 500, Duster etc. may be quoted separately.

Part – II

Financial Bid

Rates to be Quoted for Model 2013 Onwards

Sl.No	Details of Distance/ Time	Ciaz / Honda City	Swift Desire/ Honda Amaze	Honda Civic / Toyota Corolla	Indigo LX	Innova	SUV Cars
1	Rates for hiring a car on 24X7 basis to senior officers (Rate per month)						
Total 2							

The following parameters will determine the L-1 criteria out of 100 points:

$$L1 = 0.80 \times [10 \times \text{total no. of City/Ciaz} + 25 \times \text{total of Swift desire/Amaze rate} + 20 \times \text{total of Honda Civic/Corolla Altis rate} + 10 \times \text{total of Indigo LX rate} + 25 \times \text{total of Toyota Innova rate} + 10 \times \text{SUVs}] + 0.20 \times [10 \times \text{total no. of City/Ciaz} + 25 \times \text{total of Swift desire/Amaze rate} + 20 \times \text{total of Honda Civic/Corolla Altis rate} + 10 \times \text{total of Indigo LX rate} + 25 \times \text{total of Toyota Innova rate} + 10 \times \text{SUVs}]$$

WE ACCEPT ALL THE TERMS AND CONDITIONS MENTIONED ABOVE.

(SIGNATURE OF THE AUTHORISED SIGNATORY)

SEAL OF THE COMPANY/ FIRM

ECS MANDATE**FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT
FROM NATIONAL HOUSING BANK**

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____**2. Address of the vendor/supplier** _____

City _____ Pin Code _____

E-mail id _____

Phone / Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch _____

(to be obtained from the respective branch) _____

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. #
(#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank