

RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)

**Expression of Interest for Selection of Consortium Partner from Empanelled Business Associate for
Revenue Department, Government of Maharashtra's Tender Reference No: IGR/Desk3/e
Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025.**

For

“Request for Proposal (RFP)

For

**Selection of a Managed Service Provider for Modernization of
the Offices of the Inspector General of Registration and
Controller of Stamps under Govt. of Maharashtra**

EOI No: RCIL/WR/MUMBAI/Mktg/25-26/31 Dt: 26th Nov 2025

रेलटेल
RAILTEL

EOI NOTICE
RailTel Corporation of India Ltd,
Western Railway Microwave Complex, Senapati Bapat Marg,

Mahalaxmi, Mumbai – 400013

EOI Notice No: RCIL/WR/MUMBAI/Mktg/25-26/31 Dt: 26th Nov 2025

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empanelled Partners for the selection of suitable Consortium partner for Revenue Department, Government of Maharashtra’s Tender Reference No: IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025 for ‘Selection of a Managed Service Provider for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra’ **and any other addendums/ corrigendum’s/ documents contained within and related to the same.**

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	04th Dec 2025 15:00 hrs.
2	Opening of Technical Bid of EOIs	04th Dec 2025 15:30 hrs.
4	EOI fees inclusive tax (Non-refundable)	100000/- (Rupees One Lakh only) (Inclusive of 18% GST)
5	EMD for Pre-Bid Arrangement	Rs. 7,00,00,000 (Rupees Seven Crore only)

The EMD should be in the favor of RailTel Corporation of India Limited payable at Mumbai through Bank Guarantee/Online only. Partner needs to share the online payment transfer details like UTR No, date of payment.

RailTel Bank Details: Union Bank of India, Account No. 317801010036605, IFSC Code - UBIN0531782.

Eligible Business Associates are required to direct all communications related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

1. Level 1

Contact Name: Mr. Akhil Sarwate

Designation: Deputy Manager/ Marketing

E-Mail Address: akhil.sarwate@railtelindia.com

Mobile No: +91- 9987833844

2. Level 2

Contact Name: Sh. Viplov Nath Mishra

Designation: Senior Deputy General Manager/ Marketing

E-Mail Address: viplovnmishra@railtelindia.com

Mobile No: +91- 90044 44124

Note:

1. Empanelled partners are required to submit soft copy of technical & price packet through an e-mail at eoι.wr@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible **Empanelled Partners of RailTel only. The Empanelled partner has to submit its valid empanelment Letter of Intent along with his Bid.**
3. All the document must be submitted with **proper indexing** and **page no.**
4. This is an **exclusive pre-RFP Consortium partnership arrangement with empanelled business associate of RailTel for participating in the end customer RFP.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel). This undertaking has to be given with this EOI Response.
5. Bidder has to submit their response as an individual organization or part of a consortium. In case of consortium, the Bidder/s have to be empaneled partners of RailTel.
6. **Transfer and Sub-letting.** The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contractor any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof without the prior written approval from RailTel.
7. All Bidders to sign and stamp RailTel's EOI and its corrigendum's implying acceptance of all terms and conditions as mentioned and submit the same along with their Bids.
8. Any changes made by RailTel's end customer in Tender No. **Tender Reference No: IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025** up to the last date of submission of the said tender by RailTel will be unquestionably & without any objection accommodated by the Bidders in their Technical & Price offer submitted against this EoI. Changes include all the technical, financial, format changes and any other changes as applicable and deemed applicable by RailTel.
9. The Bidder has to submit the bid with all the requisite documents including all the annexures, a copy of EOI & its corrigendums etc duly signed by a valid signatory. This valid signatory should have a valid Power of Attorney (POA).
10. **Bidders can participate in Consortium, with not more than 2 members. Moreover, RailTel will enter into Consortium Agreement only with lead bidder of the Consortium for participation in said RFP .**

1. As Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a NavRatna Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has more than 60000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High-Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India

using state of the art NGN based network through its Interconnection with all leading Telecom Operators

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) Enterprise Services

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) DATA CENTER

- Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications
- Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

d) National Long Distance:

Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

e) High-Definition Video Conference:

RailTel has unique service model of providing high -definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end

seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

f) Retail Services – RailWire

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,68,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

2. Project Background and Objective of EOI

RailTel intends to participate in RFP floated by **Tender Reference No: IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025**. For 'Selection of a Managed Service Provider for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra

RailTel invites EOIs from RailTel's Empanelled Partners for aforesaid Revenue Department, Government of Maharashtra RFP, who can work in above mentioned work for the agreed scope of work as a Consortium Partner of RailTel. The empanelled partner is expected to have excellent execution capability and good understanding customer local environment.

3. Scope of Work

The scope of work will be as mentioned in the end Customer Organization Tender for 'Selection of Managed Service Provider for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra' as per Tender Reference No: IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025 and any other addendums/ corrigendum's/ documents contained within and related to the same uploaded up to the last date of submission of the aforesaid tender.

The broad scope of work is mentioned in end customer Tender No. IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025 along with its latest amendments and clarifications.

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the tender/RFP and corrigendum/addendum released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum, and corrigendum, associated prime service agreement PSA/MSA/SLA also included.)

Business associate can participate as a sole bidder or part of consortium. Bidder/s must be RailTel's empanelled partner/s and will be responsible for all the conditions mentioned in this and the end customer RFP

Special Note: RailTel has floated the EOI for rate discovery and identifying the BA to support RailTel for timely execution of the work. RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.

4. Response to EOI guidelines

4.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in soft copy through an email.

4.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

4.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

4.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of Bid submission issued by the end Customer organization for which bid is going to submitted.

4.5 Bid Earnest Money (EMD)

- 4.5.1** The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favour of "RailTel Corporation of India Limited" along with the offer. This will be called as EOI EMD.
- 4.5.2** Offers not accompanied with valid Earnest Money Deposit shall be summarily rejected.

4.5.3 Return of EMD for unsuccessful Business Associates: EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.

4.5.4 Return of EMD for successful Business Associate: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) and Integrity Pact BG of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the end Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.6) from Business Associate whichever is later.

4.5.5 Forfeiture of EOI EMD and or Penal action as per EMD Declaration:

4.5.5.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

4.5.5.2 In case of non-submission of SD/PBG (as per clause no. 4.6) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and Integrity Pact and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

4.5.5.3 Having participated with another party/directly/through consortium apart from RailTel in RailTel's end customer Tender

4.6 Security Deposit / Performance Bank Guarantee (PBG)

4.6.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.

4.6.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

4.7 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

4.8 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel.

No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such

RAILTEL

Business Associate shall be deemed as foreclosed.

4.9 Details of Financial bid for the above referred tender

Business Associate meeting eligibility criteria and lowest price will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

In case if there are Two or more Business Associate meeting eligibility criteria and quoting same price, then negotiation will be conducted within these Sole partners in the second stage for the given scope of the work and Sole bidder with overall lowest (L1) offer will be selected for exclusive pre bid arrangement for optimizing technical and commercial solution.

The final bid for the tender will be prepared jointly with the selected Business Associate so that the optimal bid can be put with a good chance of winning the Tender.

Also it may be noted that RailTel may choose multiple BAs for final bidding depending upon the lowest offer received so that a winning bid can be put forth.

The BA's will have to encompass RailTel margin over all components of the Price in end customer Tender/RFP.

Any Changes in the end customer Tender after the last date of submission of RailTel EoI shall be unquestionably & without any objection accommodated by the BA/BAs in their Technical & Price offer submitted against this EoI.

4.10 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

4.11 Period of Association/Validity of Agreement

RailTel will enter into a pre-bid Consortium agreement with selected bidder with detailed Terms and conditions.



5. Eligibility Criteria for Bidding Business Partner of RailTel

S. No.	Parameters	Eligibility Criteria (Requirements)	Documents Required (Supporting Documents) for Business Partner
1	Legal Entity	The Business Partner shall be a company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto. The business Partner should have been operating for the last 10 years on the date of publishing of tender notice (including name change/ impact of mergers or acquisitions). In case of consortium, only lead bidder need to comply with the 10 years incorporation criteria, however the other consortium member should be in existence for more than 3 years	Sole Partner and in case of consortium, both member should submit: - <ul style="list-style-type: none"> • Copy of Certificate of Incorporation • Copy of PAN • Copy of Registration Certificate with the GST Authorities
2	Financials	The Business Partner must have a total minimum average annual turnover of Rs. 2500 Crores (Rupees Two Thousand Five Hundred Crore) and Positive Net Worth in the last 3 financial years (FY 2022- 23, FY 2023- 24, FY 2024-25) as on last date of bid submission. If FY 2024–2025 audit is completed, last 3 financial years will be considered as on 31/03/2025.	Sole Partner and in case of consortium, any member can submit: Extracts from Audited financial statements for last 3 financial Years. AND <ul style="list-style-type: none"> • Certificate from the Statutory auditor /Chartered Accountant specifying the annual turnover in the last 3 financial years.
3	Relevant Experience as SI	Business Partner should have been awarded work for a system integration project of IT/ ITES/ITMS for any Central / State /Global Government or PSUs in last 5 (Five) years as on the last date of bid submission: - One project cost not less than the amount equal to Rs. 150 Crore OR Two projects each cost not less than the amount equal to Rs. 100 Crore	Sole Partner and in case of consortium, any member can submit: Documents to be submitted for the Project: <ul style="list-style-type: none"> • Work Order/ Agreement/ PO/ Letter of Award.

S. No.	Parameters	Eligibility Criteria (Requirements)	Documents Required (Supporting Documents) for Business Partner
		<p>OR</p> <p>Three projects each cost not less than the amount equal to Rs. 75 Crore</p> <p>The work order should have been issued within the last 5 years, as on the last date of bid submission.</p>	
4	Local Office	The Business Partner should have a Registered/Branch office in Maharashtra. If any business partner who becomes successful as part of this Procurement, they should open a branch office in Maharashtra within 2 months of the contract.	<p>Sole Partner and in case of consortium, any member can submit:</p> <ul style="list-style-type: none"> • GST Registration Certificate Copy • Declaration for Office Setup in Maharashtra if no Registration Copy is available.
5	Certifications	<p>The Business Partner should have the following valid certifications: -</p> <ul style="list-style-type: none"> • ISO 27001:2013 for Information Security Management System. • ISO 9001:2008/ISO 9001:2015 certification 	<p>Sole Partner and in case of consortium, any member can submit:</p> <ul style="list-style-type: none"> • Valid Certifications
6	Not Blacklisted Declaration	The Business Partner should not have been blacklisted by any Central Government and Department / State Government and Department / Central or state Public Sector Unit / Defence / Govt. Boards in India as on last date of submission of bid.	<p>Sole Partner and in case of consortium, all members need to submit: -</p> <p>Undertaking by the authorized signatory of the Business Partner.</p>
7	Board Resolution / Power of Attorney in favour of Authorized Signatory	A Board Resolution or Power of Attorney, in the name of the person executing the bid, authorizing the signatory to sign on behalf of the Bidding entity. The person issuing the Power of Attorney shall possess Board Resolution in his favour for granting such rights	<p>Sole Partner and in case of Consortium, all members need to submit: -</p> <p>Board Resolution AND / OR Power of Attorney with appropriate supporting documents as per the formats given in Annexure of this document.</p>

S. No.	Parameters	Eligibility Criteria (Requirements)	Documents Required (Supporting Documents) for Business Partner
			In case of generic Board Resolution or Power of Attorney, the same shall be certified by Company Secretary or any Director for the applicability of the same for this EOI
8	LOE	Empanelment Letter from RailTel	Sole Partner and in case of consortium, all members need to submit empanelment letter.

Note:

1. It is mandatory to submit the specified documents in support of the above eligibility criteria (pre - qualification & technical qualification) and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.
2. The Bidder shall be permitted to rely upon and submit the credentials, experience, financials, certifications, and other qualifying documents of its Parent Company for the purposes of meeting the eligibility, pre-qualification, technical evaluation, or any other bid evaluation criteria under this RFP.
 - The Business Partner should submit a letter of consent duly signed and stamped by the authorized signatory of concerned parent entity whose credentials it is submitting.
 - The documents of the parent company required for satisfying eligibility criteria of EOI.
 - The Parent Company must be a legally registered entity in India

6. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer/Director of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	PAN, GST, TAN Registration numbers	

7. Evaluation Criteria

7.1 The Business Associates are first evaluated on the basis of the Eligibility Criteria as per clause 5 above.

7.2 The Business Associate qualifying the Eligibility criteria will be selected for exclusive Consortium pre- bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

7.3 In case if there are two or more Sole Bidders meeting eligibility criteria then the price bids will be sought from these Sole Bidder in the second stage for the given scope of the work and Sole Bidder with overall lowest (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution.

7.4 RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI.

7.5 All General requirements mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

8. Withdrawal of Bids

A Bidder wishing to withdraw its bid shall notify to RailTel by e-mail prior to the deadline prescribed for bid submission. The notice of withdrawal shall be addressed to RailTel at the address named in the Bid Data Sheet, and bear the Contract name, the <Title> and < Bid No.>, and the words “Bid Withdrawal Notice.” Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a valid submitted bid.

No bid can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the Bid Data Sheet. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder’s EMD.

9 Evaluation Process

The evaluation process of the bid proposed to be adopted by RailTel is indicated in this section. The purpose of this section is to provide the Bidder an idea of the evaluation process that RailTel may adopt.

RailTel shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the technical and commercial bids received. The BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. RailTel may waive any informality or non-conformity in a bid which does not constitute a material deviation according to RailTel.

The bid prices should not be mention in any part of the bid other than the Commercial Bid. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid and forfeiture of EMD.

10 Performance Bank Guarantee

The Bidder shall at his own expense, deposit with RailTel, an unconditional and irrevocable Performance Bank Guarantee (PBG) from nationalized banks or scheduled banks excluding Co-operative banks as per the format given in this bid, payable on demand, for the due performance and fulfilment of the contract by the Bidder.

This Performance Bank Guarantee will be submitted within 25 days of the notification of award of the contract/ Letter of Acceptance (LOA) issuance whichever is earlier. If PBG is not submitted within this time frame a delayed PBG penalty will be attracted. Post 25 days and up to 50 days from date of notification of award of the contract/ Letter of Acceptance (LOA) issuance a penalty at 15% per annum interest of LOA amount will be levied as delayed PBG penalty and this penalty will be deducted from the Invoices & EMD of the Bidder. After these 50 days if PBG is not submitted then it will be assumed that the Bidder is not interested in submitting PBG and the Amount of PBG along with the delayed PBG penalty calculated will be retained from Invoices & EMD of the Bidder. Non-submission of PBG can also lead to cancellation of contract and the decision with respect to whether, to retain the PBG Amount and penalty from Invoices & EMD or cancellation of contract, will be at the sole discretion of RailTel. In the event of cancellation of contract EMD will be forfeited. If PBG is retained from Invoices & EMD then the PBG Amount only and not the penalty attracted will be paid to the Bidder in such a case post

the contract period plus three months (expected PBG validity date) are over after deducting any applicable deductions (e.g.: Poor service, etc).

This Performance Bank Guarantee will be for an amount equivalent to a particular percentage of the total contract value or as specified in RailTel's end customers tender. All charges whatsoever such as premium, commission, stamp duties etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder. The Performance Bank Guarantee format can be found in this document.

The Performance Bank Guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the Bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the Contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. RailTel shall notify the Bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.

The 30 days' notice period shall be considered as the 'Cure Period' to facilitate the Implementation Agency to cure the breach. The PBG shall be invoked only if the breach is solely attributable to the bidder and the bidder fails to rectify the breach within the 'Cure Period'.

RailTel shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to the Bidder, the equivalent value of any payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

11 Rights to Terminate the Process

RailTel may terminate the bid process at any time and without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This bid document does not constitute an offer by RailTel. The Bidder's participation in this process may result in RailTel selecting the Bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason.

12. Payment terms

- 12.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

12.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end customer organization and upon submission of correct Tax Invoices as per statutory norms.

12.3 The Payments received from end customer will be disbursed Scope wise to the selected BA.

12.4 Payments to selected BAs will be in Arrears only

13 SLA/Penalty/LD

The selected bidder will be required to adhere to the SLA/Penalty/LD matrix as defined in the end Customer organization tender for his scope of work and the SLA/Penalty/LD breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA/Penalty/LD scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA/Penalty/LD breach which is attributable to Partner and will be passed on to the Partner proportionately based on its scope of work.

14 Duration of the Contract Period

The contract shall remain in force for **a minimum period of 5 years** from the Commercial Operation Date (COD) which will be back-to-back as per end customer tender. The effective date will be the day when the Condition Precedents are met. After 5 year, RailTel may extend the agreement as per its end customers Tender Reference No: IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025 Dated: 10.10.2025

Note:

- 1. Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid**
- 2. All Documents and requirements like EMD, Tender Fees, PBG, Contract Agreement to be shared/executed **Back-to-Back** as per the end customer RFP/Tender with Tender. In case of any discrepancy or ambiguity in any clause /specification pertaining to scope of work area, the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/ MSA/ SLA also included.)**
- 3. All clauses such as cost involved, payment term, validity, lock in period, etc will be back-to-back as per customer tender**
- 4. All required MAFs and other OEM related documents along with end customer consortium partner related documents like, Manpower CVs, etc which are mandatory in RailTel's end customer tender is to be arranged by Selected Bidders before RailTel's submission of Bid in end customer tender.**
- 5. RailTel will be providing connectivity wherever possible as per mutually agreed rate to the bidder wherever it is feasible and the selected Partner will place PO to RailTel for the same.**
- 6. In the event that the end customer raises any objection during the agreement stage, the Purchase Order shall be issued to the Lead Bidder instead of the consortium member.**

Annexure 1: COVERING LETTER (To be submitted by Lead Bidder on Letter head)

EoI Reference No: _____ Date: _____

To
DNPM
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number _Dt. _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory Name:

Designation:

Contact No:

E-Mail Address:

Signature:

Seal of the Organization:

रेलटेल
RAILTEL

Annexure 2: Self-Certificate & Undertaking (To be submitted by Bidder/ in case of Consortium, all Partners need to be submitted)

Self-Certificate (To be submitted on company letter head)

EOI Reference No: _____ Date: _____

To
DNPM
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

Sub: Self Certificate for Tender, Technical, Commercial & other compliances

1. Having examined the technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
2. We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected sole partner/lead partner after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected sole bidder fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected sole partner bidder.
3. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
4. We hereby agree to comply with all OEM technical & financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
5. We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
6. We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
7. We understand and agree that RailTel is intending to select a sole bidder who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

8. We hereby agree to submit that in case of being selected by RailTel as sole bidder for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
9. We hereby undertake to sign Pre-Bid Agreement, Pre-Contract Integrity Pact and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 500/- in the prescribed Format.
10. We undertake that we will not submit directly or indirectly out bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:



Annexure 3: Undertaking for not being Blacklisted/Debarred (To be submitted by Bidder/ in case of Consortium, by all Partners need to be submitted)

EOI Reference No: _____ Date: _____

To
DNPM
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

Subject: Undertaking for not being Blacklisted/Debarred

We, <Company Name>, having its registered office at <Address> hereby declares that that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:

रेलटेल
RAILTEL

Annexure 4: Format of Affidavit- (to be submitted by Lead Bidder and all Consortium Members)

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY SOLE PARTNER ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of public notary on non-judicial stamp paper of the value of Rs. 500/-. The paper has to be in the name of the BA) **

I..... (Name and designation) * appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ Dt. _____ of (RailTel Corporation of India Ltd), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) * and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

RAILTEL

DEPONENT
SEAL AND SIGNATURE OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNATURE OF THE ADVOCATE

Place:

Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate are to be filled in suitably by BA. Attestation before Magistrate/ Notary Public.**

रेलटेल
RAILTEL

Annexure 5: Draft Non-Disclosure Agreement – (Is it to be submitted by Lead Bidder and all Consortium Members)

(To be submitted on a Rs. 500 Stamp Paper)

This Non-Disclosure Agreement (“Non-Disc”) is made and entered into _____ day of _____ month _____ year (effective date) by and between _____ (“Department”) and _____ (“Company”). Whereas, Department and Company have entered into an Agreement (“Agreement”) _____ effective _____ for _____ and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, (“CONFIDENTIAL INFORMATION”).

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. Definitions. As used herein:

- a. The term “Confidential Information” shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party’s data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department’s information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.
- b. The term, “Department” shall include the officers, employees, agents, consultants, contractors and representatives of Department.
- c. The term, “Company” shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

2. Protection of Confidential Information: With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- a. Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;

- b. Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information than the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
 - c. Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Bids developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so;
 - d. Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
 - e. Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.
 - f. Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.
3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
- a. Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
 - b. After it has become generally available to the public without breach of this Agreement by Company; or
 - c. Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
 - d. Which Department agrees in writing is free of such restrictions.
 - e. Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;

- 5. Remedies.** Company acknowledges that
- (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department;
 - (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and
 - (c) injury sustained by Department may be impossible to calculate and remedy fully.
- Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
- 6. Need to Know.** Company shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.
- 7. Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
- 8. No Conflict.** The parties represent and warrant that the performance of its obligations hereunder does not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
- 9. Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
- 10. Dispute Resolution.** If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred appropriately to RailTel/ stakeholders/ partners/ patrons
- a. The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration and Conciliation Act, 1996 and amendments thereof.
 - b. The place of arbitration shall be Mumbai.
 - c. The arbitrator's award shall be substantiated in writing and binding on the parties.
 - d. The proceedings of arbitration shall be conducted in English language.
 - e. The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.
- 11. Governing Law.** This Agreement shall be interpreted in accordance with and governed by

the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Mumbai, India only.

- 12. Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.
- 13. Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
- 14. Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- 15. Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
- 16. Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
- 17. Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.
- 18. Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.
- 19. Term.** Subject to aforesaid section 17, this Agreement shall remain valid up to ____years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department

Name:

Title:

WITNESSES:

1. _____

2. _____

For Company

Name:

Title:

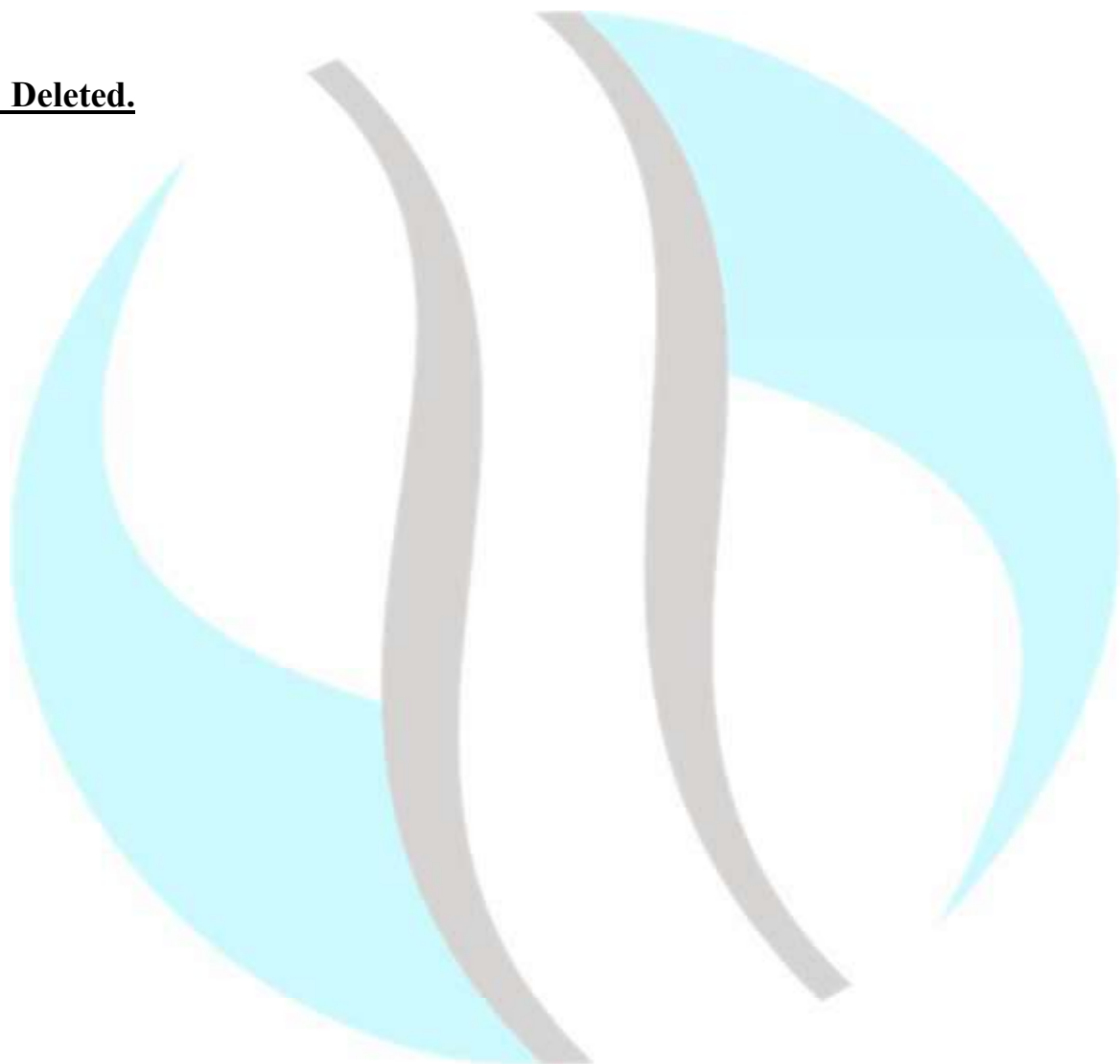
WITNESSES:

1. _____

2. _____

रेलटेल
RAILTEL

Annexure 6: Deleted.



रेलटेल
RAILTEL

Annexure 7: Complete EoI Examination & Nil Deviation Certificate-- (Is it to be submitted by Lead Bidder and all Consortium Members)

(To be submitted by Bidder)

To
DNPM
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete EoI Examination & Nil Deviation Certificate

Ref: EoI Number: _____ Dated: _____

Dear Sir,

We <Bidder Name> having completely examined the referred EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI, conclude that we have understood the Terms & Conditions of the EoI and its subsequent addendums & corrigendum (if any) and any other documents/its addendums/corrigendum referred in this EoI. We declare that we have sought all clarifications for the same from RailTel or its end customer for anything contained in this EoI & any other documents/its addendums/ corrigendum referred in this EoI and have been satisfied with the clarifications to the fullest extent and there are no terms, clauses, conditions, etc which are ambiguous.

We also declare that there is no deviation from adhering to anything that is contained in this EoI and any other documents/its addendums/corrigendum referred in this EoI and that any deviation later raised by us shall lead to forfeiture of the Bid/Contract at complete discretion of RailTel.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone and Fax :

E-mail address :

Annexure 8: Back to Back Compliance Certificate--(Is it to be submitted by Lead Bidder and all Consortium Members)

(To be submitted by Bidder)

To
DNPM
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete back-to-back Compliance Certificate

Ref: 1) EoI Number: _____ Dated: _____

2) Tender Reference No- IGR/Desk3/e Tender/Modernization of SRO
offices/558/2025 Date: 10.10.2025

and all of its addendums/ corrigendum's & published documents

Dear Sir,

Considering reference 1 & 2 we would like to declare that we have read and understood the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI thoroughly. We would like to give you our back to back compliance for all the tender terms and conditions, clauses, timelines, deliverables and anything explicitly mentioned in the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone and Fax :
E-mail address :

Annexure 9: Performance Bank Guarantee Format

(For a sum of percentage of the value of the contract as per RailTel's end customer RFP/tender)
(Stamp Duty to be confirmed by RailTel in co-ordination with RailTel's Legal Department)
(Final Draft to be confirmed by RailTel Legal before BG issuance)

To
DNPM
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi
Mumbai – 400013

WHEREAS:

_____ name and address of Applicant] (hereinafter called “the Applicant”) and RailTel (the “Authority”) have entered into an agreement (the “Agreement”) for ‘**Tender Work Details**’ subject to and in accordance with the provisions of the Agreement.

(A) The Agreement requires the Applicant to furnish a Performance Security for due and faithful performance of its obligations, under and in accordance with the Agreement, during the {Implementation Period/ Defects Liability Period and Maintenance Period} (as defined in the Agreement) in a sum of Rs ***** Cr.

(B) We, Through our branch at (The “Bank”) have agreed to furnish this bank guarantee (hereinafter called the “Guarantee”) by way of Performance Security. NOW, THEREFORE, the Bank hereby, unconditionally and irrevocably, guarantees and affirms as follows:

1. The Bank hereby unconditionally and irrevocably guarantees the due and faithful performance of the Applicant obligations during the {Implementation period /Defects Liability Period and maintenance period} under and in accordance with the Agreement, and agrees and undertakes to pay to the Authority, upon its mere first written demand, and without any demur, reservation, recourse, contest or protest, and without any reference to the Applicant, such sum or sums up to an aggregate sum of the Guarantee Amount as the Authority shall claim, without the Authority being required to prove or to show grounds or reasons for its demand and/or for the sum specified therein.

RAILTEL

2. A letter from the Authority, under the hand of an officer not below the rank of General Manager in RailTel that the Applicant has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the Agreement shall be conclusive, final and binding on the Bank. The Bank further agrees that the Authority shall be the sole judge as to whether the Applicant is in default in due and faithful performance of its obligations during and under the Agreement and its decision that the Applicant is in default shall be final and binding on the Bank, notwithstanding any difference between the Authority and the Applicant, or any dispute between them pending before any court, tribunal, arbitrators or any other Authority or body, or by the discharge of the Applicant for any reason whatsoever.
3. In order to give effect to this Guarantee, the Authority shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the Applicant and/or the Bank, whether by their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Guarantee.
4. It shall not be necessary, and the Bank hereby waives any necessity, for the Authority to proceed against the Applicant before presenting to the Bank its demand under this Guarantee.
5. The Authority shall have the liberty, without affecting in any manner the liability of the Bank under this Guarantee, to vary at any time, the terms and conditions of the Agreement or to extend the time or period for the compliance with, fulfilment and/or performance of all or any of the obligations of the Applicant contained in the Agreement or to postpone for any time, and from time to time, any of the rights and powers exercisable by the Authority against the Applicant, and either to enforce or forbear from enforcing any of the terms and conditions contained in the Agreement and/or the securities available to the Authority, and the Bank shall not be released from its liability and obligation under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the Applicant or any other forbearance, indulgence, act or omission on the part of the Authority or of any other matter or thing whatsoever which under any law relating to sureties and guarantors would but for this provision have the effect of releasing the Bank from its liability and obligation under this Guarantee and the Bank hereby waives all of its rights under any such law.
6. This Guarantee is in addition to and not in substitution of any other guarantee or security now or which may hereafter be held by the Authority in respect of or relating to the Agreement or for the fulfilment, compliance and/or performance of all or any of the obligations of the Applicant under the Agreement.
7. Notwithstanding anything contained hereinbefore, the liability of the Bank under this Guarantee is restricted to the guaranteed amount and this Guarantee will remain in force for the period specified in paragraph 8 below and unless a demand or claim in writing is made by the Authority on the Bank under this Guarantee all rights of the Authority under this Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder.

8. The Guarantee shall cease to be in force and effect on ****\$ unless a demand or claim under this Guarantee is made in writing before expiry of the Guarantee, the Bank shall be discharged from its liabilities hereunder.
9. The Bank undertakes not to revoke this Guarantee during its currency, except with the previous express consent of the Authority in writing and declares and warrants that it has the power to issue this Guarantee and the undersigned has full powers to do so on behalf of the Bank.
10. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of the Authority that the envelope was so posted shall be conclusive.
11. This Guarantee shall come into force with immediate effect and shall remain in force and effect for up to the date specified in paragraph 8 above or until it is released earlier by the Authority pursuant to the provisions of the Agreement.

Signed and sealed this day of 20..... at SIGNED, SEALED AND DELIVERED For and on behalf of the Bank by:
(Signature) (Name) (Designation) (Code Number) (Address)

NOTES:

- a. The bank guarantee should contain the name, designation and code number of the officer(s) signing the guarantee.
- b. The address, telephone number and other details of the head office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing branch

रेलटेल
RAILTEL

Annexure 10: Consortium Agreement Draft Format

THIS CONSORTIUM AGREEMENT is entered into on this the day of <Month>, 2025 AMONGST {<Company Name>, and having its registered office at <Address>} (hereinafter referred to as the “First Part” which expression shall, unless repugnant to the context include its successors and permitted assigns) AND

{<Company Name>, and having its registered office at <Address>} and (hereinafter referred to as the “Second Part” which expression shall, unless repugnant to the context include its successors and permitted assigns).

The above-mentioned parties of the FIRST, SECOND and THIRD} PART are collectively referred to as the “Parties” and each is individually referred to as a “Party” WHEREAS,

A. The PED/WR represented by the RailTel Corporation of India Ltd (hereinafter referred to as the “Authority” which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) (the “Authority”), having its office at “RailTel Corporation of India Ltd, Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai - 400013” is engaged in the “*Name of the work*”, and as part of this endeavor, has invited Bids (the Bids”) by its EoI No _____ dated (the “RFP”) for award of contract for (the “Project”) through Agreement Contract conditions.

B. The Parties are interested in jointly Bidding for the Project as members of a {consortium} and in accordance with the terms and conditions of the RFP document and other Bid documents in respect of the Project, and

C. It is a necessary condition under the RFP document that the members of the {consortium} shall enter into a Consortium Agreement and furnish a copy thereof with the Application.

NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretations

In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

2. Consortium}

- a. The Parties do hereby irrevocably constitute a consortium (the “{consortium}”) for the purposes of jointly participating in the Bidding Process for the Project.
- b. The Parties hereby undertake to participate in the Bidding Process only through this {consortium} and not individually and/ or through any other {consortium} constituted for this Project, either directly or indirectly.

3. Covenants

The Parties hereby undertake that in the event the {consortium} is declared the Selected bidder and awarded the Project, it shall enter into an Agreement Contract with the Authority for performing all its obligations as the Contractor in terms of the Agreement contract for the Project.

4. Role of the Parties

The Parties hereby undertake to perform the roles and responsibilities as described below:

- a. Party of the First Part shall be the Lead member of the {consortium} and shall have the power of attorney from all Parties for conducting all business for and on behalf of the {consortium} during the Bidding Process and for performing all its obligations as the Contractor in terms of the Agreement Contract for the Project.
- b. Party of the Second Part shall be {the member of the consortium}; and
- c. Party of the Third Part shall be {the member of the consortium}

5. Joint and Several Liability

The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP and the Agreement Contract, till such time as the completion of the Project is achieved under and in accordance with the Agreement Contract.

6. Share of work in the Project

The Parties agree that the proportion of Scope of Work as per the Agreement Contract to be allocated among the members shall be as follows:

First Party:

Second Party:

7. Representation of the Parties

Each Party represents to the other Parties as of the date of this Agreement that:

- a. Such Party is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement.
- b. The execution, delivery and performance by such Party of this Agreement has been authorized by all necessary and appropriate corporate or governmental action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the {consortium} Member is annexed to this Agreement, and will not, to the best of its knowledge:
 - i. require any consent or approval not already obtained;
 - ii. violate any Applicable Law presently in effect and having applicability to it;
 - iii. violate the memorandum and articles of association, by-laws or other applicable organizational documents thereof.
 - iv. violate any clearance, permit, concession, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage agreement, indenture, or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
 - v. create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances, or mortgage in or on the property of such Party, except for

encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party to prevent such Party from fulfilling its obligations under this Agreement.

- c. this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and
- d. there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects, or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

8. Termination

This Agreement shall be effective from the date hereof and shall continue in full force and effect until Project completion (the "Defects Liability Period") is achieved under and in accordance with the EPC Contract, in case the Project is awarded to the {consortium} However, in case the {consortium} is either not pre-qualified for the Project or does not get selected for award of the Project, the Agreement will stand terminated in case the Applicant is not pre-qualified or upon return of the Bid Security by the Authority to the bidder, as the case may be.

9. Miscellaneous

- a. This Consortium Agreement shall be governed by laws of {India}.
- b. The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the Authority.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.SIGNED, SEALED AND DELIVERED

For and on behalf of

Lead member by:

(Signature)

(Name)

(Designation)

(Address)

SECOND PART

(Signature)

(Name)

(Designation)

(Address)

In the presence of:

1.....

2.....

Annexure 11 Authorization Letter

(To be submitted by Consortium Partner)

To,

DNPM

RailTel Corporation of India Ltd Western

Railway Microwave Complex

Senapati Bapat Marg, Near Railway Sports Ground

Mahalaxmi, Mumbai – 400013

Sub: Declaration of Authorization of _____ as Lead Member

Ref: EOI Number: _____ Dated: _____

Dear Sir,

I, XYZ, Authorized Representative of (Name of Authorized person of Consortium Partner and company Name), hereby declare and authorize (Name of Authorized person of Lead Bidder and company Name) of the consortium formed for EOI:- _____.

Kindly consider this declaration as formal authorization for (Name of Lead Bidder) as the lead member of the consortium.

Regards,

Name of authorized representative of Consortium Partner

Annexure 12: Agreement Draft Format

(As per Customer **Tender** and any of its addendums/ corrigendum's/ clarifications issued by the Tender floating authority. The agreement will be signed with selected Bidder on Back-to-Back basis and will be binding upon the parties)

Annexure-13- Format of Bank Guarantee for Earnest Money Deposit

To,

DNPM

RailTel Corporation of India Ltd

Western Railway Microwave Complex

Senapati Bapat Marg, Near Railway Sports Ground

Mahalaxmi, Mumbai – 400013

Whereas <<name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP <<tender no>> dated xx-xx-2025 for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra (Hereinafter called "the Bid") to The DNPM, RailTel Corporation of India Limited "the Purchaser"

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the The DNPM, RailTel Corporation of India Limited (hereinafter called "the Purchaser") in the sum of Rs.<Insert Value> (rupees <insert values in words> Only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document; or

(b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

IV. Our liability under this Bank Guarantee shall not exceed Rs.<Insert Value> (rupees <insert values in words> Only)

V. This Bank Guarantee shall be valid up to <<insert date>>)

VI. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank) Seal:

Date:

Annexure 14: BoQ

(Back-to-Back as per Schedule of end customer RFP/Tender referred including all its amendments/ corrigendums/ clarifications)

Sr.No.	Particulars.	Price/Quote
1.	Rate per Page in INR (excluding GST)	

- END OF DOCUMENT -



Request for Proposal

For

**Selection of a Managed Service Provider for Modernization of
the Offices of the Inspector General of Registration and
Controller of Stamps under Govt. of Maharashtra**

Tender Number: IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025

Date: 10.10.2025



Table of Contents

1. General Details	6
2. Disclaimer	8
3. Glossary	9
4. Definitions	10
5. Request for Proposal.....	14
5.1 Sale of RFP Document	14
5.2 Validity of the bid	14
5.3 Communications and address	14
5.4 Due diligence by bidders	14
6. General Information	16
7. Eligibility Criteria.....	20
8. Instructions to Bidder.....	24
8.1 Bidder Registration and Instructions.....	24
8.2 Duration of the Contract Period.....	24
8.3 Pre-Bid Meeting	24
8.4 Consortium Condition	25
8.5 Amendment of RFP Document	26
8.6 Right to reject any proposal.....	26
8.7 Earnest Money Deposit (EMD)	27
8.8 Submissions of Bid	27
8.9 Language of Bids.....	27
8.10 OIGR's rights to terminate the process	28
8.11 Withdrawal of Bids.....	28
8.12 Evaluation Process	28
8.13 Opening of Technical Bid.....	28
8.14 Evaluation of Technical Bid	29
8.15 Notifications of Award and Signing of Contract	35
8.16 Performance Bank Guarantee	35
8.17 Failure to agree with the Terms & Conditions of the Bid Document.....	36
8.18 Force Majeure.....	36
8.19 Indemnity	36
8.20 Service Level Agreements and Penalties	36
8.21 Confidentiality	37
8.22 Contract Termination.....	37
8.23 Exit Management Plan.....	38



8.23.1 Exit Management Purpose	38
8.23.2 Transfer of Assets.....	38
8.23.3 Confidential Information, Security and Data	38
8.23.4 Rights of Access to Information.....	39
8.23.5 Data Sharing	39
9. Scope of Work	40
9.1 Assessment, Design and Project Management.....	40
9.2 Procure, Supply, Installation & Maintenance of IT Hardware:	42
9.3 Maintenance & Management of the Infrastructure.....	43
9.4 Design, Supply, Installation & Maintenance of Network	44
9.4.1 Provision of Network connectivity	44
9.4.2 Provision of all necessary Network equipment	46
9.4.3 Provision of central pipe connectivity at DC/DR.....	47
9.4.4 Provision of Network Operations Centre (NOC) / Network Monitoring System.....	48
9.4.5 Reporting and Documentation	49
9.4.6 Maintenance and Support.....	50
9.4.7 Operational Training	51
9.4.8 Urban Mahanet/Bharatnet as Redundant MPLS Network	51
9.4.9 Technical Aspects for Network Connectivity.....	51
9.5 Cloud Data Centre & Disaster Recovery (DC-DR) Migration and Managed Services...	54
9.5.1 Cloud Data Centre & Disaster Recovery (DC-DR) for IGR Department.....	54
9.6 ICCC	56
9.7 Software Applications	57
9.7.1 Development and Maintenance of IGRO applications:	57
9.7.2 Development of Property Notice Application	61
9.7.3 Implementation of AI Enabled Chat-bot:	63
9.7.4 Security Measures for Applications	64
9.7.5 Performance and Scalability	64
9.7.6 AI/ML Capabilities (Future Scope)	65
9.8 Cloud Migration & Management Project.....	65
9.8.1 Cloud Infrastructure Design & Deployment	65
9.8.2 Migration Services	65
9.8.3 Infrastructure Provisioning.....	66
9.8.4 Operations & Managed Services	66
9.8.5 Disaster Recovery (DR) Services	66
9.8.6 Backup & Restore Services	66



9.8.7 Security & Compliance	66
9.8.8 Monitoring & Reporting	67
9.8.9 Application & Database Management	67
9.8.10 Connectivity & VPN Services	67
9.8.11 Exit Management.....	67
9.9 Supply of Manpower (Office Assistant) & Operations.....	68
9.10 IT Support Team.....	72
9.10.1 Helpdesk Support	72
9.10.2 End User IT Support.....	73
9.10.3 Key Resource Qualification and Responsibility	74
9.11 Asset and Inventory Management.....	75
9.12 Network Management and Monitoring	76
9.12.1 Network Security, Antivirus Management and Compliance	76
9.13 Training & Change Management	77
9.14 Operation and Maintenance (O&M) Guidelines	77
9.15 Non-IT Related Operational Guidelines.....	78
9.16 Pre-Dispatch Inspection	78
9.17 Supply, Install, and Maintenance of CCTV.....	79
9.17.1 CCTV Scope of Supply:	79
9.17.2 CCTV Installation, Configuration and Integration	79
9.17.3 CCTV Preventive Maintenance	80
9.18 Supply of Consumables	81
9.18.1 Printer Consumables.....	81
9.18.2 Scanner Consumables	81
9.18.3 Office Consumables	81
10. Annexure I – Bid Covering Letter.....	82
11. Annexure II – Bidder Past Experience	83
12. Annexure III – Format for queries and explanation	84
13. Annexure IV – Bidder Information	85
14. Annexure V – Self Certification.....	86
15. Annexure VI – Implementation timelines and Payment Terms	87
16. Annexure VII – Service Level Agreements	92
17. Annexure VIII – Format for Performance Bank Guarantee.....	108
18. Annexure IX - Format of Bank Guarantee for Earnest Money Deposit	110
19. Annexure X – List and addresses.....	111
20. Annexure XI – Historical Data.....	175



20.1	Documents registered SRO wise in the last 5 Financial Years	175
20.2	Number of Pages Scanned SRO wise in the last 5 Financial Years	194
21.	Annexure XII – Commercial Bid Format	213
22.	Annexure XIII – IT Infrastructure & Indicative Specifications	214
23.	Annexure XIV – Indicative Cloud Infrastructure of department	258
24.	Annexure XV – Common guidelines regarding compliance of Systems / Equipment	260
25.	Annexure XVI – Other Office Consumables (Stationary)	261



1. General Details

SR. NO.	PARTICULARS	DETAILS
1	Project Name	Selection of MSP for Modernization of Offices of Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra
2	Publication of Request for Proposal	Yes
3	RFP reference No and Date	IGR/Desk3/e Tender/Modernization of SRO Offices/558/2025
4	Website to download RFP	e-Tendering System/website http://mahatenders.gov.in/nicgep/app
5	Tender Fee	100000/- (Rupees One Lakh only)
6	Earnest Money Deposit (EMD)	Rs. 7,00,00,000 (Rupees Seven Crore only)
7	Performance Bank Guarantee (PBG)	Rs. 13,00,00,000/- (Rupees Thirteen Crore only)
8	Bid Validity Period	180 days from the closing date of submission of the bids extendable by another 180 days
9	Currency	Indian National Rupee
10	PBG Validity Period	6 months (180 days) after expiration of all the Contractual Obligations
11	Last date for submission of written queries for clarifications	All the queries/clarification requests should be received on or before 27/10/2025 upto 03:00 PM, through e-mail only, with subject line as follows: "Pre-Bid queries for Modernization of SRO offices -<Bidder's Name>". The queries shall be submitted in MS-Excel file, as per the format prescribed Email ID for sending pre-bid queries: dig.it@igrmaharashtra.gov.in .
12	Date, Time, and Venue of pre-bid meeting	28-10-2025, 11:00 AM Office of the Inspector General of Registration and Controller of Stamps (OIGR), Ground Floor, New Administrative Building, Opp. Council Hall, Pune - 411 001.
13	Last date (deadline) for receipt of proposals in response to RFP notice	24-11-2025, till 03:00 PM through eTendering portal
14	Date, Time, and Venue of opening of technical proposals received in response to the RFP notice	25-11-2025, 03:30 PM Office of the Inspector General of Registration and Controller of Stamps M.S., Pune, New Administrative Building, Ground Floor, Opp. Council Hall, Pune - 411 001.
18	Contact Person for queries	DIG- IT, Office of the Inspector General of Registration and Controller of Stamps, Ground Floor, New Administrative Building, Opp. Council Hall, Pune-411 001. Ph: 020-2612 4012 Email ID: dig.it@igrmaharashtra.gov.in



19	Addressee and Address for the EMD& Tender Fees are to be submitted	Office of the Inspector General of Registration and Controller of Stamps, Ground Floor, New Administrative Building, Opp. Council Hall, Pune - 411 001.
20	Submission Type	Open Tender, through e-Tendering system

Table 1 : General Details



2. Disclaimer

1. The information contained in this Request for Proposal document (“**RFP**”, “**tender**”, “**bid document**”) whether subsequently provided to the bidders, (“**Bidder/s**”) verbally or in documentary form by Office of Inspector General of Registration and Controller of Stamps (henceforth referred to as “**OIGR**” in this document), or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP document.
2. This RFP is not an agreement and is not an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to prepare their proposal (“**Bid**”). This RFP includes statements, which reflect various assumptions and assessments arrived at by OIGR in relation to this scope. The assumptions, assessments, statements, and information contained in the Bid documents are made in consideration for the intended objectives of the project, and may not be complete, accurate or adequate.
3. The information given in the RFP document is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OIGR accepts no responsibility for the accuracy or otherwise for any interpretation of opinion on law expressed herein.
4. OIGR and their employees and advisors make no representation or warranty and shall incur no liability to any person, including the Bidder under law, statute, rules or regulations or tort, the principles of restitution or unjust enrichment or otherwise for any loss, cost, expense, or damage which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise.
5. OIGR also accepts no liability of any nature whether resulting from negligence or otherwise, caused arising from reliance of any Bidder upon the statements contained in this RFP. OIGR may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information in this RFP.
6. The issue of this RFP document does not imply that OIGR is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for implementation and OIGR reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
7. The Bidder shall bear all costs associated with or relating to the preparation and submission of its Bid including but not limited to research, analysis, preparation, copying, postage, delivery fees, traveling, consulting expenses associated with any demonstrations or presentations which may be required by OIGR, or any other costs incurred in connection with or relating to its Bid. OIGR shall not be liable in any manner whatsoever for such costs regardless of the conduct or outcome of the Selection process.



3. Glossary

Abbreviation	Meaning
ACS	Additional Controller of Stamps
CFC	Citizen Facilitation Centre
COS	Collector of Stamps
DC	Data Center
DD	Demand Draft
DHC	Document Handling Charges
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
GSO	General Stamps Office
ICCC	Integrated Command & Control Centre
IGR	Inspector General of Registration
INR	Indian Rupee
ISO	International Organization for Standardization
JDR	Joint District Registrar
MIS	Management Information System
MoF	Ministry of Finance
OIGR	Office of the Inspector General of Registration and Controller of Stamps
OPEX	Operating Expenses
PAN	Permanent Account Number
PAT	Profit After Tax
PBG	Performance Bank Guarantee
PO	Purchase Order
PoS	Point of Sales
RFP	Request for Proposal
RoC	Registrar of Companies
SLA	Service Level Agreement
SMS	Short Messaging Service
SPOC	Single Point of Contact
SRO	Sub Registrar Office
UAT	User Acceptance Testing

Table 2: Glossary



4. Definitions

Term	Definition
Adverse Effect	Means material adverse effect on a) the ability of the Selected Bidder to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of CA and/or b) the legal validity, binding nature, or enforceability of CA;
Affiliate	“Affiliate” means, with respect to any Party, any other entity that, directly or indirectly: (a) Controls such Party; (b) is Controlled by such Party; (c) is Controlled by the same person who, directly or indirectly, Controls such Party; and “Control” with respect to any person, shall mean: (a) the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of such person whether through the ownership of voting share capital, by agreement or otherwise or the power to elect more than one-half of the directors, partners or other individuals exercising similar authority with respect to such person; (b) the possession, directly or indirectly, of a voting interest of more than 50%; and the terms “Controlling” and “Controlled by” shall be construed accordingly;
Agreement	Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement etc. together with all Articles, Annexures, Schedules and the contents and specifications, amendments, corrigendum of the RFP;
Applicable Law(s)	Means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision of, or determination by, or any interpretation or administration of the OIGR as may be in effect on the date of the execution of the CA and during the subsistence thereof, applicable to the Project;
Bidder	Bidder is sole bidder or Lead Bidder, in case of consortium. The bidder can be the holding company and in case the bidder is the holding company then the credentials of the holding company will be considered for all evaluation parameters including turn over or work experiences etc. the credentials of the subsidiary will not be considered. Also, if the subsidiary company is the bidder, then only the credential of the bidding subsidiary company will only be considered for all the evaluation parameters.
Business Hours	Shall mean the working time for OIGR users which is 7:30 AM to 9:30 PM. For all IT components, ICCS, Web Server and other components which enable successful usage of applications, network, web portals, citizen apps, all applications, working time shall be considered as 24*7*365.
COD	Commercial Operational Date. This means the date on which a Material Project is substantially complete and commercially operable.



Term	Definition
Confidential Information	Means all information including OIGR Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with the CA (including without limitation such information received during negotiations, location visits and meetings in connection with the CA and Modernization Project);
Control	Means, in relation to any business entity, the power of a person to secure (i) by means of the holding of shares or the possession of voting power in or in relation to that or any other business entity, or (ii) by virtue of any powers conferred by the articles of association or other document regulating that or any other business entity, that the affairs of the first mentioned business entity are conducted in accordance with that person's wishes and in relation to a partnership, means the right to a share of more than one half of the assets, or of more than one half of the income, of the partnership;
Data	"Data" here refers to information gathered from all the field offices, all applications and software's deployed for the OIGR modernization project and also the information gathered in the Solution.
Deliverables	As per defined Scope of Work in the RFP
Effective Date	"Effective Date" means the date on which the Contract becomes effective after it is signed by the selected bidder and the Authority, here OIGR. Although the contract is signed it is not effective till the Conditions Precedents, a set of actions is performed by both parties, are completed.
Go-live	"Go-live" as defined in timeline part of the RFP document.
Intellectual Property Rights (IPR)	IPR means legal rights given to the inventor or creator to protect his invention or creation for a certain period of time. These legal rights confer an exclusive right to the inventor/creator or his assignee to fully utilize his invention/creation for a given period of time. In the context of this RFP, IPR would mean all rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up- gradation systems and compilation rights (whether or not any of these are registered and including application for registration);
Selected Bidder	Refers to the Selected Bidder, the entity/Consortium selected through an open competitive bidding process commencing with a response to this RFP, to execute the project and are responsible for handling the overall implementation and operations of the Modernization project, in accordance with the terms of this RFP
Material Adverse Effect	"Material Adverse Effect" means material adverse effect on (a) the ability of the selected bidder to observe and perform any of its rights and obligations under and in accordance with the provisions of CA



Term	Definition
	and/or (b) the legality, validity, binding nature or enforceability of the CA;
Material Breach	Means a breach by either Party (OIGR or Selected Bidder) of any of its obligations under the Concession Agreement (CA) which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure;
Concession Agreement/ CA/Contract / Agreement	Means the Agreement entered into between the OIGR, and the Selected Bidder as recorded in the Contract form signed including all attachments and Appendix/ Annexes thereto, the Tender and all Annexures thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein and amendments and modifications to the above from time to time;
OIGR Data	Means all proprietary data of OIGR, and any other authorities generated out of operations and transactions, documents all citizens data and related information including but not restricted to user data which the Selected Bidder obtains, possesses, or processes in the context of providing the Services to the users pursuant to the CA;
Network	Network refers to the hardware and software components that connect all the OIGR components together.
Personnel	“Personnel” means persons hired by the Selected Bidder or by any Sub-Consultant as employees and assigned to the performance of the Services or any part thereof as per the Scope of Work provided in the RFP;
Project	Selection of an Agency for Modernization of The offices of IGR Offices under Govt. of Maharashtra.
Project Implementation	Means Project Implementation as per the functional and technical requirements, SLAs, testing standards and acceptance criteria prescribed by OIGR;
Project Implementation Committee	Shall be constituted by OIGR to monitor the activities, deliverables, and progress of the Project. PIC shall comprise of the staff members of the OIGR, other officials from concerned department and external experts (as defined in the RFP);
Replacement Selected Bidder	Means any third party that OIGR appoint to replace Selected bidder upon expiry of the Term or termination of CA to undertake the Services or part thereof;
Required Consents	Means the consents, waivers, clearances, and licenses to use OIGR's Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the software and other items that OIGR or any other authorities are required to make available to Selected Bidder pursuant to CA;
RFP	The Tender Document referred above along with all the Addendum / Corrigendum to the Request for Proposal (if any).
Role	Role based security model refers to a model of system security wherein only authorized users have access to the system.



Term	Definition
Service Level	Means the level of service and other performance criteria which shall apply to the Selected Bidder for services as set out in the SLA parameters in the RFP document effective during the Term of CA;
Services	Means the services delivered to the Stakeholders of OIGR, employees of OIGR, and to professionals, using the tangible and intangible assets created, procured, installed, managed, and operated by the Selected Bidder including the tools of information and communications technology and includes but is not limited to the list of services specified in relevant sections in the RFP.
SLA	Means the Performance and Maintenance Service Level Agreement agreed between the Selected Bidder and OIGR as part of CA executed for the Modernization Project as per SLA parameters defined in the RFP document.
Software	Means the software designed, developed / customized, tested and deployed by the Selected bidder for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, including the third party software products (including the COTS products used for the product), proprietary software components and tools deployed by the selected bidder , unless otherwise specified explicitly;
Stakeholders	Means the Citizens, OIGR, or any other authorities, Other Public and Private entities, and other Departments of State Government / Local Govt. / Central Govt.;
System / HTMS system	System refers to the hardware and software components used in the Modernization project, or the hardware and software components required for successful implementation, operations, and execution of the Modernization Project.
Warranty / AMC Period	Shall be comprehensive onsite warranty for all the hardware, software and network components, sensors, devices, and equipment, both on field and inside the ICCC, viewing centre etc. for the entire duration of the project

Table 3: Definition



5. Request for Proposal

5.1 Sale of RFP Document

- i. RFP document can be downloaded from the tender site <http://mahatenders.gov.in/nicgep/app>.
- ii. The bids of only those Bidders shall be considered for evaluation who have made online payment of INR 10,0000 /- (Rupees One Lakh only) towards document fee for the RFP document including service & gateway charges, without which bids will not be accepted. Registration fee shall be accepted online, refer website <http://mahatenders.gov.in/nicgep/app> for online payment instructions. Please note that document fee is non-refundable.
- iii. Bidder agencies are advised to study this RFP document and the Annexures carefully before submitting their proposals in response to the RFP notice. Submission of a proposal along with all the required data and Annexures in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications. This RFP document is not transferable.
- iv. The submission of the bid shall be Online as per the norms. The detailed information regarding the submission can be obtained from the website: www.igrmaharashtra.gov.in & <http://mahatenders.gov.in/nicgep/app>
- v. Digital Signature is prerequisite for online submission. OIGR will not be responsible for any delay or technical snag faced by the Bidder/s in uploading their online tenders. The Bidders are advised to submit their tenders adequately in advance to avoid the delays due to such instances.
- vi. For any further information regarding digital signature may be obtained from the OIGR, Department of Registration & Stamps, Government of Maharashtra, Pune (Tel: +020-2612 4012).

5.2 Validity of the bid

- i. The Proposal shall be valid for a period of not less than 180 days from the closing date of submission of the bids. A Bid valid for a shorter period shall be rejected by the OIGR as non-responsive.

5.3 Communications and address

- i. All communications, including proposal documents should be addressed to:

Office of the Inspector General of Registration and Controller of Stamps (OIGR),
Ground Floor, New Administrative Building,
Opp. Council Hall, Pune – 411 001
Ph: 020-2612 4012
Email Id: dig.it@igrmaharashtra.gov.in,

- ii. All communications including the bid envelopes should contain the following information:

Tender No: XXXXX

“Selection of an Agency for Modernization of the Offices of Inspector General of Registration and controller of Stamps under Govt. of Maharashtra.”

5.4 Due diligence by bidders

- i. Bidders are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit or sending written queries



- to OIGR, and/or attending a Pre-Bid meeting on the date and time specified in this RFP.
- ii. Submission of bid along with the necessary documents and Annexures shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.



6. General Information

About the Office of IGR, Govt. of Maharashtra:

This project is associated with the Office of IGR, which is at the centre of the administration. The office of the IGR is spread across the 36 districts of the state and plays an integral role in effective implementation of various schemes and program, especially in land related matters. The department has a significant level of interactions with the citizens.

The detailed list of notified services is as below

Sr. No.	Public Service	Time limit for providing Service (Days)	Designated Officer
1	Registration of document	1	Concerned Sub-Registrar
2	Search	1	Concerned Sub-Registrar
3	Certified Copy of index	3	Concerned Sub-Registrar
4	Certified Copy of document	5	Concerned Sub-Registrar
5	Filing of Notice of Intimation	1	Concerned Sub-Registrar
6	Valuation Report for assessment of stamp duty	3	Concerned Sub-Registrar
7	Visit outside Office regarding Registration		Concerned Sub-Registrar
8	Authentication of Special Power of Attorney	1	Concerned Sub-Registrar
9	Refund of Registration Fee paid by E-Payment System, in case of Non-Registration of Document	22	Concerned Sub-Registrar
10	Deposit, withdrawal and opening of sealed cover of will	1	Concerned Sub-Registrar
11	Solemnization of Marriage under Special Marriage Act, 1954	After completion of 30 days from publication of notice but within 90 days	Concerned Marriage Officer
12	Certified copy of index at JDR office	15	Concerned Marriage Officer
13	Marriage celebrated in other forms, under Special Marriage Act, 1954	After completion of 30 days, predetermined time of 1 hr	Concerned Marriage Officer
14	Certified copy of Document at JDR office	15	Concerned Sub-Registrar

Table 4: Registration and Stamps Department Services and Time Limit

Stamp Duty and Registration Fee is the second largest tax revenue of the State. The levy and collection of stamp duty is governed by the Maharashtra Stamp Act, 1958 (MS Act) and Indian Stamp Act 1899 as applicable to the State. The rates of stamp duty leviable on the instruments



executed under the Act are mentioned in the Schedule-I of the Maharashtra Stamp Act. Apart from this, the Department must store/preserve the registered documents and make them available as and when requested by the public. The Department has repository of such registered documents since 1908.

Organization Structure

The office of the IGR is a part of the Department of Revenue. It is a department of the Government of Maharashtra headed by Revenue Minister. For administrative purposes the state of Maharashtra has been divided into 6 revenue divisions, which are further divided into 36 districts. These 36 districts are further divided into 109 sub-divisions of the districts and 357 talukas.

The administration of Land Revenue Department vests with the Secretary, Revenue Department. Revenue administration is divided into 3 separate departments which are as mentioned below:

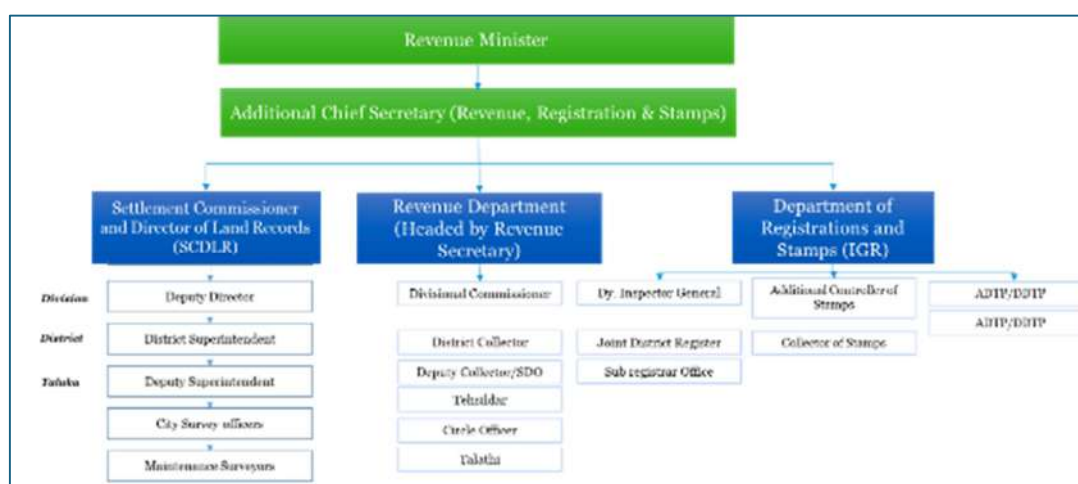


Figure 1. Organization Structure of Revenue Department, GoM

The main responsibilities and functions of department of registration and stamp are as follows:

Stamp duty and Registration are regulated under the Indian Stamp Act 1899 (IS Act), Indian Registration Act, 1908 (IR Act) and Maharashtra Stamp Act, 1958 respectively. The Department of Registration and Stamps looks after registration of documents and recovery of stamp duty. The Department of Registration and Stamps has a vast expanse in the state of Maharashtra and is the 2nd highest revenue earning department for the Government of Maharashtra. The Inspector General of Registration (IGR), Pune is the head of the Stamp duty & Registration Department who is empowered with the task of superintendence and administration of registration work.

The DIG Office is the divisional head office, JDR and COS are the district level offices of the department while the Sub Registrar Office are located at Tehsil/Talukas across the State.

IGR Office is the headquarter, located in Pune.

- a. He is assisted by Additional Controller of Stamps, Mumbai (ACS), 1 Joint IGR, 10 Deputy Inspector Generals (DIGs), 6 Collectors of Stamp (COS) at Mumbai and



Mumbai Sub-urban District, 34 Joint District Registrars and 517 Sub-Registrars at District and Taluka levels.

- b. The Sub-Registrars of District Headquarters in the State perform the function of special marriages registration. However, there are independent offices of Marriage Officers for the 3 districts Mumbai City, Mumbai Suburban and Pune.
- c. There are 7 offices of Deputy Director/Assistant Director, Town Planning (Valuation) for preparing Annual Statement of Rates and they are under the control of Joint Director, Town Planning (Valuation) at State level.

Purpose of the RFP

The Project aims at modernization and standardization of all the offices of the IGR in the state, including 578 offices at division, district, and tehsil level. It is an ambitious transformation project undertaken by the Department with an objective of offering various services through a seamless & integrated architecture, unified management and monitoring and modernized interface to the citizens.

This project shall enable all the units/sub-departments under the office of the IGR to deliver citizen services in an integrated, reliable, convenient, and transparent manner, within defined uniform service levels. By setting up an integrated IT infrastructure and uniform operating model spanning all the offices of the IGR, including offices in rural areas, the Department will be able to harness the benefits of consolidated real time information and capabilities across various functional silos as well as geographical reach.

This project will be implemented in a Public Private Partnership (PPP) mode through a bidder selected through this tender. In this project, the sovereign and fiduciary functions like verification, granting and issuing of certificates shall be retained by the office of the IGR and its respective units/sub-departments. The ownership and strategic control of the core assets including data/information is with the department.

In the PPP model, the Selected Bidder shall invest (Design, Supply, Install, Operate & Maintain) towards IT (Hardware, Software, Consumables), manpower towards IT, network supports (Installation, Configuration and maintenance), cost towards Cloud Data Centre and Disaster Recovery Systems, Network Operations Centre (NOC), Security Operations Centre, wherever required, and others as prescribed in the detailed scope. The Selected Bidder will be compensated through the Document Handling Charges (DHC) collected by Department of Registration & Stamps. The payment will be linked to the number of documents registered. Currently, the department collects Rs.40 per page as the DHC from citizens.

Broadly, the project is a combination of:

- i. Technology integration and upgrading of IT infrastructure
- ii. Re-development and hosting of applications to deliver public services (registration and allied)
- iii. Business process improvements through outsourcing end-to end management and operations of offices.

Stakeholder Expectations



The pain areas & expectations of the stakeholders are captured in the below table:

Stakeholder	Pain Areas	Expectations
Citizens	<ul style="list-style-type: none">• Slowness in the system• System Availability• Lack of Management at SRO offices	<ul style="list-style-type: none">• Up and running system.• Managed services at SRO level• Faster work completion within stipulated timeframe.
Registration and Stamp Department	<ul style="list-style-type: none">• Outdated / older IT setup	<ul style="list-style-type: none">• Upgraded IT set-up to carry out daily tasks seamlessly and provide the un-interrupted and timely services to citizen.

Table 5: Stakeholder's Expectations



7. Eligibility Criteria

Sr. No	Eligibility Criteria	Supporting Documents	Applicability
1	<p>The bidder shall be a company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto</p> <p>The bidder should have been operating for the last 10 years as on the date of publishing of tender notice (including name change/ impact of mergers or acquisitions).</p> <p>Please note:</p> <p>a. Consortium is allowed – Max. 2 Members (One Lead Bidder along with one Consortium member)</p> <p>b. Only one bid is allowed for a bidder i.e., one bidder cannot participate in more than one bid (Either as lead bidder or consortium member). If more than one bid is submitted, both the bids shall be rejected.</p>	The certified copy of Certificate of Incorporation/ Registration Certificate as on date of bid submission.	<ul style="list-style-type: none"> • Sole Bidder- Bidder • Consortium- Lead Bidder and Consortium Member individually
2	The bidder must submit the power of attorney to specify an individual who will be authorized for signing of legal and financial matters and execution of the bid.	The power of attorney in the name of the person executing the bid, authorizing the signatory to commit the Bidder.	<ul style="list-style-type: none"> • Sole bidder- Bidder • Consortium- Lead Bidder
3	<p>The lead bidder must have a total minimum average annual turnover of Rs. 2500 Crores (Rupees Two Thousand Five Hundred Crore) in the last 3 financial years (FY 2022-23, FY 2023-24, FY 2024-25) as on last date of bid submission.</p> <p>For FY 2024-25, provisional CA certificate can be shared.</p>	<ul style="list-style-type: none"> • Extracts from Audited financial statements for last 3 financial Years as on date of bid submission • Certificate from the Statutory auditor specifying the annual turnover in the last 3 financial years as on date of bid submission with UDIN no. 	<ul style="list-style-type: none"> • Sole bidder- Bidder /Lead Bidder
4	The Bidder shall not be declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any	Self-declaration by the authorized signatory Format provided in RFP	<ul style="list-style-type: none"> • Sole Bidder- Bidder • Consortium- All Consortium



Sr. No	Eligibility Criteria	Supporting Documents	Applicability
	State/Central Government/ PSU/ Autonomous Body (Under Any government law) in India as on last date of submission of the Bid.		Members individually
5	The Bidder shall have a valid PAN and GST Registration.	Copy of PAN card and GST Registration certificate should be submitted in the application. Note: The bidder should register themselves for GST in Maharashtra within 2 months post award of contract.	<ul style="list-style-type: none"> • Sole Bidder-Bidder • Consortium-Lead Bidder and Consortium Members individually
6	<p>Bidder should have positive Net worth in the last 3 financial years as on date of bid submission</p> <p>For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered</p>	A duly certified statement from the Statutory auditor specifying the Net worth in last 3 financial years as on date of bid submission with UDIN no.	<ul style="list-style-type: none"> • Sole Bidder-Bidder • Consortium-Lead Bidder
7	<p>Bidder shall have prior experience of an IT system integration project and related IT services implementation for any Central / State /Global Government or PSUs in last ten (10) years as on the last date of bid submission:</p> <ul style="list-style-type: none"> • One project costing not less than the amount equal to Rs. 525 Crore OR • Two projects each costing not less than the amount equal to Rs. 325 Crore OR • Three projects each costing not less than the amount equal to Rs. 250 Crore <p>An IT system integration project shall necessarily include Application development/ customization/ configuration, IT infrastructure procurement, deployment / maintenance of DC</p>	<ul style="list-style-type: none"> • Copy of the work order or agreement • Certificate of completion of the work OR • Client's testimonial. • The work order or Certificate of completion or client's testimonials, from Competent Authority, should clearly mention the scope of work. <p>Note: Satisfactory documentary evidence regarding scope of work along with value of Scope of work</p>	<ul style="list-style-type: none"> • Sole bidder-Bidder • Consortium-Lead Member



Sr. No	Eligibility Criteria	Supporting Documents	Applicability
	<p>and DR environment management.</p> <p>The work order should have been issued within the last 10 years, as on the last date of bid submission.</p> <p>The project submitted should have gone live and is operational for it to be considered for evaluation.</p>		
8	<p>Bidder shall have Prior experience of At least one IT/ITeS Project for supply of manpower towards Client services/ operations at more than 300 locations in any state in India for any Central / State Government or PSU / Govt. in last ten (10) years as on the last date of bid submission:</p> <p>Note: Subcontracted projects will not be considered.</p>	<ul style="list-style-type: none"> • Copy of the work order • Certificate of completion of the work • The work order or Certificate of completion or client's testimonial should clearly mention the scope of work. 	<ul style="list-style-type: none"> • Sole bidder-Bidder • Consortium-Any Member of Consortium
9	<p>Bidder shall have the following valid certifications:</p> <p>a. ISO 27001 AND</p> <p>b. SEI-CMMI Level 5</p> <p>The certificates should be commensurate with the specific scope of work</p>	<ul style="list-style-type: none"> • Copy of certificates valid as on the last date of bid submission and verifiable online • Valid CMMI Certificate as on the date of bid submission issued by authorized partner of CMMI Institute. The bidder's name should reflect on CMMI Website's appraised results <p>https://cmmiinstitute.com/learning/appraisals/results</p>	<ul style="list-style-type: none"> • Sole bidder-Bidder • Consortium- <ul style="list-style-type: none"> ○ SEI- CMMI Level 5- Lead Bidder ○ ISO 27001- Any Member of Consortium
10	<p>The bidder shall have a Registered/Branch office in Maharashtra. If any bidder who becomes successful as part of this Procurement, the bidder shall open a branch office in Maharashtra within 2 months of the contract.</p>	<ul style="list-style-type: none"> • Registration Certificate Copy • Declaration for Office Setup in Maharashtra if no Registration Copy is available. 	<ul style="list-style-type: none"> • Sole bidder-Bidder • Consortium-Lead Bidder
11	<p>OEMs of proposed equipment/ components should have their own</p>	<ul style="list-style-type: none"> • Undertaking from the OEM confirming the 	<ul style="list-style-type: none"> • Sole bidder-Bidder



Sr. No	Eligibility Criteria	Supporting Documents	Applicability
	<p>registered office in India as per the prevalent/ applicable laws of India.</p> <p>The OEM shall be in operation in India for last five years as on last date of bid submission. (Registered offices by way of Joint ventures, Franchise, agency, distribution partners will not be considered.)</p> <p>OEMs for networking devices, desktops, storage devices should be complying as per relevant Indian Standards.</p> <p>Proposed OEMs should not be debarred or blacklisted or terminated.</p>	compliance along with report copy	• Consortium- Lead Bidder

Table 6: Eligibility Criteria

Note:

- I. Any bid failing to meet any of the above eligibility criteria may be disqualified and may not be considered for further evaluation.
- II. Only those bidders who qualify **ALL** the eligibility criteria mentioned above will be considered for **commercial** evaluation.
- III. OIGR reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive, and binding upon the bidder.
- IV. In case of a consortium bid,
 - a. The Lead Bidder shall be authorized to sign the Proposal on behalf of the Consortium and do all deeds and acts on behalf of the Consortium. The nomination should be supported by a Power of Attorney, by the Consortium, in favour of the Lead Bidder.
 - b. The member of the consortium or any other Sole Bidder, cannot be member of any other Consortium. All the members of consortium have to define their distinct roles and responsibilities. The members of consortium shall enter into a joint bidding agreement.



8. Instructions to Bidder

8.1 Bidder Registration and Instructions

- i. Bidders shall get themselves registered as OIGR's bidder by following due Procedure.
- ii. Visit Maha tender website (<http://mahatenders.gov.in/nicgep/app>) for details on this requirement
- iii. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the Bid Documents carefully.
- iv. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications.
- v. The response to this bid document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.
- vi. Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated in section 7 (mentioned above), will be considered for further evaluation by OIGR.
- vii. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by OIGR or all such activities related to the bid process. OIGR will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- viii. All materials submitted by the Bidder shall become the property of OIGR and may be returned at its sole discretion.
- ix. As per the Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020 of the Department of Expenditure, Ministry of Finance, Govt. of India; any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020.
- x. The bidder needs to ensure compliance with the "Public Procurement (Preference to Make in India) Order, 2017, as amended from time to time" issued by DIPP for most of the products. The local content of all such products procured, supplied, or installed as part of this project shall not be less than 20%.

8.2 Duration of the Contract Period

The contract shall remain in force for a minimum period of 5 years from the Commercial Operation Date (COD), which will be 6 months from the effective date of the Concession Agreement. The effective date will be the day when the Condition Precedents are met. After 5 years, OIGR may extend the agreement. OIGR will review the performance of the Selected Bidder and may renew the engagement on the same terms and conditions one year at a time, for a further period of 2 years, subject to satisfactory performance.

8.3 Pre-Bid Meeting

- i. OIGR may host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section "General Details" (Section 1). The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their



- doubts / seek clarification or additional information necessary for them to submit their bid.
- ii. All enquiries from the bidders relating to this bid document must be submitted to the designated contact person as mentioned in Section 5.3, via email. The queries should necessarily be submitted in the format as provided in Annexure III.
 - iii. Queries submitted post the above-mentioned deadline, or which do not adhere to the above-mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the E-Tender Site <http://mahatenders.gov.in/nicgep/app>
 - iv. The date, time of receiving pre-bid queries is given in Section "[1. General details](#)".

8.4 Consortium Condition

- i. The number of consortium members cannot **exceed two, including the Lead Bidder.**
- ii. A Bidder applying individually or as consortium member shall not be entitled to submit another application either individually or as a member of any other consortium, as the case may be.
- iii. Consortium members must provide a Memorandum of Understanding (MoU) covering above points and showing their intention to enter into such an Agreement at the time of bidding.
- iv. A Bidding Consortium is required to nominate a Lead Member. The formation of the consortium including identification of Lead member and role and responsibilities of each member shall be supported by Memorandum of Agreement and Power of Attorney signed by all the members on a stamp paper of INR 500/- or appropriate value.
- v. The selected bidder shall require entering into agreement with Consortium Member specifying following points in the Agreement. These points shall also be captured in MoU/agreement.
 - a. Identity of Lead Member and Power of Attorney in favour of Lead Member.
 - b. Roles and responsibilities of each consortium partner, the identification of the lead partner, and providing for joint and several liability for each partner.
 - c. All consortium members would be available throughout the Contract Period.
 - d. The Lead bidder shall be jointly and severally responsible for complete scope, whereas consortium partners shall be severally responsible only for its respective scope.
 - e. The role and responsibility of any member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the qualification criteria. Each consortium member is liable to contribute resources in terms of knowledge, skills, and trained manpower commensurate with its role and responsibilities during the Contract Period.
 - f. The Consortium Agreement must also state that the period of the Agreement would coincide with the Contract period. Consortium must continue to be in existence during the period of the contract and that any change will be subject to approval of the OIGR only.
 - g. The Agreement should be on stamp paper and notarized. The signatories must be duly authorized.
 - h. Any changes to the defined roles and responsibilities between the consortium members shall be allowed by IGR provided that there is proper justification for such change in the interest of the project.
 - i. Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in OIGR's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project then Authority may at its



- sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution.
- j. In case OIGR intends to proceed for termination on account of bidder's event of defect and /or unresolved disputes between the consortium members, both the consortium members shall be jointly and severally liable for implementation, operation, and maintenance of project at agreed prices and payment terms specified in this RFP till authority or any new agency appointed by it takes over the Project.
 - k. OIGR reserves the right to reject the Bid in case of change in the constitution of the consortium after the submission of Bid and before the execution of the Agreement.

8.5 Amendment of RFP Document

- i. At any time before the deadline for submission of bids, OIGR, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. All the amendments made in the document would be published as an addendum on E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- ii. The bidders are advised to visit the E-Tender Site <http://mahatenders.gov.in/nicgep/app> on regular basis for checking necessary updates. OIGR also reserves the rights to amend the dates mentioned in this RFP for bid process.

Any modification to the RFP document shall be prepared by OIGR as an addendum. The addendum will be hosted on OIGR website. Prospective bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this tender. All such supplements shall be part of the RFP, and the bidders shall submit their bids on that basis.

8.6 Right to reject any proposal

- i. Notwithstanding anything contained in this RFP, OIGR reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons, therefore.
- ii. Without prejudice to the generality of Clause 7.5, OIGR reserves the right to reject any Proposal if,
 - a. at any time, a material misrepresentation is made or discovered, or
 - b. the Bidder does not provide, within the time specified by OIGR, the supplemental information sought by OIGR for evaluation of the Proposal
 - c. any act or omission of the Bidder results in violation of or noncompliance with this RFP document or any Applicable Laws
- iii. Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then OIGR reserves the right to consider the next best Bidder or take any other measure as may be deemed fit in the sole discretion of OIGR, including annulment of the Selection Process.

OIGR reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP document and the Bidder shall, when so required by the OIGR, make available all such information, evidence and documents as may be necessary for such



verification. Any such verification, or lack of such verification, by the OIGR shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the OIGR thereunder.

8.7 Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their Bids, refundable EMD of Rs. Seven Crore only (Rs. 7,00,00,000/-) and shall be paid in form of Bank Guarantee. EMD shall be accepted online, refer E-Tender Site <http://mahatenders.gov.in/nicgep/app> for online payment instructions.
- ii. In case a bid is submitted without EMD as mentioned above, then OIGR reserves the right to reject the bid without providing an opportunity for any further correspondence to the bidder concerned.
- iii. Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 120 days after signing of the Contract with the Selected Bidder.
- iv. The decision of OIGR regarding forfeiture of the EMD and rejection of the bid shall be final & shall not be called upon question under any circumstances.
- v. The EMD may be forfeited:
 - a. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
 - b. In the case of a selected bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time

During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

8.8 Submissions of Bid

- i. The bidding process will be completed online (e-tendering). All the notification & detailed terms and conditions regarding this tender notice hereafter will be published online on the E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- ii. Bidding documents can be seen and downloaded from the E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- iii. The bid can be submitted in electronic format on the website within the deadline as specified in section 1 "General Details" of the tender.
- iv. Technical bids will be opened online on E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- v. Bidder should upload information as scanned copies in pdf format for Eligibility criteria as mentioned in the RFP section 7. Bidder may be requested to submit original copies of scanned copies for verification during technical bids opening.

Bidders should have valid class II / III Digital Signature Certificate (DSC) obtained from any certifying Authorities. The authorized representative of the Bidders shall digitally sign the original Technical Proposal and Commercial Bid. Further, all the pages need to bear the official seal and signature of the authorized representative. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.

8.9 Language of Bids

- i. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and OIGR, shall be written in English language, provided that any



printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

- ii. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

8.10 OIGR's rights to terminate the process

- i. OIGR may terminate the RFP process at any time and without assigning any reason. OIGR makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by OIGR. The bidder's participation in this process may result in OIGR selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the OIGR to execute a contract or to continue negotiations. OIGR may terminate negotiations at any time without assigning any reason.

8.11 Withdrawal of Bids

- i. A Bidder wishing to withdraw its bid shall notify OIGR by e-mail prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent by electronic means such as e-mail, but it must be followed by a signed confirmation copy, postmarked at least one day prior the deadline for submission of bids.
- ii. The notice of withdrawal shall:
 - a. Be addressed to OIGR at the address named in the bid Data Sheet,
 - b. Bear the Contract name, the <Title> and < bid No.>, and the words "Bid Withdrawal Notice."
- iii. Bid withdrawal notices received after the bid submission deadline shall be ignored, and the submitted bid shall be deemed to be a validly submitted bid.
- iv. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the specified bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's EMD.
- v. Bidder should ensure that bid withdrawal notice is acknowledged by OIGR's authorized person.

8.12 Evaluation Process

- i. The Bidder's Bid must be complete in all respects, conform to all the requirements, terms and conditions and specifications as stipulated in the Bid Document.

OIGR shall appoint a **Bid Evaluation Committee (BEC)** to scrutinize and evaluate the technical bids received. The BEC will examine the Bids to determine whether they are complete and whether the Bid format conforms to the Bid Document requirements. OIGR may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to OIGR.

8.13 Opening of Technical Bid

OIGR shall open the Technical Proposals online, the technical proposal for all bidders will be made available on the E-Tender Site <http://mahatenders.gov.in/nicgep/app>.



8.14 Evaluation of Technical Bid

- i. The Technical Bids of only those Bidders, who qualify in the Eligibility criteria stage (section 7), shall be considered, and will be evaluated as per the technical evaluation criteria mentioned at table 6 below. The BEC may invite each Bidder to make a presentation as part of the technical evaluation/site visits/demos.
- ii. The BEC may require written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents (to be stated precisely as it should be in interest of IGRO).
- iii. BEC decisions on markings will be final and will be binding on all the bidders. No communication/ explanation regarding marks will be entertained.
- iv. The technical evaluation shall be carried out based on the criteria specified in the table below:



Sr. No	Category	Scoring Criteria	Max score	Supporting Documents	Applicability
1	<p>Bidder shall have prior experience of a IT system integration project and related IT services implementation for any Central / State /global Government or PSUs in last ten (10) years as on the last date of bid submission: An IT system integration project shall necessarily include Application development/ customization/ configuration, IT infrastructure procurement, deployment / maintenance of DC and DR environment management.</p> <ul style="list-style-type: none"> - The project duration should not be less than 1 year - The project value shall be at least INR 100 crores. - In case of an ongoing project the project should have gone live and is operational for it to be considered for evaluation. - The work order should have been issued within the last 10 years, as on date of bid submission. 	<p>For each completed Project: 10 Marks</p> <p>For each ongoing project: 5 Marks (Subject to maximum 4 projects).</p> <p>Maximum Allocation- 20 Marks</p>	20	<ul style="list-style-type: none"> • Completion Certificates from the client. OR • Work Order + Phase (Go-Live) Completion Certificate (for ongoing projects) from the client 	<ul style="list-style-type: none"> • Sole bidder-Bidder • Consortium-Lead Member
2	<p>Bidder shall have prior experience in successfully completing at least one project involving supply, installation or maintenance of Network connectivity and networking for any</p>	<p>For each project: 5 Marks</p> <p>Maximum Marks Allocation- 5</p>	5	<ul style="list-style-type: none"> • Completion Certificates from the client. OR • Work Order + Phase (Go-Live) 	<ul style="list-style-type: none"> • Sole bidder-Bidder • Consortium-Any Member of Consortium



Sr. No	Category	Scoring Criteria	Max score	Supporting Documents	Applicability
.	Central / State Government or PSU / Govt. in India in last ten (10) years as on the last date of bid submission - The project duration should not be less than 1 year			Completion Certificate (for ongoing projects) from the client	
3	Bidder shall have prior experience in managing citizen service centres in India for govt. / PSU/ State Government as part of Distributed e-Governance and/or Managed Services like Common Service Centers, Aadhar Seva Kendra, Registration Offices, Municipal Bodies, Banking Services.	For No. of Managed service centres: • 200-500 Centres:5 Marks • 500-700 Centres:7 Marks • 700+ Centres:10 Marks Maximum Allocation-10 Marks	10	• Work Order and/ or Signed Contract AND Certificate from the client clearly stating the No. of Managed Service Centres and the details of citizen services provided.	• Sole bidder-Bidder • Consortium-Any Member of Consortium
4	Bidder shall have prior experience of projects worth more than 20 Cr each involving supply, installation, and maintenance of Network Devices, Computers/laptops, Printers, Scanners and related Peripherals for Office Operations in India for govt. / PSU/ State Government / large enterprises The work order should have been issued within the last 10 years as on date of bid submission.	Project value in Crore • 50 Cr+ = 5Marks • >=40 Cr & <=50 Cr: 3 Marks • >=30 & <=40 Cr Crore: 2 Marks • >=20 & <=30 Cr Crore: 1 Marks Total marks allotted will be maximum 5.	5	Completion Certificates from the client	• Sole bidder-Bidder • Consortium-Any Member of Consortium
5	Prior Experience of the Bidder in successful completion / hosting data center / disaster recovery services on	For each completed project: 2.5 Marks	10	• Work Order and/ or Signed Contract –	• Sole bidder-Bidder • Consortium-Cloud



Sr. No	Category	Scoring Criteria	Max score	Supporting Documents	Applicability
.	cloud (Including GCC, Public Cloud, Private Cloud) in India during last five financial years. - The project duration should not be less than 1 year The proposed CSP should meet below criteria: - CSP should be MEITY Empanelled - CSP should have turnover of minimum 400 Crores for last 3 years. - CSP should have been managing data centre for at least past 10 years. - CSP should have hosted government applications and processed at least 100,00,000 services/ transactions in a year for citizen centric services for a government in India.	Maximum Allocation for completed projects- 5 Marks For each CSP criteria, 1.25 marks. Maximum allocation for CSP criteria: 5 Marks. Overall Maximum marks: 10 Marks		AND • Client Completion Certificate OR • Completion Certificate issued & signed by the competent authority of the client entity on the entity's letterhead OR • Copies of payments received, signed by the Statutory Auditor /Company Secretary of the bidder AND • Proof of MEITY empanelment. • Certificate from the Statutory auditor specifying the annual turnover in last 3 financial years as on date of bid	Service Provider



Sr. No	Category	Scoring Criteria	Max score	Supporting Documents	Applicability
.				submission with UDIN no. • The work order or Certificate of completion • Client certificate mentioning the scope and no. of transactions • Audited reports from statutory auditor. • CSP MAF in the name of bidder / consortium member.	
6	The bidder should have Min. 1000 professionals on its payroll with IT skills as on the last date of bid submission.	Number of professionals • >= 1000: 5 Marks • >= 1500: 7 Marks • > 2000: 10 Marks Maximum Allocation- 10 Marks	10	• Self-declaration on manpower strength countersigned by HR Head/ Authorized signatory with EPFO UAN number verified by the bidder.	• Sole bidder-Bidder • Consortium-Any Member of Consortium
7	Bidder shall have prior experience of being involved in projects related to citizen services transactions in India Note: Citizen Service Transactions shall include Online service Transactions for various government applications	Service Transactions Annually as part of a Single Project: • > =1 Crore: 5 Marks • > =3 Crore: 7	10	• Certificates from the client indicating the Transaction Details and Number of Transactions for Specific Financial year.	• Sole bidder-Bidder Consortium-Any Member of Consortium



Sr. No	Category	Scoring Criteria	Max score	Supporting Documents	Applicability
.	annually including or one of the following- <ul style="list-style-type: none"> - Issuance of Different Categories of Certificates - Enrolment/Registration Services - Application Services for Government Schemes - Government Dues, Bills and Tax Payments - Banking & Financial Inclusion 	Marks <ul style="list-style-type: none"> • >=5+ Crore: 10 Marks 		AND <ul style="list-style-type: none"> • Extracts from RFP/Procurement Document which originally was published against which the Work Order was issued 	
8	Bidder shall have the following valid certifications: <ul style="list-style-type: none"> - ISO 27001 AND - CMMI Level 5 	<ul style="list-style-type: none"> • ISO 27001 and CMMI 5: 3 marks • ISO 9001, ISO 27001 and CMMI 5.: 5 Marks 	5	<ul style="list-style-type: none"> • Valid Certification on the Name of the Bidder reflecting on the Issuer's website 	<ul style="list-style-type: none"> • Sole bidder-Bidder Consortium-Any Member of Consortium
9	Presentation on Project including Approach and Implementation Methodology, Detailed project plan with timelines, Go-Live approach, and Strategy	As per evaluation by BEC. <ul style="list-style-type: none"> • Technical Presentation: 10 Marks • POC: 15 Marks 	25	Technical Presentation	<ul style="list-style-type: none"> • Sole bidder-Bidder Consortium-All Members of Consortium
	Total		100		

Table 7: Technical evaluation criteria

- v. Bidders who obtain 70% marks will be technically qualified and will be considered for financial evaluation.

Award of Contract

- Bidders who qualify the eligibility criteria will be considered for commercial opening. The bidders with lowest quote (L1) will be considered as the selected bidder. In case, two bidders have quoted the same amount, bidder with the higher annual average turnover as per eligibility criteria (Sr. 3) will be considered as the selected bidder.
- OIGR's decision in respect to evaluation methodology and short-listing the bidders will be final and no claims whatsoever in this respect will be entertained.



8.15 Notifications of Award and Signing of Contract

- i. Prior to the expiration of the period of proposal validity, the selected bidder will be notified in writing or email that its proposal has been accepted.
- ii. OIGR shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Work Order. All reference timelines as regards the execution of the project and the payments to the Implementation Agency shall be considered as beginning from the date of issuance of the Work Order.
- iii. At the time OIGR notifies the selected bidder that its bid has been accepted, OIGR will send the Bidders the Pro forma for Contract, incorporating all clauses/agreements between the parties. Within 15 days of receipt of the Contract, the selected bidder shall sign and date the Contract and return it to OIGR.

8.16 Performance Bank Guarantee

- i. The selected bidder shall at his own expense, deposit with OIGR, within 30 days of the notification of award (done through issuance of the Work Order), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, payable on demand, for the due performance and fulfilment of the contract by the bidder. Bidder should preferably deposit PBG from nationalized banks.
- ii. The Selected bidder shall deposit the Performance Bank Guarantee with IGR for an amount equivalent Rs. 13 Crores only (Rupees Thirteen Crore only). All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- iii. Details on validity of the performance bank guarantee are specified under section 1 “General details” of this document. The Performance Bank Guarantee letter format can be found in the Annexure VIII of this document.
- iv. A fresh PBG shall be furnished to the department every year.
- v. The Performance Bank Guarantee may be discharged/ returned by the department at the end of the contract upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- vi. In the event of the Bidder being unable to service the contract for whatever reason, OIGR would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of OIGR under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- vii. Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.



8.17 Failure to agree with the Terms & Conditions of the Bid Document

Failure of the bidder to agree with the Terms & Conditions of the Bid Document shall constitute sufficient grounds for the annulment of the award of contract, in such an event the contract may be awarded to the next most responsive bidder(s).

8.18 Force Majeure

Any failure or delay by Bidder or OIGR in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake, or similar elements of nature, or acts of God, war, terrorism riots, civil disorders, rebellions, or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination. If Force Majeure situation arises the Bidder shall notify the OIGR within three days in writing of such conditions and the cause thereof. Unless otherwise agreed by OIGR in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8.19 Indemnity

- i. The selected bidder shall indemnify, protect, and save OIGR against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect to services rendered by the bidder.
- ii. The bidder shall agree to be responsible for managing the activities of its personnel or the personnel of its consortium members (if any) and shall be accountable for both.
- iii. Bidder shall agree to hold OIGR, its employees, agents, representatives, and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the OIGR through the action of its employees, agents, consortium members, contractors, OEM Personnel etc.
- iv. Bidder shall not disclose any citizen information (email id, phone number, address, property id etc.)

8.20 Service Level Agreements and Penalties

OIGR expects that the Bidder shall be bound by the Service levels described in this document for providing Services and support wherever applicable. Penalty levied for non- performance as per SLA requirements shall be paid by Selected Bidder to OIGR.

The SLA parameters listed below are indicative and actual parameters will be agreed upon with the winning bidder and shall be performing the contract.

- i. Critical and Key infrastructure like Network devices at Data Centre and Disaster Recovery Centre will be supported on a 24 * 7 basis.
- ii. As a deterrent for delays during implementation, OIGR may levy penalties for delays attributable to the bidder or the participating entities.
- iii. Business / Service Downtime and Deterioration are the key considerations for determining penalties that would be levied on the bidder.



- iv. The inability of the bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invokes the Penalty Clause.
- v. The SLA parameters shall be measured for each of the sub systems' SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools. All such required tools should be provided by the selected bidder. OIGR will have the authority to audit these tools for accuracy and reliability.
- vi. The SLAs have been logically segregated in the following categories:
 - a. Pre-Implementation SLAs
 - b. Post Implementation SLAs
- vii. Commencement of SLA: The SLA shall commence from implementation period itself for adherence to the implementation plan. The penalty will be deducted from the respective phase during pre-implementation. During the post implementation, the penalty will be deducted from the respective payments.
- viii. For details refer to Annexure VII.

8.21 Confidentiality

- i. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract award.
- ii. Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his bid.

8.22 Contract Termination

- i. Termination for insolvency: OIGR may at any time terminate the contract by giving 30 days written notice to the Selected Bidder, if the later becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the OIGR.
- ii. Default is said to have occurred:
 - a. If the Selected Bidder fails to deliver any or all contracted services as per service standards specified in the Contract.
 - b. If the Selected Bidder fails to perform any other obligation(s) under the Contract
 - c. If the Selected Bidder in the judgment of the OIGR has engaged in corrupt or fraudulent practices in competing for or in executing the Contract
- iii. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from OIGR, OIGR may terminate the contract / work order in whole or in part.
- iv. In situation of insolvency of the Selected Bidder, OIGR shall recover the due funds from bidder and settlement to be done as per the guidelines of Authority.
- v. To ensure continuity of the project, in case the selected bidder is terminated before the end of the concession period, the selected bidder shall transfer all the assets deployed for the project not restricted to end point hardware, network devices, connectivity, software licences, etc, to OIGR ensuring business continuity, the department may ask



the selected bidder to continue its services until a new agency is on boarded or as the OIGR deems fit to do so.

8.23 Exit Management Plan

8.23.1 Exit Management Purpose

This Schedule sets out the provisions, which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

8.23.2 Transfer of Assets

The Selected Bidder shall procure the Assets in its own name as per the Scope of Work in the RFP and will be entitled to install and assist in operating and maintaining these Assets for the duration of the exit management period in service, which shall be not more than six months period from the date of expiry of contract, or termination of the contract whichever is earlier. The Authority shall be entitled to serve notice in writing on the Selected Bidder at any time during the exit management period as detailed herein above requiring the Selected Bidder to provide the Authority with a complete and up to date list of the Assets within 30 days of such notice. Upon service of a notice under this Article the following provisions shall apply:

- In the event, if the Assets to be transferred are mortgaged to any financial institutions by the selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the Authority.
- All risk in and title to the Assets to be transferred / to be purchased by the Authority pursuant to this Article shall be transferred to the Authority, by the last day of the exit management period.
- Payment to the outgoing Bidder shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
- The outgoing Bidder will pass on to the Authority and/or to the Replacement Bidder, the subsisting rights in any leased properties/ licensed products on terms not less favourable to the Authority / Replacement Bidder, than that enjoyed by the outgoing Bidder.

8.23.3 Confidential Information, Security and Data

The Selected Bidder will promptly, on the commencement of the exit management period, supply to the Authority or its nominated agencies the following:

- Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to project, project's Intellectual property rights; any other data and confidential information related to the Project.
- Project data as is reasonably required for purposes of the project or for transitioning of the services to its Replacing the Selected Bidder in a readily available format.
- All other information (including but not limited to documents, records, and agreements) relating to the services reasonably necessary to enable the OIGR and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the Services to the Authority or its nominated agencies, or its replacing vendor (as the case may be).



8.23.4 Rights of Access to Information

At any time during the exit management period, the Selected Bidder will be obliged to provide an access of information to the Authority, its nominated agency and / or any replacing vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other material related to the project.

8.23.5 Data Sharing

Selected Bidder shall not share OIGRs data, with or disclose it to any third party without prior specific and informed written consent of the OIGR, except as required by law.



9. Scope of Work

The high-level scope (Including but not limited to) and indicative technical specification is mentioned in below section. However, the Selected Bidder is required to carry out its own assessment of the existing functional system, processes, operations, IT infrastructure, connectivity to derive the final quantity required.

The Selected Bidder or agency shall be responsible for providing entire solution that includes (but not limited to):

- Manage front-end delivery of the OIGR services through provision of adequate skilled manpower and operational support to the offices of the department.
 - Design, Procure, Supply, install, configure and maintain IT infrastructure (End-to-end Hardware, application, wired networking, and portal). Undertake the periodic and ad-hoc maintenance activities of all such supplied hardware for the duration of 5 years contract period of this project. During this time all such hardware components shall be functional and operational.
 - Migrating all applications and databases from existing setup (Cloud Provider) to a secure, scalable, resilient, and MeitY-empanelled cloud environment.
- Manage the overall physical and technical scalability of the infrastructure and operations.

Following is the desired To-Be Model for the IGR offices:

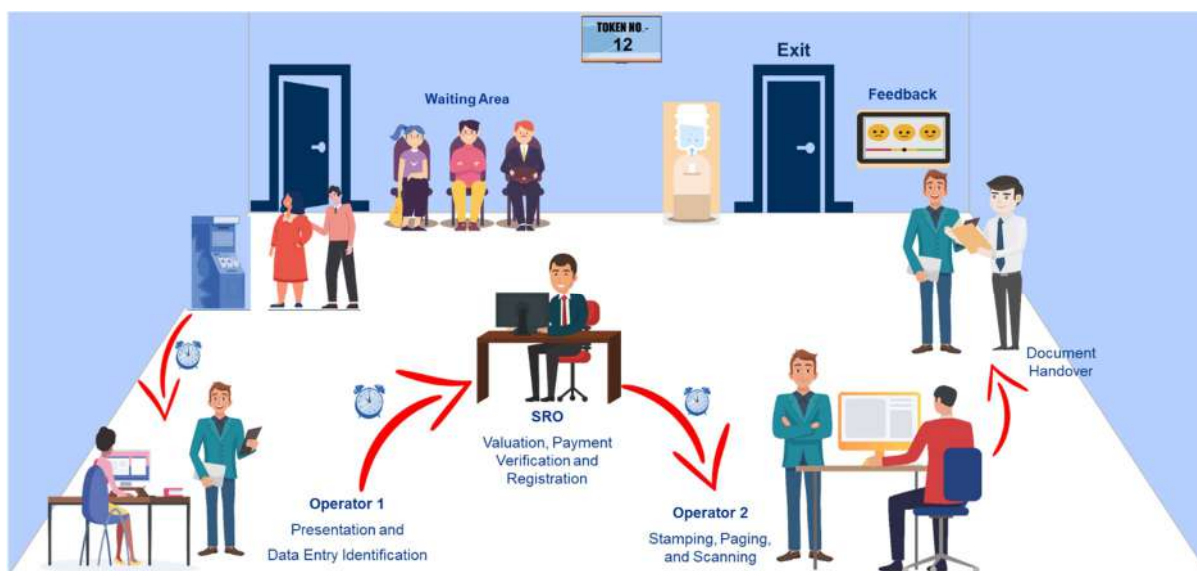


Figure 2. To-Be Model for IGR Offices

Note: Above is just for illustrative purpose, bidders are free to design their own model provided all the departmental activities and process flow remain unchanged.

The responsibilities of the Selected Bidder shall include the following: **Assessment, Design and Project Management**



- a. Study of the existing “Functional System” being manned, managed, executed and supported by the present Implementation Agencies.
- b. Requirements Gathering and Analysis - Study the existing IT & Non-IT infrastructure of all the OIGR offices at tehsil, district and regional level as mutually decided, System Requirements Study.
- c. System study of the existing cloud infrastructure for sizing of DC and DR
- d. The Selected Bidder needs to prepare an Integrated Project Plan for the entire assignment that covers detailed tasks which are intended to be performed, as part of the assignment. Implementation Plan.
- e. The Selected Bidder will conduct a detail site survey for the CCTV installation. The bidder shall conduct the Survey at its own expense.
- f. The bidder should submit following documents:
 - i. As – is study report (Including Software Applications, Current IT/Non-IT Infrastructure, Cloud Services)
 - ii. Gap Analysis Report
 - iii. Detailed Design Documents, Application Dependency Mapping.
 - iv. Detailed of Civil work plan to be conducted for CCTV installation.
 - v. ICCC / NOC Setup Plan
 - vi. Implementation plans including timeframe, milestones, and deliverables at various stages of implementation.
 - vii. Training plans.
 - viii. The strategy for maintaining the offices under the scope.
 - ix. Manpower deployment plan.
 - x. Risk & Risk Mitigation plans
 - xi. Business Continuity plan
 - xii. Bill of Material and configuration specifications.

The OIGR team will validate and approve the above documents.

- g. **Proof of Concept:** The Selected Bidder will have to arrange for a demonstration of the Cloud Capabilities, Hardware (IT, Network), Software and compatible consumable items (toner cartridges) as mentioned in the list of items to be decided in CA. However, outcome of the demo will be judged on a following point scale for declaring that its satisfactory

Sr. No.	Parameter	Point of Scale
1	Proposed Hardware Technical Specifications	As per Specs defined in the RFP or latest generation available in the market
2	Functionality or Performance	Exceeds the OIGR's expectations
3	Ease of use	User Friendly and easy to adopt
4	Process and Flow	As per OIGR's requirement
5	Flexibility	Flexible to make changes in integrations as required
6	Time Taking for overall defined processes	Mitigates the timelines defined for the documentation process

Table 8: Parameters to judge the presentation outcome

- h. Manage entire project from conceptualization to operationalization and maintenance as well as subsequent transfer of infrastructure/ applications and handholding for the duration of this contract. Selected Bidder must be in position to transition the services or transfer the role and responsibilities along with the hardware and software as part



of the RFP Scope of Work with the terms & conditions set forth in the contract agreement to the newly onboarded Service Provider or to the Department's authorized personnel or Department appointed agencies. For more details, please refer the Exit Management Plan.

- i. Quality Standard Compliance - Obtain relevant Certifications and adherence to respective Industry Standards as detailed later in this project.
- j. The Selected Bidder must be a competent provider of a variety of information technology and business process management services. The Selected Bidder will keep abreast of the relevant technical, managerial, and operational requirements applicable, best practices and share its knowledge with the Department Personnel or Department appointed agencies along with recommendations for the betterment of the system. Selected bidder must share such requirements related to best practices, technology upgrades, etc. every six months and also share detail implementation plan with Risk and Dependencies, Risk mitigation plan, and timelines required to implement.

9.2 Procure, Supply, Installation & Maintenance of IT Hardware:

Supply, installation, configuration and commissioning of user level hardware/ client site infrastructure and supply consumables to the Office of Inspector General of Registrations and Controller of Stamps of Maharashtra:

- a. The Selected Bidder must procure, install, and successfully commission the suggested hardware at all project locations in such a way that the implementation plan does not suffer
- b. The Selected Bidder must ensure that latest available hardware equipment, meeting the minimum specifications indicated in Annexure XIII are supplied to the department.
- c. The selected bidder must always supply new, unused and in warranty products along with any COTS software licenses required for smooth functioning of operations at the offices mentioned in Annexure XIII.
- d. The Selected Bidder must supply consumables like toner cartridges for the offices based on usage and requirement of the office. Quarterly requirements will be shared by the offices. Refilled/refurbished toner cartridges will not be allowed.
- e. The selected bidder shall be responsible for carrying out comprehensive preventive maintenance and repair activities for all hardware and IT equipment supplied under the contract. Such maintenance shall be conducted on quarterly basis and on ad-hoc basis whenever required by department or its SRO office. The bidder shall ensure that all hardware remains in optimal working condition and any reported issues are resolved promptly to avoid disruption of operations. Replacement under warranty clause shall be made by the Selected Bidder free of all charges at site including freight, insurance, and other incidental charges. During the warranty period, the Selected Bidder shall remain responsible to arrange replacement in next Business Day or as per SLAs finalized and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the department or its representative in this regard to direct the Selected Bidder to attend to any damage or defect in work shall be final and binding on the Selected Bidder.
- f. Selected Bidder shall arrange to increase the number of PCs/ Laptops/other ICT hardware at short notice of 3 working days in order to meet the increased workload expected during seasonal loads at no additional cost to Department.
- g. The bidder shall replace all IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and



batteries, LAN Cable, etc.) after a period of 4 years from the date of system go-live. This replacement shall include, but not be limited to, the provision of newer, higher-specification hardware and the migration of all existing data and applications to the new infrastructure. The cost of this replacement shall be included in the original contract price

- h. Buyback of old hardware and network equipment, which is not older than 5 years
 - As the replacement of old working hardware/network equipment's, the Selected Bidder must buyback the equipment, as per Government norms, which are replaced during the contract period.
 - Non return of Hard Disk: As a Security measure, Faulty/old Hard Disk of Desktop Computers/ Laptops etc. will not be part of buyback.
 - Hardware items under buyback will be received by the Selected Bidder on "as is where is" basis. It would be the Selected Bidder's responsibility to collect the old working hardware/network equipment's (computers, printer, scanners, routers, switches, modems etc.), from respective office locations. Department will not provide any transportation towards for this.
- i. It would be Selected Bidder's responsibility to ensure safe disposal of e-waste comprising discarded hardware/ electrical/ electronic equipment/ components (like used toner cartridges) taken under buyback or other arrangement following the environmental norms and e-waste policy of the State Government.
- j. Department will however reserve its right to withdraw / modify / retain some or all hardware/network equipment at the time of actual delivery.

9.3 Maintenance & Management of the Infrastructure

- a. Selected Bidder shall be provided with the rights and obligations (except specifically excluded ones like payments) of the department vis-a-vis the hardware suppliers for the overall management of hardware services including monitoring of their performance as per the Service Level Agreement (SLA).
- b. The Selected Bidder should provide all the consumables to achieve expected levels of service. The consumables should be procured from the OEMs or its authorized suppliers only and no refilling, replacement in lieu of originals etc., would be permitted. The Department is entitled to cross verify with the OEM Company or its authorized supplier about the genuineness of the consumables used.
- c. Maintenance of cabling and ensuring uninterrupted power supply using the resources procured by the Selected Bidder himself. However, for the additional hardware, if any, provided by the Selected Bidder, the necessary backup should be provided by the Selected Bidder himself.
- d. If necessary, selected bidder should also assist in installation of software/hardware supplied by the department.
- e. Ensure the system is up all the time and manage the replacement or refurbish of the system, if required. Necessary applications may be reinstalled, if necessary.
- f. As major electricity consumption is for the service to be performed by the Selected Bidder, it will be the responsibility of the Selected Bidder to pay the monthly electricity bills during the entire period of their operation. The Selected Bidder is expected to take care of the electricity bills of all the office. In case of Air Conditioning, the Selected Bidder shall arrange a separate sub-meter and the payment for the Air Conditioning would be borne by the department. Any outstanding bills before the date of taking over by the Selected Bidder will be paid by the department.



9.4 Design, Supply, Installation & Maintenance of Network

The Selected Bidder is expected to draw out and recommend detailed specifications for the network that needs to be used for all the Departments in the scope to perform satisfactorily. Recommendations made must be forward-looking with at least a ten-year horizon to start with and recommended network should be able to accommodate any scaling up by 3 times requirement necessitated in future.

Selected Bidder to make sure the implementation plan and actual implementation, network integrations, etc. will not disrupt the existing services.

The selected bidder has to coordinate with CSP for whitelisting of all IP's

9.4.1 Provision of Network connectivity

IGR offices

The Selected Bidder shall either takeover the existing network services provided to IGR from the current vendor or shall decide to set up, manage and operate a new network infrastructure/ service for IGR. The Selected Bidder, in either case, shall ensure that following scope is met:

- Selected Bidder shall provide two MPLS VPN Network connectivity links (Primary and Redundant) of minimum 10 MBPS bandwidth from two different Network Service Providers (Primary redundant network should be MPLS and secondary can be wireless. for each of the locations provided by IGR for a period of 5 years.
- Selected Bidder must provide Layer 3 MPLS VPN link on dedicated ports with 1:1 committed flow, and the configuration must be visible on real-time monitoring dashboard. The end point deliverable at each location should be on Ethernet Interface. Department will give order for connecting offices through MPLS connectivity (primary and redundant) as and when need is felt in each office. The locations where MPLS connectivity is to be provided is given in Annexure X. Wherever ordered, wired connectivity has to be given without failure. In case, the office is relocated to any other location, the Selected Bidder should provide connectivity at the new location along with hardware setup without any extra charges. The Bidder will provide the necessary network infrastructure for the same.
- The Selected Bidder shall be required to provide end to end connectivity from the DC/DR site till desktop in office. After the router, LAN is already in place in office. This router has been provided by the existing telecom service provider. Selected Bidder should do all kind of internal cabling till CPE router for successful commissioning of the required MPLS link without any additional cost to the department.
- The redundant MPLS link should work in active-active mode and auto failover mechanism to the Primary MPLS link with full load at the locations.
- It is the responsibility of Selected Bidder to ensure active-active configuration and auto failover of links i.e., when present MPLS link gets failed, the complete location traffic should switch over to another link without any downtime for the locations. Selected Bidder should work in close coordination with Facility management team for achieving active-active link configuration and auto failover configuration.

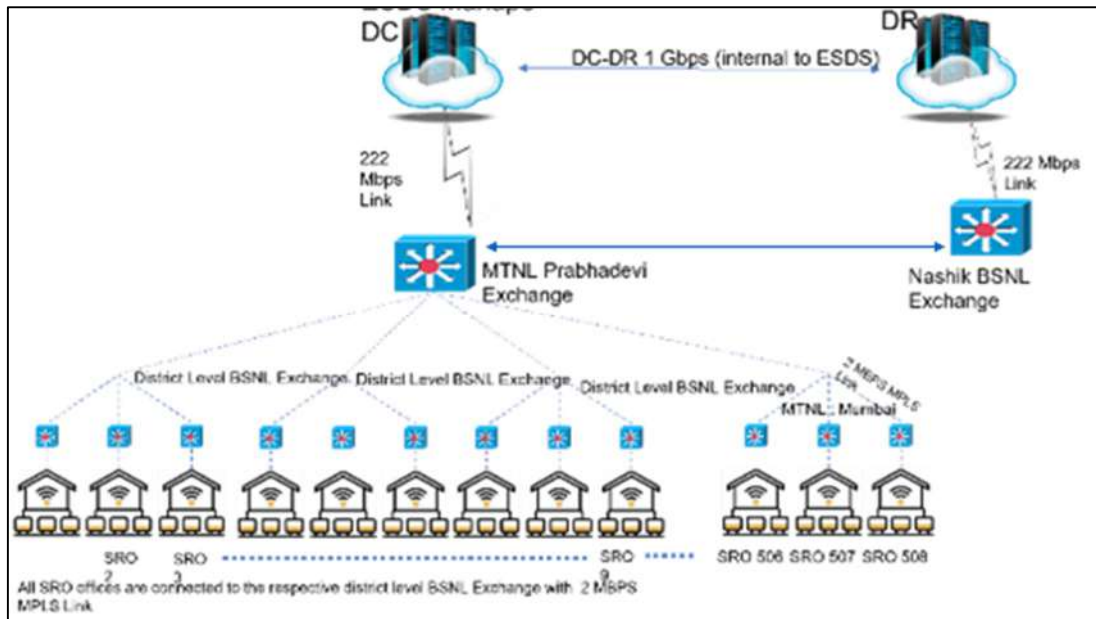


Figure 3. Current High-Level Architecture

- **Internet Connection as Backup:** Apart from two MPLS links provided to the offices, Selected Bidder has to provide an Internet Connection with minimum bandwidth of 30 MBPS as a backup. In case of failure of both MPLS links, the office should be able to use VPN over Internet (SSL VPN/IPsec VPN) to ensure business continuity. Selected Bidder should ensure that not more than 1% of offices are on working on Internet at any point of time.
- The Selected Bidder shall provide the Router for commissioning of Backhaul links and will be under his scope and maintenance. The configuration part shall be taken care by the Selected Bidder and has to ensure that all the requisite applications are accessible on the links commissioned by Selected Bidder.
- Selected Bidder should do the site survey of all locations for delivering the requested MPLS link at identified locations. All site survey reports should be recorded and submitted to nodal officer as and when required with proper acknowledgment from concerned location officials.
- Department will only provide Rack space and required earthing voltage for installation or commissioning of required links in respective locations.
- Uninterrupted power supply to be ensured by the Selected bidder. The same can be achieved by a combination of UPS (for short time) and Generators (for longer power shortages). The Bidder shall assess the requirements for each site for the type of power sources required. All the operating costs for this power back up arrangements including fuel cost, maintenance, manpower etc. shall be in the scope of the Selected bidder
- Proper cabling at each location end or DC/DR location should be done neat and clean with proper tagging and duct by the Selected Bidder as per the below section:

Bandwidth requirement for the Integrated Command Control Centre (CCC):

- **Command Control Centre (CCC)** – 200 MBPS Broadband connection, and MPLS links similar to IGR Offices mentioned above in this [section 9.4.1.](#)

Cable Installation, Fibre Infrastructure installation - The works carried out shall comply with the PwD / State of Maharashtra guidelines for similar works.

Fiber backbone infrastructure is an important component of the network infrastructure that shall enable the delivery of all the key and important services to be made available to the users with seamless access.



9.4.2 Provision of all necessary Network equipment

Please refer to Network architecture diagram for IGR Department below:

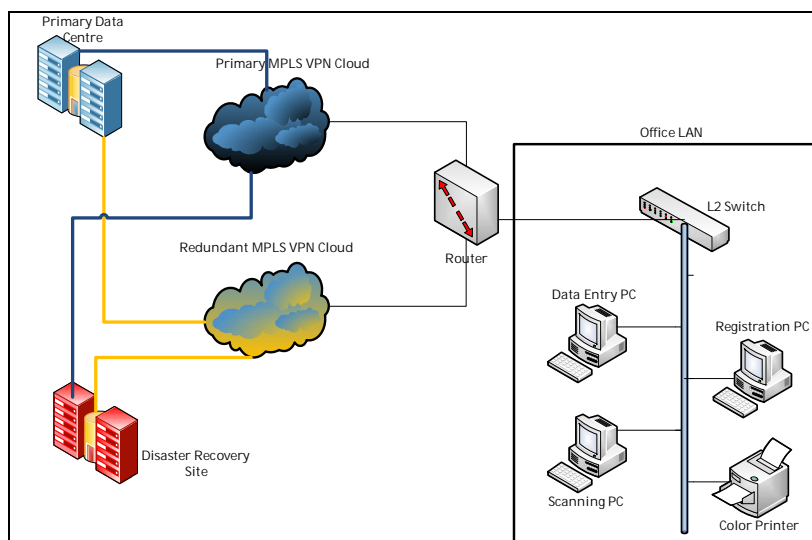


Figure 4. Network Architecture Diagram for IGR

The minimum technical specifications requirement for the network components are given in annexure.

It would be a successful Selected Bidder's responsibility to configure the Redundant MPLS link connectivity in such a way that primary connectivity can also be configured with fall back mechanism. This should be achieved with required configurations at the Router where both links will terminate. End users' operations and PC configurations should not be affected any time during WAN link swapping. Configuration of router should be done in such a way that at the time of failure of primary connectivity, switching to redundant connectivity should happen automatically. Without such an arrangement at the router, the work & responsibility of the vendor will not complete.

Successful Selected Bidder will be expected to arrange all the installation equipment (router, switch, etc.) And tools required for the installation of the system.

The Successful Selected Bidder shall install and commission the active network equipment as well as passive network components as per approved deployment design. Necessary network devices such as Router/Mux/Rack along with necessary cabling as per Industry Standard to be provided by Selected Bidder without any additional cost. Selected Bidder has to deliver the link up to the location's router and terminate on the required interface of router with prior consent/information to concern team.

The Selected Bidder shall provide L3 VPN Circuits (Virtual Private Network - IP Security enabled) on stable wired media as last mile, as ordered. Selected Bidder should make all arrangement for providing the end point viz. converter etc. Selected Bidder should ensure there should not be any service degradation by using such external media at ordered locations. On 100% locations, the Selected Bidder has to commission the link via Ethernet interface.



All the work shall be done in a conscientious manner as per the OEM guidelines and best industry standards and follow the best practices.

Local regulation/ codes shall be followed at all times. The Successful Selected Bidder shall follow all Safety Regulations and practices.

The Successful Selected Bidder shall not cause any damage to Government buildings/other premises and property and will perform restoration if any damage occurs. Trenches, path cutting etc. will be backfilled and restored to the original condition immediately after laying of the conduit/cable. The Selected Bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material.

The Selected Bidder shall configure the network equipment, transmission medium, and servers/desktops etc. for end-to-end user to access applications/services.

The Selected Bidder shall be responsible for the installation and configuration of software applications/modules for the Network Management and security management.

9.4.3 Provision of central pipe connectivity at DC/DR

Spoke locations mentioned in Annexure X has to be connected to hub location Data Centre (DC).

Selected Bidder should provide adequate capacity dual Backhaul links at DC and DR sites. Selected Bidder has to do the sizing of backhaul link as per the number of locations order received is the number going to reflect in the backhaul between DC and DR location.

Selected Bidder should ensure both backhaul links (DC and DR) to be delivered and commissioned before the commissioning of MPLS Link at the location. There will be no separate cost for backhaul links in the project. Selected Bidder shall ensure to upgrade the bandwidth of DC/DR backhaul links to minimum 2 times bandwidth if the utilization of DC or DR Backhaul link exceeds 75% (on Real time) during the contract period and at any point of time.

Selected Bidder should provide Backhaul links at department's DC and DR sites only on wired Fibre media with routers, modems, cables up to CPE etc. at DC and DR locations with no extra cost. Rack space and power supply only for these links will be provided by department

The last mile of Backhaul delivered link PoP should be highly redundant and there should not be any single point of failure. The core MPLS backbone should be fully meshed. Selected Bidder has to submit the declaration for this clause during bid submission.

Selected Bidder has to provide central connectivity till the IGR servers in the Data Centre at the time of providing connectivity at 1st spoke location. For this they need to fully cooperate with the DC team. Selected Bidder needs to arrange its own networking equipment/tools/cable/accessory or any other hardware item to provide central connectivity. Selected Bidder has to provide necessary documentation, CRFs, cables and other connectivity related hardware items to DC/DR to provide central connectivity.

Spoke locations as ordered by the Department has also to be connected to hub location Disaster Recovery Centre (DR). In case of disaster, the switchover should happen within 5 mins of declaration of disaster. Disaster will be communicated to the Selected Bidder through email/phone/fax. Selected Bidder should have provision in network to take care of bandwidth



on demand requirement (for connectivity with DC, DR, and other special locations). Selected Bidder has to fully cooperate with the Department and other stakeholders to make all the spoke locations LIVE from DR site.

Department may also decide to run the entire spoke locations, at its own discretion, any number of times, from the DR site, even in the absence of any disaster. In such cases also, vendor has to upgrade the bandwidth and has to support as mentioned above.

Selected Bidder has to provide central connectivity till the IGR servers in the DR Centre. For this they need to fully cooperate with the DR authorities. Selected Bidder needs to arrange its own networking equipment/tools/cable/accessory or any other hardware item to provide central connectivity.

9.4.4 Provision of Network Operations Centre (NOC) / Network Monitoring System

Selected Bidder has to provide Network Monitoring System. It is expected that Selected Bidder shall regularly monitor the SLA parameters through this system and also the real time monitoring dashboards made available to the IGR Department personnel or to appointed agencies to keep monitor the systems. Also selected bidder to enable the appropriate access to Department Personnel or appointed agencies on monitoring tools to monitor, download the reports. Some of the expected features of Network Monitoring System (NMS) are:

1. Generate all the reports required to monitor SLA.
 - a. NMS should generate in tabular format on real time basis the total locations to be connected, the locations connected at the time of generation of such report, the locations not connected at the time of generation of such report and date & time since such locations not connected.
 - b. NMS should generate in tabular format the total working time (in mins.), uptime (in mins), downtime ('From' date & time, 'To' date & time & duration in mins), and uptime percentage of individual links, of all links across all the locations on a daily, weekly, monthly, and yearly basis. NMS should also be able to aggregate the above information at state level, Division level and district level.
 - c. NMS should have facility to mark holidays separately for each location/all the locations of JDR/all the locations of DIG.
 - d. NMS should generate in tabular format the allocated bandwidth (in MBPS), consumed bandwidth (in Mbps) and bandwidth utilization percentage of individual links, of all links across all the locations on real time basis. NMS should also be able to aggregate the above information at IGR level, DIG level and JDR level.
 - e. NMS should generate necessary and sufficient reports for Latency, Jitter and Packet Loss to monitor SLA

The detailed technical specifications are mentioned in this RFP document.

- i. NMS Software should support Graphical view up to port level for the all the devices.
- ii. Discovery of Network Elements.
- iii. Real time Traffic monitoring of Network Links and Devices with Historical reports for various periods.
- iv. NMS should be capable of checking health of all connected network devices
- v. NMS should be capable of monitoring real time network performance
- vi. Management based on SNMPv1, SNMPv2, SNMPv3 & MIB etc.
- vii. Configuration of thresholds for Generating alarms.



- viii. Configuration of alarm actions (visual, audible, email, etc.) for each network element
 - ix. Should be able to provide secured windows-based consoles/secured web-based consoles for accessibility to NMS.
 - x. Should have web browser interface with username and Password Authentication.
 - xi. Administrator/ Manager should have privilege to create/modify/delete user.
 - xii. NMS should have support for SNMPv3 & IPv6, including dual-stack IPv4 & IPv6 to provide flexibility in protocol strategy and implementation.
 - xiii. The offered NMS solution should be Scalable, Secure, Robust, Advanced, State of Art, flexible, easy to deploy, reliable, built-in redundancy and should
 - xv. Support distributed architecture along with 3rd party integrations.
 - xvi. Should provide Network Engineer to monitor the operations at the NOC 24*7.
 - xvii. The Selected Bidder shall be responsible for Supply of all necessary Hardware, Operating System (OS) Software, Application Software, Database etc. The NMS shall be deployed & be operationalized at Location specified by IGR (M.S.), Pune.
2. NMS should have alert system (preferably an alarm and mandatorily a visual alert) to immediately alert the user about any fault/connectivity loss.
 3. NMS should generate reports in various formats like text reports, graphs, pie charts showcasing information on the connectivity as desired by Department.
 4. NMS should generate reports in both pdf and excel formats which should be available for download. All the reports getting downloaded should be formatted and in usable format.
 5. NMS should generate daily, weekly, and monthly reports as applicable
 6. NMS should be able to generate all the reports for at least last 5 years.
 7. NMS should be accessible to the Department over internet (preferably) or over MPLS VPN.
 8. All the reports should be generated in both the manners i.e., by measuring parameters till router and till desktop.

Note: Successful Implementation of the NMS project will be the sole responsibility of the Selected Bidder to arrange for anything & everything required to meet the Project specifications and/ or deadlines. It is the responsibility of the Selected Bidder to provide a complete solution.

9.4.5 Reporting and Documentation

The vendor shall submit the following documents to the department:

1) At the time of start of the project

Vendors need to submit following documents at the start of the project as per 'Project Implementation Schedule'

- a. *Risk Mitigation Plan*: List of all possible risks and methods to mitigate them
- b. *Escalation Matrix*: A detailed list of contact persons with contact details, whom to contact on arrival of issues with issue handling time shall be submitted by the vendor.

2) After completion of the implementation

- a. Site diagram showing exact location of connects
- b. Bill of Material used for the site and for this project



- c. Number of data connects which are active and those, which are not.
- d. IP addressing scheme of all the WAN Nodes in the project.

All the above diagrams and documents should be submitted within two weeks of the completion of implementation.

3) During Maintenance and support period

Following reports in hard format should be submitted monthly and at the time of submission of invoice for the period of invoice

- a. Uptime Report

Vendors need to submit uptime calculation of every link (including both central connectivity) as per SLA on monthly basis.

- a. Latency, Jitter and Packet Loss report

Vendors need to submit report mentioning monthly average values of Packet Loss, Latency and Jitter of all the links separately in a month.

- a. Payment Report

Along with invoice, vendor need to submit payment & penalty calculations. All the penalty calculations should be supported with sufficient reports as explained above.

9.4.6 Maintenance and Support

Selected Bidder needs to provide maintenance and support from server placed in DC/DR till router in State (HO) office.

Selected Bidder should manage the entire network components involved in end-to-end connectivity (from server till client end router). Maintenance and management of last mile link/media and network equipment will be the responsibility of the Selected Bidder.

- a) Vendors need to deploy one network engineer as its representative to the Department during the entire period of contract. This engineer will act as SPOC from the vendor side. This engineer will coordinate with IGR department to provide maintenance and support services as mentioned below. This engineer will be responsible to provide all the reports required to monitor SLA. This engineer will also be required to log tickets and do necessarily follow up in case of any issue in network. Further responsibilities of this person may be defined later by the Department. IGR Dept. reserves the right to interview the Network Engineer proposed that will be deployed as part of the Project. If the proposed resource is found unsuitable, IGR Department may reject the employment of the personnel and ask for a replacement.
- b) Vendor shall provide support to the Department through different channels like call centre, email, web portal etc. Department should be able to log its complaint through any of these three channels. Selected Bidder should note that this will be apart from the Network Monitoring System provided to IGR(M.S.), Pune. Key features of this helpdesk are as follows:
 - The support service shall be provided in Marathi and English



- The support service will serve as point of contact for all network, hardware and software related issues which comes under the purview of vendor
- The support service team of vendor shall track and route all requests to ensure issues are resolved in the agreed timeframe as mentioned in this RFP
- The vendor shall submit a monthly report on the number of complaint tickets submitted, number of complaint tickets in progress of resolution and number of complaint tickets resolved with other details like

- ✓ Name of Office from where call was raised
- ✓ Name of person logging call
- ✓ Contact number of the person logging call
- ✓ Date and time of Call log
- ✓ Date and time of Call resolved
- ✓ Name of person resolving call
- ✓ Contact number of the person resolving call
- ✓ Time between call logged and resolved
- ✓ Number of pending calls with reasons
- ✓ Priority

- c) Vendor should provide a minimum 4 level escalation matrix which needs to be contacted in case problem is not resolved through above mechanism in agreed timeframe. The matrix should have person name and contact details (Landline number, mobile number, email id, official address) clearly mentioned.
- d) Vendor should carry sufficient inventories to ensure ex-stock supply of consumables and spares for network infrastructure for rendering aforesaid services. The Selected Bidder shall ensure availability of spares in stock for immediate delivery.
- e) Vendor should carry out software upgrades, updates and apply patches to network equipment during the tenure of the contract at no extra cost.
- f) Vendor will provide on the site corrective and preventive maintenance support for the network equipment supplied by them and existing inside the office for the project. The Selected Bidder should ensure that all the systems operate without defects.

9.4.7 Operational Training

The Selected Bidder will have to train users nominated by IGR, Pune for a day (full-time) at his cost for operation of all the network infrastructure items supplied and installed at each location. The training will be as per the satisfaction of the client/end user.

9.4.8 Urban Mahanet/Bharatnet as Redundant MPLS Network

The State Government is implementing Urban Mahanet and Bharatnet project through MahaIT (State owned company). Under these projects, the Government is providing MPLS and Internet connection to all offices of State Government. So, in future, when such connectivity is made available to the offices of the department, the ISP should disconnect one of his MPLS link and configure this link in auto-failure at those locations. Even after these changes, the SLA and penalty applicable would remain same for the services provided by the selected bidder.

9.4.9 Technical Aspects for Network Connectivity

- a. The basic objective of taking two MPLS connectivity is to ensure business continuity at office. In such a case, if both MPLS links are also down then entire objective of



taking redundant connectivity fails. Therefore, vendor selected through this tender should ensure that either of the MPLS link is always up.

- b. The Selected Bidder should ensure there is no single point of failure between PoPs.
- c. The bandwidth provided by the Selected Bidder should be available in full duplex mode with any to any configuration in MPLS Cloud network.
- d. The successful Selected Bidder should have predefined traffic transport QoS (Quality of Service) parameters, which provide throughput, latency, packet loss, jitter commitments and application prioritization.
- e. The Selected Bidder should provide Private MPLS VPN Network which should not be integrated for any other entity.
- f. Selected Bidder should provide detailed solution design explaining each component. Selected Bidder should also point out all the assumptions made. Selected Bidder should provide mapping, configuration and password of all equipment provided by the SIs.
- g. The Selected Bidder must submit full details of his network back bone infrastructure covering technical design and architecture, capability (coverage of voice/Video/data etc.) redundancy features (multiservice provider backbone, Multiple NOC, bandwidth details including flexibility and scalability features) and security features (MPLS/ IP security etc.)
- h. Selected Bidder should also provide entire details of the enterprise network architecture to be provided including the backbone and access and list of equipment used (along with their technical details) and should provide details of the hardware to be used at the DC for central pipe. Selected Bidder should provide web reporting of all the reports mentioned above
- i. The network should be available 24 X 7. However, following uptime should be provided:

At DC and DR

The Selected Bidder should provide a monthly uptime of 99.5% for the connectivity at DC and DR calculated monthly on total available minutes in that month. The percentage uptime or link availability shall be calculated on monthly basis as follows:

$$\text{Link Availability (in \% DC or DR)} = [(TH - TO) / TH] \times 100\%$$

Where,

TH = Total number of minutes in month which shall be calculated as,

Number of calendar days of office in month × 1440 mins (24 hrs)

TO = Total outage minutes in calendar days in a month for consideration.

At spoke locations till router

Selected Bidder should maintain site uptime of 98.5% till router for all the locations, calculated monthly on total available minutes in that month per office location. The percentage uptime or link availability shall be calculated on monthly basis as follows:

$$\text{Link Availability (in \% in an office location till router)} = [(TH - TO) / TH] \times 100\%$$

Where,



TH = Total number of minutes in month which shall be calculated as,

Number of working days of office in month × 960 mins (6 AM to 10 PM per day)

TO = Total outage minutes in working days in working time (6 AM to 10 PM per day) in a month for consideration.

Downtime will start as soon as the department/department's representative logs a complaint with service provider or the NMS detects the problem or as soon as alert through e-mail or SMS is received with the timestamp.

- a. Selected Bidder has to ensure that in case of failure of primary connectivity, the switching of iSARITA system from primary to redundant should take place instantaneously maximum up to 5 mins. Otherwise, penalty would be levied as per SLA.
- b. Selected Bidder should create a separate VPN only for IGR (M.S.), Pune network and in no way the VPN should be shared with other customers sharing the network backbone. Selected Bidder should provide declaration as the delivered MPLS VPN Networks are fully isolated from Internet traffic in their network and separated at device level as well. The MPLS Networks (Primary and Redundant) must be accessible to the department nodes only.
- c. Network should be capable of running Voice, Video and Data. As of now, IGR (M.S.), Pune will be using the network only for Data. But it may use voice and video in the future. Network should fully support any Video Conferencing solution implemented by the Department in future.
- d. Selected Bidder should have capability to run IPV6. Upgrade to IPV6 if required will have to be done without any extra cost to IGR (M.S.), Pune.
- e. Selected Bidder should ensure that they configure network link in such a way that there is no change in the IP scheme being currently used by the department or suggested by DC. In case of a change, Selected Bidder will have to follow the instructions regarding provisioning of new IP.
- f. Latency should not exceed 100 MS for ICMP packet size of 1024 Bytes.
- g. The jitter should not exceed 30 MS.
- h. The PLR should not be more than 1%
- i. Various VPN configurations made for the department's VPN by the Selected Bidder should be shared with the department. Selected Bidder should also allow audit of the same by external independent auditors if appointed by department. Any high and medium risk vulnerabilities pointed out in Audit should be immediately rectified by the Selected Bidder without any extra cost to the purchaser.
- j. The service provider should ensure that major security features against attacks as mentioned below are implemented in their network:
 - Protection against all kinds of attacks including DOS attacks, SYN attacks, smurf attacks etc.
 - Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.
- k. The last mile connectivity at the Data Centre should have full redundancy.
- l. The service provider must provide the network links that must be on Hub and Spoke star topology.
- m. Selected Bidder should provide connectivity with minimum number of "hops" for all links.
- n. Bandwidth should be upgradable on request from department on selective basis, in case there is any such need in the future
- o. All the POPs from where the network connection is provided to the department should have redundancy of equipment, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.



- The proposed bandwidth for department must be dedicated (1:1) at each site and on dedicated ports.
- Selected Bidder should have independent Network Operation Centre with 9x6 support to take care of the complete network management requirements. Selected Bidder should furnish details of Toll-Free number, email id and other phones for logging complaints. Selected Bidder should submit an escalation matrix for the same.
- Selected Bidder has to provide portal to department which can be used to monitor the SLA parameters and log the Trouble tickets through the same.
- Selected Bidder should facilitate availability of service centres/service personnel across Maharashtra to attend faults in the offices and should be resolved as per the SLAs defined.

9.5 Cloud Data Centre & Disaster Recovery (DC-DR) Migration and Managed Services

Cloud Data Centre & Disaster Recovery (DC-DR) Migration and Managed Services for IGR Department: This involves assessing IGR's current IT setup, designing a cloud architecture, migrating applications and data to a MeitY-empanelled cloud, setting up primary DC and DR sites on the cloud, and providing ongoing managed services for the IGR cloud environment.

9.5.1 Cloud Data Centre & Disaster Recovery (DC-DR) for IGR Department

Objective: To modernize the IGR Department's core IT infrastructure by migrating its applications and databases from an existing setup to a secure, scalable, resilient, and MeitY-empanelled cloud environment. This initiative is aligned with the Government of Maharashtra's "Cloud First" policy and aims to ensure high availability of services, robust disaster recovery capabilities, and enhanced agility for future technological advancements.

Detailed Scope of Work for Cloud Service Provider (CSP) (to be engaged by the bidder as a subcontractor or as part of the SP's consortium, ensuring the CSP is MeitY-empanelled):

9.5.1.1 Migration Services:

- Assessment & Discovery:** Conduct a comprehensive audit and discovery of IGR's existing IT landscape, including all applications (e.g., iSARITA, related modules), databases, server configurations, storage, network dependencies, and data volumes. This assessment must meticulously document the "Legacy Application Architecture including Database and platforms used by the department" to inform a tailored migration strategy.
- Migration Planning:** Develop a detailed migration plan for each IGR application and database. This plan must outline the chosen migration strategy (e.g., re-host/lift-and-shift, re-platform, re-factor, or a hybrid approach), define the sequence of migration activities, establish clear downtime windows (to be minimized and scheduled in coordination with IGR), and incorporate robust risk mitigation and rollback procedures. The plan should account for provisioning 15-20% extra capacity over current assessed needs to accommodate real-time challenges and future growth.
- Migration Execution:** Execute the migration of IGR's servers (physical/virtual), applications, databases, and all associated data from their current hosting environment to the new cloud-based Primary Data Centre (DC) and Disaster Recovery (DR) sites. This includes any necessary refactoring or configuration changes to ensure optimal performance and compatibility in the cloud environment.



9.5.1.2 Testing & Validation: Conduct comprehensive post-migration testing, including:

- a) **Functional testing of all migrated applications:** Performance and load testing to ensure the cloud setup can handle peak operational loads of IGR. Security testing, including Vulnerability Assessment and Penetration Testing (VAPT) of the cloud environment. Full DR drill to test failover from the primary DC to the DR site and fallback, ensuring RPO/RTO objectives are met.

9.5.1.3 User Acceptance Testing (UAT) with IGR Department users:

- a) **Post-Migration "Hypercare" Support:** Provide intensive, dedicated support for a defined period immediately following go-live to promptly address any post-migration issues, stabilize the environment, and ensure smooth operational transition for IGR.

9.5.1.4 Setup and Configuration of DC and DR on Cloud for IGR:

- a) **Resource Provisioning & Configuration:** Design, provision, and configure the cloud infrastructure for IGR's Primary DC and DR site as per the Bill of Quantities (BoQ) specified below in the RFP) and agreed architecture. This includes Virtual Private Cloud (VPC) setup, appropriately sized compute instances (VMs), storage volumes (block, file, object), networking components (subnets, load balancers, VPN connectivity to IGR/GoM network), and managed database services or VMs for databases. The DR site must be in a different seismic zone from the primary DC.
- b) **Security & Monitoring Implementation:** Implement all specified security controls (firewalls, WAF, security groups, IAM policies) and monitoring tools for the IGR cloud environment.
- c) **DR Environment Setup:** Configure the DR environment with robust data replication mechanisms (e.g., asynchronous/synchronous based on RPO needs) from the primary DC to the DR site. Implement and test automated or semi-automated failover processes to meet defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for IGR's critical systems.

9.5.1.5 Managed Services for IGR Cloud (for the duration of the contract period):

- a) **24x7x365 Infrastructure Management:** Proactive monitoring, management, and maintenance of the underlying cloud infrastructure (compute, storage, network) hosting IGR applications.
- b) **Operating System (OS) & Database Management:** OS patching, security hardening, updates, and routine database administration tasks for IGR's cloud-hosted databases.
- c) **Backup & Recovery Management:** Implement and manage automated backup schedules for all critical IGR data and systems, ensuring regular testing of data restorability and adherence to IGR's data retention policies.
- d) **DR Management:** Maintain the DR site in a constant state of readiness, conduct periodic DR drills (at least annually or as agreed), and manage failover/fallback processes during actual disaster events or drills.
- e) **Performance & Availability Management:** Continuously monitor system performance and availability, ensuring adherence to defined Service Level Agreements (SLAs) for IGR systems. Undertake proactive measures to prevent issues and optimize resource utilization.
- f) **Helpdesk & Tiered Technical Support:** Provide tiered technical support to designated IGR IT personnel for any infrastructure-related issues.
- g) **Free Trial Option:** Before full-scale migration, the bidder shall facilitate a "free trial option" for IGR on the proposed CSP platform for a limited period. This trial will allow IGR to test critical applications, validate CSP capabilities, and gain hands-on experience, as recommended in foundational cloud strategy documents. Objectives, duration, and success criteria for this trial will be mutually agreed upon.



9.5.1.6 Security Management for IGR Cloud:

- a) **Comprehensive Security Suite:** Implement, configure, and manage a suite of security services including next-generation firewalls (NGFWs), Web Application Firewalls (WAF), Intrusion Detection/Prevention Systems (IDS/IPS), anti-malware solutions, and Security Information and Event Management (SIEM) systems for the IGR cloud environment.
- b) **Regular Security Assessments:** Conduct regular vulnerability assessments and coordinate third-party penetration testing (VAPT) exercises (at least annually or as per CERT-In guidelines).
- c) **Incident Response Plan:** Develop, maintain, and execute an incident response plan, including timely reporting of security incidents to IGR and CERT-In, adhering to CERT-In's reporting timelines.
- d) **Compliance Adherence:** Ensure continuous compliance with all applicable security policies and standards from MeitY, CERT-In, and DIT Maharashtra for the IGR cloud infrastructure.

9.5.1.7 Capacity Management and Scalability for OIGR Cloud:

- a) **Utilization Monitoring & Reporting:** Continuously monitor resource utilization (CPU, memory, storage, network bandwidth) for OIGR systems and provide regular, detailed reports to OIGR.
- b) **Capacity Forecasting & Planning:** Forecast future capacity requirements based on OIGR's usage trends and projected growth and proactively plan for capacity upgrades.
- c) **On-Demand Scalability:** Ensure the cloud environment supports on-demand scalability, allowing OIGR's resources to be scaled up or down quickly in response to changing operational demands, thereby optimizing costs and performance.

9.6 ICCC

The Selected Bidder shall establish Integrated Command & Control Centre (ICCC) and shall deploy one manager in the ICCCs at OIGR for handling operational issues. ICCC will be set up at a location of OIGR's choices. The selected bidder shall deploy one manager per division in the Call Centre in IGR office along with necessary infrastructure support (hardware, necessary software, landline and mobile).

In line with the vision to implement state of art managed network and monitor the entire connectivity deployment, an integrated Command & Control Centre has been envisioned to monitor, manage, control, analyse, and communicate to and fro regarding operations, management, and health of the network, along with managing events and incidents.

9.6.1.1 Key Objectives & outcomes of Integrated Command & Control Centre

1. To serve as a unified monitoring and decision-making hub.
2. To serve as a Centralized Operating Centre for monitoring for all network & connectivity activities.
3. To serve as central information, communication, incident management, and decision-making hub including interface with other government and external agencies.

9.6.1.2 Components of the Command & Control Centre

1. A video wall depicting visualization, real-time view, analytics, reports, and flashing alerts wherever attention is required.
2. The operator terminals shall have specific views for respective project to be monitored by the concerned staff



3. A centralized dashboard of the Network Monitoring Solution (NMS) that shall monitor and aid in managing all the network components and network security for each of the offices
4. A dashboard for monitoring Integrated Platform and all applications and services
5. A centralized dashboard for all project metric, trend analysis etc.
6. The Selected Bidder shall coordinate and communicate with all the associated vendors (for ex. CSP), supervise, and provide integrated monitoring to the department.
7. The Selected Bidder shall streamline and standardize the issue identification and resolution processes and systems.

9.7 Software Applications

9.7.1 Development and Maintenance of IGRO applications:

1. Selected Bidder shall supply adequate IT manpower towards development, maintenance, and upgradation of applications for IGRO. The list of applications & Provision, deployment and supervision of personnel required for this system shall be decided at the time of CA.
2. The scope shall consist of Design, development, integration, maintenance, and Management of Software & Mobile application along with Software training / Capacity building as required for staff.
3. The Selected Bidder shall assess existing applications of the OIGR to understand the features and working of these applications.
4. Study the existing application systems/Suites for the following:
 - a. assessment and recommendation for implementation of a new system
 - b. understand the workflow of the existing system
 - c. business process re-engineering as required.
5. The indicative list of Applications being used by IGRO is given below:

#	Application Name
1.	iSARITA (Computerized web-based Registration)
2.	eRegistration (Online registration without visiting to SRO)
3.	eFiling (Online Filing Notice of Intimation)
4.	Marriage Registration
5.	eSearch (online Property Transactions search)
6.	Public Data Entry
7.	eStep-In (for online timeslot booking for iSARITA)
8.	eValuation (for online calculation of property Valuation
9.	eASR (Online Annual Statement of Rates)
10.	Pay2IGR (for payment of DHC, stamp duty and registration fees)
11.	Refund (for cases related to refund of stamp duty and registration fees)
12.	Adjudication
13.	GSO (stock management of physical stamps)
14.	IGR website
15.	CRM (Citizen relationship management application for Call Centre)
16.	MySarita (Mobile application)
17.	Dashboard (for monitoring and reporting of document registrations)

Table 9: Indicative List of Applications used by IGRO

1. **The High-level Architecture document** to be prepared by the Selected Bidder should have the complete architecture of the proposed systems. SRS prepared by the Selected Bidder should include, but not limited to:
 - a. Solution architecture.
 - b. Application architecture with all relevant patterns identified.



- c. Data Flow Diagrams (DFD) & Entity-Relationship (ER) diagrams.
- Develop and manage the new software applications & provide the required support for the new systems.
 - The Selected Bidder shall employ a software development methodology that ensures rapid deployment of the applications (e.g., Agile Methodologies) in such a way that (a) the users are continually involved in the development process, and (b) at least three iterations are allowed before the final Go-Live of the system.
 - From the integration perspective, the Selected Bidder shall consider necessary interfacing requirements (both at the application and data level) between the modules and the existing information systems; should an interfacing need to be done with a module that is scheduled for development in next phases, appropriate interfaces shall be provided to affect this integration as smoothly as possible.
 - Conduct regular security audit, UIDAI audit and any other compliances mandated by the authorities from time to time for all the applications of IGRO and ensure that all these applications meet the audit/compliance requirements.
 - Conduct training on the application software, training on general computer skills, soft skills, and customer service & delivery for the user/staff of IGRO.
 - Selected bidder shall submit a change management and communication strategy & implementation plan to IGRO before commencement of application development.
 - Setup a comprehensive MIS reporting system providing reports, dashboards etc., as per the format approved by department.
 - Design, develop, deploy, operationalize, and maintain SLA monitoring tool which has the functionalities required for monitoring the specified SLA.

Indicative Manpower with Qualifications and skillset based on the current technology stack

Sr. No	Manpower	Qualification	Experience (In Years)
1	Project Manager	BE/BTech/MBA	15
2	Solution Architect	BE/BTech/MCA	15
3	Team Lead	BE/BTech/MCA	10
4	Senior Software Developer	BE/BTech/MCA	6
5	Software Developer	BE/BTech/MCA	3
6	Database Administrator	BE/BTech/MCA	10
7	Business Analyst	BE/BTech/MBA	5
8	Test Lead	BE/BTech/MCA	10
9	Test Engineer	BE/BTech/MCA	6
10	Content Writer	BE/BTech/MBA	3
11	UI/UX Engineer	BE/BTech/MCA	5
12	Data Engineer	BE/BTech/MCA	7
13	Data Analyst	BE/BTech/MCA	5
14	Mobile Application Developer	BE/BTech/MCA	5
15	GIS Developer	BE/BTech/MCA	7
16	Security Auditor	BE/BTech/MCA	5

Table 10: Indicative Manpower List

Deliverables for IT software upgradation:

1. Phase: Planning	
Sr. No	Document Type



1	Project Inception Report
2	Detailed Project Report
3	Stakeholders RACI Matrix
4	Project Constraints and Risks
5	Project Scope
6	Project Plan
7	Project Governance

Table 11: Software Development and deployment checklist to be implemented at IGR

2. Phase: Requirement Gathering

Sr. No	Document Type
1	Functional Requirements Specification
2	System requirements Specifications
3	Business Process Reengineering Document
4	Gap- Analysis Document
5	Business Use Case

Table 12: Requirement Gathering Phase

3. Phase: Design

Sr. No	Document Type
1	UI Wireframes
2	UX Prototype
3	Process Flow
4	Database Design with Referential integrity

Table 13: Design Phase

4. Phase: Development

Sr. No	Document Type
1	System Design Document – Code snippets, Middle tier config, DB config
2	Infra configuration Document – -- DB and App Server configuration -- Staging environment -- Domain Config
3	Database Design with Referential integrity

Table 14: Development Phase

5. Phase: Testing

Sr. No	Document Type
1	Test Plan
2	Test Cases
3	Test report and resolution
4	Performance Testing

Table 15: Testing Phase

6. Phase: Integration



Sr. No	Document Type
1	Integration Plan
2	Integration Touch Point Document with Parameters
3	API development
4	SMS Gateway Integration
5	Email Gateway Integration
6	Sand Box Testing

Table 16: Integration Phase

7. Phase: User Acceptance Test	
Sr. No	Document Type
1	UAT Plan
2	User Acceptance Testing

Table 17: UAT

8. Phase: Capacity Building	
Sr. No	Document Type
1	Training Plan
2	Identification of Master Trainers and Trainees
3	User Manual
4	Training Videos
5	Training Records and Attendance

Table 18: Capacity Building

9. Phase: Deployment	
Sr. No	Document Type
1	Deployment Plan
2	Deployment Infra Requisition
3	Domain Requisition
4	SSL Configuration
5	Security Audit

Table 19: Phase Deployment

10. Phase: Implementation	
Sr. No	Document Type
1	Roll out Implementation Plan
2	System Go-Live
3	Client Feedback

Table 20: Implementation Phase

11. Phase: Support and Maintenance	
Sr. No	Document Type
1	Support and Maintenance - Resource Allocation



2	Communication Plan
3	Escalation Matrix
4	Ticket Mechanism

Table 21: Support and Maintenance

12. Change Management	
Sr. No	Document Type
1	Change Management Plan
2	Change Request Form
3	Need Analysis
4	Impact Analysis
5	Cost benefit Analysis

Table 22: Change Management

9.7.2 Development of Property Notice Application

The Selected Bidder must undertake activities from initial digitization to long-term operation and maintenance along with development of 'Property Notice Application'. The scope of work is as follow:

9.7.2.1 Application development

1. **Platform:** Develop both a public-facing web portal and corresponding mobile applications (iOS and Android).
2. **Core Functionality:**
 - **Notice Search & Viewing:** Allow users to search for notices using various parameters (keywords, party name, property details, location, date range, notice type, etc.). Provide a clear and legible view of digitized notices.
 - **Real-time Updates:** Integrate with relevant government systems to receive and display newly issued notices in real-time.
 - **User Authentication & Access:** Implement secure user registration and login mechanisms (potentially integrating Aadhaar/PAN as per NIC review scope) for property owners or registered users requiring personalized features. Public search may require minimal or no login.
 - **Tracking:** Enable registered users (e.g., property owners) to track notices related to specific properties they own or have an interest in.
3. **Enhanced Features:**
 - **Daily Notice Feed:** Option to view notices published on a specific day or recent period.
 - **Bookmarking:** Allow users to save specific notices for easy future reference.
 - **Asset Manager:** Allow registered users to save details of their properties (address, survey/CTS no.) to facilitate tracking and alerts.
 - **Matched Notice Alerts:** Provide automated alerts (SMS/Email/Push Notification) to registered users when a new notice matching their saved property details is published.
 - **GIS Integration:** Potential integration with mapping services (like Maha-Bhunaksha or Bharat Maps) to visualize property location associated with a notice. Geo-tagging capabilities could be incorporated.



4. **UI/UX:** Design an intuitive, user-friendly interface with multilingual support (primarily Marathi and English). Ensure compliance with accessibility guidelines (WCAG 2.1 AA). Adopt a mobile-first design approach.
5. **Security:** Implement robust security measures as detailed in [Section 9.7.4](#).
6. **Performance:** Optimize the application for speed and responsiveness.

9.7.2.2 *Integration with Existing Systems:*

1. Develop and implement APIs or other integration mechanisms to connect the Property Notice Application with relevant existing government systems.
2. Key systems for integration include:
3. Land Records System (MahaBhumi)
4. Property Registration System (iSARITA/NGDRS/iSARITA 2.0)
5. Potentially other systems like Town Planning, Aaple Sarkar portal.
6. Payment Gateway for fee collection.
7. Ensure seamless, secure, and potentially real-time data exchange for notice updates and verification purposes. Leverage existing platforms if any.

9.7.2.3 *Data Ownership:*

The OIGR, Maharashtra shall retain full and exclusive ownership of all digitized notice data, all data generated through the application (including user data and future notices), and the application source code upon handover. The selected bidder shall act as a custodian and processor of the data during the concession period.

9.7.2.4 *Database Design*

- **Schema:** Design separate schemas for digitized notice metadata, user information, transaction logs, property asset data (for Asset Manager), and application configuration.
- **Scalability:** Database design should support efficient querying of potentially millions of notice records and scale horizontally to accommodate future growth.
- **Indexing:** Proper database indexing is crucial for fast search performance, complementing the dedicated search engine.
- **Security:** Implement database-level security controls, encryption for sensitive data at rest, and regular backups.

9.7.2.5 *User Interface (UI) and User Experience (UX) Design*

- **Citizen-Centricity:** The design must prioritize ease of use for citizens with varying levels of digital literacy.
- **Accessibility:** Strict adherence to WCAG 2.1 Level AA guidelines is mandatory. This includes considerations for screen reader compatibility, keyboard navigation, color contrast, and text resizing. Compliance with GIGW is essential.
- **Language:** Primarily Marathi, with a complete English version available.
- **Responsiveness:** Fully responsive design ensuring optimal viewing and interaction across desktops, tablets, and smartphones (Mobile-first approach).
- **Workflow:** Simplified workflows for searching notices, registration (if required), managing assets, and making payments.
- **Visual Design:** Clean, professional, and consistent design language aligned with Government of Maharashtra branding guidelines.
- **Digital Notice Boards:** The system should potentially support generating content suitable for display on digital notice boards in government offices, enhancing physical access points.



9.7.2.6 Integration Architecture

Integration is critical for real-time data flow and leveraging existing infrastructure.

1. **API-Driven Approach:** Integration should primarily rely on secure, well-documented RESTful APIs. NIC's API eXchange (NAPIX) platform should be leveraged as the central gateway for discovering and consuming government APIs where available. API Setu can be used for discovery.
2. **Key Integration Points:**
 1. **NIC Registration Systems (iSARITA/NGDRS/iSARITA 2.0):** Potential two-way integration. Fetching property details for notice context; potentially pushing notice information or flags back to the registration system (subject to policy and technical feasibility). Given the ongoing upgrades to NIC systems, APIs must be designed for flexibility. NGDRS itself is designed for state-specific configuration and integration.
 2. **Maha Bhumi:** Integration to link notices with specific land records (7/12, Property Cards) for cross-referencing.
 3. **Payment Gateway:** Secure integration with an authorized payment gateway for collecting user fees.
 4. **Aadhaar/PAN:** Potential integration for user verification/authentication, if implemented.
 5. **Internal Revenue Dept Systems:** Integration for uploading future notices generated internally.
 6. **Data Synchronization:** Define mechanisms for real-time or near real-time data synchronization, especially for future notice uploads.

9.7.3 Implementation of AI Enabled Chat-bot:

Scope of Development and Implementation of AI-Enabled Chatbot on Department's website:

The Selected Bidder shall design, develop, and deploy an AI-enabled chatbot on the department's citizen-centric website to enhance public service delivery and streamline user interactions. The chatbot will serve as a 24/7 virtual assistant, addressing common citizen queries, guiding users through various services, and offering information in a user-friendly, conversational format.

Key Features:

- Multilingual natural language processing for inclusivity
- Integration with existing databases and service portals
- Automated FAQs, service tracking, and document submission assistance
- Escalation to human agents for complex queries
- Compliance with data privacy and accessibility standards

Implementation Scope:

- Requirement gathering and use-case identification
- UI/UX design tailored to citizen accessibility
- Chatbot development.
- Backend integration and testing
- Pilot deployment followed by phased rollout

Continuous monitoring, analytics, and iterative improvements



Scope of Development and Implementation of AI-Enabled Chatbot for Internal Use by Department's Employees

The Selected Bidder shall design, develop and implement an AI-enabled chatbot to enhance internal operations, streamline employee support, and improve access to departmental knowledge and services. The chatbot will function as an intelligent assistant, supporting employees with real-time responses to procedural queries, HR processes, IT troubleshooting, and policy navigation.

Key Features:

- Context-aware conversational AI for employee-related topics
- Secure integration with internal systems (HRMS, DMS, IT service portals)
- Support for routine administrative tasks (leave applications, ticket status, onboarding assistance)
- Role-based access and identity authentication
- Feedback mechanism for continuous learning and optimization

Implementation Scope:

- Identification of internal processes and high-frequency queries suitable for automation
- Development of chatbot interface within existing employee portal/intranet
- API-level integrations for seamless backend support
- Deployment in controlled testing environment followed by full-scale launch
- Ongoing support, feedback incorporation, and performance analytics

9.7.4 Security Measures for Applications

Security is non-negotiable for a system handling property and personal data.

- **Authentication & Authorization:** Secure user login (MFA recommended), strong password policies, RBAC to restrict access based on user roles (citizen, admin, dept user).
- **Data Security:**
 1. Encryption of sensitive data both in transit (TLS 1.2+) and at rest (e.g., AES-256).
 2. Protection against common web vulnerabilities (OWASP Top 10) through secure coding practices, input validation, and use of WAF.
 3. Regular data backups with offsite storage and disaster recovery plan.
- **Compliance:**
 1. Adherence to the Digital Personal Data Protection Act, 2023 (Consent management, breach notification, data principal rights).
 2. Compliance with the Information Technology Act, 2000.
 3. Adherence to CERT-In guidelines for government entities and secure application development.
 - **Audits & Testing:** Regular security audits, vulnerability assessments, and penetration testing (VAPT) by CERT-In empanelled auditors.
- **Infrastructure Security:** Secure configuration (hardening) of servers, network segmentation, firewall rules, intrusion detection/prevention systems (IDS/IPS).

9.7.5 Performance and Scalability

- **Optimization:** Code optimization, efficient database queries, caching mechanisms (server-side, client-side, CDN for static assets) to ensure fast load times and responsiveness.



- **Scalability:** Architecture designed for horizontal scaling (adding more server instances) to handle peak loads and future growth. Cloud auto-scaling features should be utilized.
- **Load Testing:** Conduct rigorous load testing to simulate expected user traffic and identify performance bottlenecks before launch.

9.7.6 AI/ML Capabilities (Future Scope)

While not part of the initial mandatory scope, the system architecture should allow for future integration of AI/ML capabilities:

- **Advanced Search:** NLP for semantic search or understanding complex queries.
- **Fraud Detection:** Identifying patterns indicative of potentially fraudulent notices or transactions.
- **Data Analytics:** Analyzing notice trends for policy insights.
- **Document Analysis:** AI tools to assist in extracting and verifying information from complex legal notice documents.

9.8 Cloud Migration & Management Project

The selected bidder shall migrate the existing infrastructure of the Department of Registration & Stamps, Maharashtra, from the current Cloud Service Provider (CSP), ESDD, to a DIT or MeitY-empanelled cloud; and host any new applications developed and manage the cloud infrastructure for the entire project period. The CSP appointed by the selected bidder shall remain compliant with cloud computing policy 2018 issued by DIT, Maharashtra and any addendums to the policy issued by the State Government during the project duration. The brief scope of work of the selected bidder for Cloud services is mentioned below:

9.8.1 Cloud Infrastructure Design & Deployment

The bidder shall design and deploy a robust cloud infrastructure on a DIT or MeitY-empanelled Cloud. This includes:

- Architecting a scalable and secure environment with redundancy and high availability.
- Ensuring physical and logical separation of government workloads from other tenants.
- Hosting all infrastructure within India, with one DC located in Maharashtra.
- Submitting a comprehensive solution document detailing compute, storage, network, and security architecture for departmental approval.
- Include buffer capacity ($\geq 25\%$) to handle peak loads.
- Use modular architecture to support dynamic scaling and redundancy.
- Conduct pre-deployment validation and performance benchmarking.

9.8.2 Migration Services

The bidder shall perform end-to-end migration of applications, databases, and storage from existing CSP to the new cloud environment. This includes:

- Conducting a detailed assessment of existing infrastructure and dependencies. A brief snapshot of current infrastructure of OIGR on Cloud is given in Annexure XIV.
- Preparing a migration roadmap with timelines, rollback strategies, and testing protocols.
- Using certified tools and scripts to ensure secure and seamless migration.
- Validating post-migration performance, data integrity, and operational readiness.
- Schedule migration during non-business hours or on holidays or off-peak hours.
- Conduct dry runs and pilot migrations.



- Implement checksum validation and rollback plans.

9.8.3 Infrastructure Provisioning

The bidder shall provision all necessary cloud resources including:

- Virtual Machines (VMs) with configurable vCPU, RAM, and storage.
- SSD/SAS-backed storage with encryption and WORM (Write Once, Read Many) support.
- Network components with IPv6 compatibility, VLAN segmentation, and secure IP management.
- Security components such as firewalls, load balancers, and monitoring tools.
- Monitor resource utilization continuously.
- Implement alerting for threshold breaches.
- Maintain historical usage data for audit and billing.

9.8.4 Operations & Managed Services

The bidder shall provide comprehensive managed services including:

- 24x7x365 monitoring and support for all cloud components.
- Regular patching, upgrades, and health checks.
- SLA compliance tracking and incident resolution.
- Deployment of experienced personnel onsite (including one Cloud Solution Architect and others) and maintenance of updated SOPs.
- Use ITIL-compliant incident and change management systems.
- Maintain escalation matrix and backup support resources.
- Conduct periodic training and certification for support staff.

9.8.5 Disaster Recovery (DR) Services

The bidder shall establish and manage a Disaster Recovery (DR) site with:

- Active-Standby configuration located within India.
- Real-time replication of data and applications from DC to DR.
- Automated switchover and switchback workflows.
- Biannual DR drills simulating full concurrency and load.
- Monitor RPO/RTO via dashboard and alerts.
- The RPO should be zero and RTO should not exceed 2 hrs in case of disaster or during DR drills.
- Document DR scenarios and failover procedures.
- Validate replication and reverse replication mechanisms.

9.8.6 Backup & Restore Services

The bidder shall implement a robust backup and restore strategy including:

- Daily incremental and monthly/yearly full backups.
- Granular recovery of files, databases, and VM images.
- Biannual restore testing and log maintenance.
- Integration with tape libraries and cloud-native backup solutions.
- Use encrypted backups with WORM support.
- Verify restore integrity using checksum validation.
- Maintain offsite and redundant backup copies.

9.8.7 Security & Compliance

The bidder shall ensure end-to-end security of the cloud environment by:

- Deploying NGFW (Next Generation Firewall), WAF (Web-Application Firewall), SIEM (Security Information and Event Management), Anti-DDoS (Distributed Denial-of-



Service), HIPS (Host Intrusion Prevention System), IAM (Identity and Access management), and Anti-APT (Advanced Persistent Threat) solutions.

- Conducting VAPT every 6 months via CERT-IN empanelled agency.
- Complying with ISO 27001, 27017, 27018, 22301, 20000 standards.
- Implementing secure access controls, encryption, and audit trails.
- Monitor threats in real-time and respond proactively.
- Maintain tamper-proof logs and audit trails.
- Conduct periodic security reviews and updates.

9.8.8 Monitoring & Reporting

The bidder shall provide advanced monitoring and reporting capabilities including:

- Real-time dashboards for resource utilization, SLA metrics, and alerts.
- Historical data retention (≥ 12 months) for audit and billing.
- Daily, weekly, monthly, and quarterly MIS reports.
- Automated alerts for failures, anomalies, and threshold breaches.
- Use OEM-supported monitoring tools with SLA tracking.
- Validate accuracy of reports through audits.
- Implement alerting and escalation protocols.

9.8.9 Application & Database Management

The bidder shall manage all application and database components including:

- Provisioning and maintenance of OS, DB servers (PostgreSQL, MySQL, MSSQL), and middleware.
- Performance tuning, replication, backup, and failover of databases.
- Deployment, patching, and configuration of applications.
- Maintain SOPs for DB and application management.
- Monitor performance and conduct regular health checks.
- Implement automated patching and rollback mechanisms.

9.8.10 Connectivity & VPN Services

The bidder shall ensure reliable and secure connectivity by:

- Provisioning redundant P2P and internet links with auto-failover.
- Providing secure VPN access for field offices with 2FA.
- Supporting DNS, reverse DNS, and clean pipe services.
- Use multiple ISPs with separate backend infrastructure.
- Monitor bandwidth, latency, and packet loss continuously.
- Maintain network uptime and failover logs.

9.8.11 Exit Management

The bidder shall prepare and execute a comprehensive Exit Management Plan for the Cloud services in case a new CSP is appointed by the OIGR due to any reason. The Exit Management Plan shall include, but not limited to:

- Smooth transition to a new vendor/CSP or in-house infrastructure/Data Centre.
- Data handover in standard formats (OVF, VHD) and secure deletion.
- Retention of data for 180 days post-contract.
- Knowledge transfer and training for department staff.
- Maintain updated documentation and SOPs.
- Conduct training and handover sessions with department staff.
- Validate data portability and deletion protocols.



9.9 Supply of Manpower (Office Assistant) & Operations

The agency will be required to provide support Manpower i.e. Office Assistants at the front end who will handle:

1. **Helpdesk / Reception for citizens**
2. **Data Entry:** If data entry is done by the citizens/customers themselves or through cyber cafes/CFCs (Citizen Facilitation Centre), Selected Bidder shall fetch the details in the system. In exceptional cases, if the data entry is not done by the customer themselves or through cyber cafes then such data entry work to be carried out by the Selected Bidder.

Please note that the customers who are doing data entry by themselves need to verify the correctness and sign on the same. So, there is very minimal possibility for errors. In case there is any error in the data entry for those customers who have done by themselves, the Selected Bidder should be responsible to correct such errors; however, no extra charges shall be paid by the customers/department for the same.

3. **Scanning Operations:** Paging, stamping, and scanning of registered documents under the guidance of designated department officers.
4. **Printing:**
 - i. Printing resolution of all printing work should maintain at a minimum resolution of 600x600 Dpi
 - ii. **On demand by customers:** In addition to those certified copies of the documents, the Selected bidder may have to take extra printouts of documents such as index II, copies required in court cases etc. at no additional cost to the IGRO.

An indicative printing scope:

S.No.	Departmental/Vendor Printout List related to registration Per page
1.	Pre-registration summary-1 page
2.	Summary-I (B/W)-1 page
3.	Summary-II 1 or 2 page depending upon no. of parties.
4.	Receipt (original & duplicate payment also) 1 page
5.	Index II -1 page on High Security Printing Paper
6.	A Patrak / C.T.S Patrak – 1 page
7.	Printout of Mutation Notice.

Table 23: Indicative List of Printing Documents at SR Office

5. **Operational Support** Activities such as (not limited to) under guidance of the designated officers in the field offices:
 - a. Verification of payments and assistance to the officials for locking the payment after registration of the document.
 - b. Copy/e copy – certified copies Reports as per requirement.
 - c. Carry out valuation of properties and search of documents.
 - d. Check the identity of parties through UIDAI eKYC service.
 - e. Check and show the status of property with the Mahabhulekh portal.
 - f. There are other activities in field offices like eRegistration, physical filing/ eFiling, Marriage registration, eSearch/iSearch, Valuation report. The Operator should assist the officials. (The Selected Bidder should not charge additionally for such activities)



- g. Daily: Print out of Daily Cash book, daybook and other receipts shall be provided as part of the process. The volume of these prints, in general, would be directly proportional to the total workload.
- h. Any other official activity towards citizen service delivery assigned by the designated officers.
- i. Maintenance of cabling and ensuring uninterrupted power supply using the resources provided by the department. However, for the additional hardware, if any, provided by the bidder, the necessary backup should be provided by the bidder himself.
- j. If necessary, bidders should also assist in installation of hardware and software as supplied by the department.
- k. Manage the system up all the time and monitor the replacement or refurbish of the system, if required

In relation to management of manpower, Selected Bidder shall perform the following activities:

i. Documentation

- a) It will be the responsibility of the Selected Bidder to source, train and deploy the required staff at each of the IGR office in Maharashtra. The Selected Bidder shall ensure that the candidate is sufficiently qualified as per the criteria finalized in the RFP. The Selected Bidder shall keep in record relevant documents confirming the candidate's eligibility and produce to the department if demanded.
- b) The Selected Bidder should make adequate enquiries about the character and antecedents of the persons whom they are deploying. The Selected Bidder shall conduct adequate background screening of the candidates before their deployment on the project. It will be the responsibility of the Selected Bidder to ensure that there are no criminal cases pending on the staff before deployment or that the staff is found guilty of indulging in anti-social and anti-national activities.
- c) The Selected Bidder shall also take undertaking from all candidates that the candidate is willing to work at any location in Maharashtra. This undertaking needs to be submitted to the department along with all the necessary documents during the time of candidate joining.

ii. Training

- a) The staff that will be deployed at the offices shall be sufficiently trained before deployment. It will be the responsibility of the Selected Bidder to ensure quarterly training of the staff to ensure productivity and efficiency.

iii. Deployment and Replacement

- a) The Selected Bidder has to deploy 1000 Office Assistants for the said work. Additional, manpower (Office Assistants) can be deployed with prior approval from the department.
- b) The Selected Bidder to perform the Background Verification Check before onboarding the resources and it is mandatory to submit the BGV report along with supporting documents to office bearer and copy to OIGR.
- c) The Selected Bidder to provide the Minimum wages to the recruited Manpower as per the prevailing labour law of Government of Maharashtra.
- d) The Selected Bidder shall provide the required number of staff within a period of one month from the date of go live, and thereafter within one month of time-to-time demand. Failure to comply with the same or found deficient in service shall invite penalty fee of Rs. 500/- per day/per staff or forfeiture of the security deposit and legal proceeding for the omission/deficiencies in service.
- e) In case of replacement or resignation of any staff the outgoing staff shall mandatorily serve a notice period of 30 days. The replaced staff shall be provided by the Selected Bidder within one month of receiving the intimation from the department.
- f) The personnel deputed to offices shall not be changed by the Selected Bidder in any circumstances unless there is a specific request for so from department in writing or written



request of the concerned person. The department however reserves the right to recommend replacement of any staff in case any performance related or allied issue. The Selected Bidder shall replace within one month any of its personnel who is found unacceptable to the department because of security risks, resigned from his/her position, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from the department.

iv. Salary Disbursal

- a) The salary for the staff shall be paid to the staff directly into their bank accounts by the Selected Bidder.
- b) A penalty of Rs. 1000 per day will be levied on the Selected Bidder in case the Selected Bidder fails to deposit the monthly salary of the employees on or before the 10th day of the subsequent month.
- c) The persons deployed by the Selected Bidder shall not claim nor shall be entitled to any pay, perks, and other facilities admissible to regular/confirmed employees of the department during the currency or after expiry of the contract.
- d) The Tax Deduction at Source (T.D.S.) shall be made as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the Selected Bidder by the department. The Department indemnifies itself from any tax liability from any government agency.

v. Conduct of Staff

- a) The Selected Bidder shall be responsible for proper conduct of his personnel deployed at the office premises. In case of any damage/ loss/theft etc. to the property of the department which is caused by the staff deployed by the Selected Bidder, the Selected Bidder will either be liable to make good the loss on the basis of the value of the property as determined by the department or the same could be recovered from the performance guarantee/ monthly payments due to the Selected Bidder. The Selected Bidder shall be responsible for any act of indiscipline on the part of persons deployed by them.
- b) The deployed staff shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature that can attract legal action.
- c) The Selected Bidder shall be solely responsible for the redress of grievances or resolution of disputes relating to persons deployed.
- d) Selected Bidder shall have to execute an Indemnity Bond to excuse the OIGR (and line department) from any offence committed by contracted staff. The Department will not be responsible for any unlawful/criminal/unethical/disciplinary or any such action taken by the employee. It is the responsibility of the Selected Bidder to monitor the conduct of employees and take any suitable action.
- e) The operators should behave decently. Sabotage by way of strikes or mass leave shall be the responsibility of the Selected Bidder.
- f) Selected Bidder shall at his own cost provide uniform dress code to all the data entry operators, along with a monogram or badge on his chest, which shall display the name of the operator and name/ logo of the Selected Bidder. The dress code should be defined and standardized with a badge having the name of the employee.
- g) The decision about transfer or non-acceptance of the personnel will vest with district level officials of respective department.

vi. Attendance

- a) The attendance of the employees will be monitored using this AADHAR based biometric systems. The deployed staff shall have to punctually follow all attendance rules and have to record attendance on every entry and exit from office on Aadhaar based biometric



attendance machine. Aadhaar based biometric attendance machine will be provided by the Selected Bidder.

- b) The Selected Bidder shall depute a dedicated supervisor for the department. The job of this supervisor will be to monitor the attendance of the employees that are deployed at offices and provide automated daily and monthly reports to the department of the attendance. A monthly summary of the attendance of the staff must also be sent on the registered mobile number of the staff. The staff will be eligible for leave as per the policies determined by the Government of Maharashtra. The deployed staff will need to follow the office timings as defined by the department.
- c) It will be responsibility of the Selected Bidder to follow rules, regulations, and Acts of State/Central Governments regarding welfare of employees and Labor/persons hired for services/appointed by it and the department will not be responsible if the Selected Bidder violates the same.
- d) All operators of the Selected Bidder should not be functioning at one location and must be redeployed at other places once in every 12 months. In case of absence of any operator, a substitute shall be promptly provided so that the work is not hampered.

All the manpower supplied in this tender shall abide by the Maharashtra Essential Services Maintenance Act, 2017 under MAHARASHTRA ACT NO. XVIII OF 2018.

Note: *The number of staff mentioned in the point iii above are indicative and is liable to change. The number of staff to be actually recruited will be finalized by the department and will be communicated to the Selected Bidder.*



9.10 IT Support Team

The Selected Bidder shall provide below mentioned services under IT Support service, but not limited to

- Helpdesk support
- Asset management
- End User IT support
- Network Management and Monitoring
- IT Network Security, Antivirus Management and Compliance
- Maintenance of IT Infrastructure across the offices of IGR locations

The Selected Bidder's IT support team resources shall be a single point of contact for the offices of IGR. FMS Team Structure in every district shall be as below.

Sr. No.	Resources
1	Network / System Engineer
2	System Administrator

Table 24: IT Support Team Structure at Districts

The Department reserves the rights to increase or decrease the number of staff required as per their requirement. Actual demand during the contract period may change as per the requirement of the Department.

9.10.1 Helpdesk Support

The Selected Bidder shall provide required helpdesk support, which includes but not limited to the following activities:

1. The help desk service will serve as a single point of contact for all incidents and service requests.
2. The activities shall include:
 - a. Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure & Application related issues
 - b. Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
 - i. Specific E-Mail account
 - ii. Telephone
 - iii. Online Ticket Management Tool
 - c. Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
 - d. Track each incident / call to resolution
 - e. Provide feedback to callers
 - f. Analyse the call statistics
 - g. Creation of knowledge base on frequently asked questions to aid users.
 - h. Continuous monitoring of the IT infrastructure at various locations, to ensure application availability as per agreed SLAs.
 - i. Monitoring shall be done with the help of and EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto generated.



- j. Escalate the calls, to the appropriate levels, if necessary, as per the escalation matrix agreed between the Selected Bidder and the user section. The escalation matrix shall be developed by the Selected Bidder in discussion with the OIGR.
- k. Analyse the incident / call statistics and provide monthly reports including but not limited to:
 - i. Type of incidents / calls logged
 - ii. Incidents / calls resolved
 - iii. Incidents / calls open
 - iv. Root Cause analysis for frequently occurring incidents
- l. The Selected Bidder shall provide Help Desk facility during the working hours for reporting issues / problems with the IT infrastructure. The Selected Bidder shall provide a service desk facility and set up all necessary channels for reporting issues to help desk.
- m. Update concerned authority with complete and accurate system status.
- n. Maintain an updated on-line help-desk telephone number listing in the Escalation Matrix.
- o. Call tracking and closure.
- p. Problem escalation in case of service levels not adhered to.
- q. Provide detailed contact list of Help Desk Support to all the locations of the project and receive log and dispatch or transfer calls.
- r. Make the guidelines for prioritization of calls and escalation procedure with the approval of the Department.
- s. Prioritize problem calls as per the defined Severity Codes.
- t. Perform problem analysis and identify the problems and arrange for on-site/off-site support for resolution of problem.
- u. Intimate concerned authority of all the emergencies and equipment failures.
- v. Resolve performance issues of third-party vendors, if any.
- w. Shall be primarily responsible for resolving third party service provider (if any) performance issues.
- x. Provide monthly reports on calls handled by Help desk.

9.10.2 End User IT Support

1. The Selected Bidder shall be responsible to support IT Infrastructure across the locations of the OIGR. It includes Servers, Desktops, Laptops, Printers, Plotters, Scanners, UPS, Tablet PCs, Networking equipment. The desired support service shall cover all necessary required activities but not limited to the following activities:
 - a. Maintaining desktop/client OS software, Network management, etc. as and when required and provide services, such as relocation of PCs, or adding or removing accessories, attachment, or other devices/peripherals. Support for Anti-virus scanning, e-mail, Internet access, LAN connectivity.
 - b. Configuration of printers and resolving all printing problems of users.
 - c. Arranging/downloading from Internet and loading of drivers of peripherals, as and when need arise.
 - d. Configuration/reconfiguration of client machines to ensure optimum network connectivity and applications/service availability to all users.
 - e. Selected Bidder shall provide first level assistance to the office of IGR users in operations of PC, Printer, and software so that the users can perform their work smoothly.
 - f. Client configuration of MS Office clients.
 - g. Installing, reloading, reconfiguring of any desktop/office automation software-mail clients, browsers, applications, clients of any application etc., as, and when required.



- h. Re-establishing the network connectivity and application availability after any hardware/software failure.
- i. Backup of the data as per the backup policy defined by the OIGR.
- j. Archival of the Backup as per the office of IGR's backup and archival policy.
- k. In case of hard disk failure, the selected bidder shall make all attempts possible to retrieve the data and transfer to the new hard disk. The Hard disk should be of same make and have capacity, specification equal to or higher than the original hard disk with in one working day.
- l. Making its own arrangement to get all system software bug fixes, patches, and upgrades from Internet or the concerned software principals.
- m. Anti-virus updating across the desktops and also updating of Patches from a central location.

9.10.3 Key Resource Qualification and Responsibility

Manpower	Responsibility	Quantity	Minimum Qualifications
Office Assistant		• 1000	<ul style="list-style-type: none"> • Full Time Graduate from any stream and recognized university or above with working knowledge of Microsoft Office, Microsoft word, and other Windows-based software
Network / System Engineer	<ul style="list-style-type: none"> • Manage Desktops, Printers, Laptops, Tablets related issues • Microsoft, Mac, Linux Operating System, Installation, configuration, and troubleshooting; Activities like data backup/restore, antivirus update, patch management etc. • Managing Office Applications, productivity applications like MS Office, email, etc. • Coordination with OEMs for call logs and resolution. <p>Any other IT support related work as per</p>	• 1 at each Joint district Registrar offices	<ul style="list-style-type: none"> • Any Graduate / B. Tech/ B.E in CS/EE/MCA • Additional Certificates like Diploma in Computer Hardware and Networking with course duration of minimum 1 year from Govt. Recognized institution • Relevant Exp.: 3 yrs. • Languages known: Hindi, English, Marathi • Should have expertise in MS-Office • Should have experience in



	department's requirement.		Government projects.
System Administrator	<ul style="list-style-type: none"> • Computer Technician should have worked as a Server Technician. • Must have experience of maintaining server room, troubleshooting Data Centre equipment, Repair servers (replace hard drives; replace bad sticks of RAM, MoBos, etc.) • NIC e-Office Support • Server Administration • E-Office Application Administration • E-Office User handholding support 	<ul style="list-style-type: none"> • 5 at CCC 	<ul style="list-style-type: none"> • B. Tech/ B.E in CS/EE/MCA Additional certificates like MCSE/RHCE or equivalent, RHEL. • Previous Experience of NIC e-Office Application • Relevant Exp.: 2 yrs. • Languages known: Hindi, English, Marathi

Table 25: Resource Qualification and Responsibility

9.11 Asset and Inventory Management

Selected Bidder shall record all IT Hardware, located across various offices covered under the scope of this project. The desired asset management service shall cover all necessary required activities but not limited to the following activities:

- Create hardware asset database by recording information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Servers, Desktops, Laptops, Printers, Plotters, Scanners, UPS, Tablet PCs, Networking equipment, etc.
- Auto discovery of new IT hardware.
- Record all installation of new machines
- Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations. Know who is running prohibited software.
- Create inventory of all consumables, create database through provision of barcode scanning of each item for supply chain management of consumables
- Software License Management
- Register all software procured by department with respective OEMs.
- Notifying Department on licensing contract renewal.
- Ad-hoc and scheduled asset management audits.
- Periodic reports of the audit.

Record of movement of asset within and out of the covered locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset is not returned back within the stipulated time.



9.12 Network Management and Monitoring

1. Network Management Services for IT Infrastructure shall be provided by the Selected Bidder which shall include all activities required to be done for optimum utilization of the Networks and ensuring the availability of applications but not limited to the following activities:
2. Regular Activities
 - a. Daily monitoring of LAN, WAN, Wi-Fi, Internet connectivity and speed or manual testing, troubleshooting, and reporting the status to the IT cell, office of IGR.
 - b. Regular Backup of Configuration of all routers and switches.
 - c. Configuration/Reconfiguration of Layer-3 and Layer 2 switches, Hubs, Nodes, Servers etc. for network connectivity, as and when required.
 - d. Maintain an updated inventory/asset list of complete IT network infrastructure.
 - e. Mac binding of equipment for Wi-Fi access.
 - f. Regular Monitoring of Internet and connectivity with other locations and reporting the status to the OIGR and coordinating with bandwidth service provider.
 - g. Provide services for link/devices augmentation/deletion, relocation/ connection/ disconnection etc., as, and when required.
 - h. Protocol migration to any other protocol, as and when required. Protocol configuration on any new router / switch as per existing routing protocol
 - i. Maintain and update IP address list and optimum management of IP addresses
 - j. Maintain an updated document for LAN & WAN diagrams with relevant details.
3. Optimizing Activities
 - a. Data usage monitoring and bandwidth management for optimum usage for each application/service/location and performance of the Network.
 - b. Overall performance monitoring and usage statistics of the Network
4. LAN Audit Services
 - a. The LAN audit shall be held every six months which will have below mentioned deliverables:
 - b. Top N Applications in the network
 - c. Top N Talkers in the network
 - d. Internet Usage
 - e. Switch statistics
 - f. Router Statistics
 - g. Network Error, Collision & Utilization statistics
 - h. Application response time analysis
 - i. Recommendations based on the audit results

9.12.1 Network Security, Antivirus Management and Compliance

1. Manning, operation and maintenance of Servers and allied IT security related products/equipment. The task also includes:
 - a. Management and Monitoring of all Security related devices (hardware and software) on regular basis from Internal and external known /unknown vulnerabilities.
 - b. Selected Bidder should follow and maintain the IT security policy as per the OIGR & GoM norms.



- c. Corrective action in case of failure of any security related devices (hardware and software).
 - d. Monitoring of / Regular patch and version upgrades on UTM, servers, Domain Controller, Antivirus, and any other security related devices (hardware and software). The proactive action is required.
 - e. Creating the rules and policies in servers for the users as per the OIGR instructions. Maintaining the proxy logs and usage patterns.
 - f. End-to-End Antivirus Management includes Install, Upgrade, Troubleshoot, and Maintain.
2. Selected Bidder must ensure that entire IGR network, Servers, Desktops, Laptops remain virus/worm free. Any potential virus/worm threat on the managed infrastructure shall be brought to notice of the OIGR. The Selected Bidder shall take suitable preventive action, in consultation with the antivirus vendor to ensure that the IT infrastructure remains virus free. The Selected Bidder shall ensure that action against the potential virus outbreak is started at the earliest so that the OIGR network remains protected. It is the Selected Bidder's responsibility that all the system/server's antivirus updates are updated regularly. The Selected Bidder is also responsible for bringing the machine up after a virus attack.

9.13 Training & Change Management

The Selected Bidder shall impart training to the staff and other key stakeholders on the usage and maintenance of the system. Selected Bidder shall consider different training modules for different user profiles based on what is appropriate at what level.

The Selected Bidder must propose an appropriate training model in their proposal and must propose detailed methodology on how they would conduct the training.

Selected Bidder must also prepare Computer Based Training Modules to enable the users for self-learning.

9.14 Operation and Maintenance (O&M) Guidelines

The Selected Bidder has to adhere to the operating policies and procedures, as directed by Government of Maharashtra (GoM) and Department, for managing and operating the Project. This includes (but not limited to) approach related to manpower, resources, vendor management, security, customer service, repair and maintenance and other primary functions, training programs to staff, user manuals, technical manuals, financial management, risk management, life/safety management, employee management and administrative policies and procedures. It also includes the key elements of a management plan for this project to include considerations for cost containment/expense reduction, revenue enhancement (including non-operating revenue sources), customer service improvement, enhanced economic impact generation to the office of IGR.

1. Selected Bidder shall be responsible to deploy on-field and off-field resources for appropriate up-keeping, maintenance, and operation of all network hardware, and software components, and ensure smooth functioning of the project during the entire O&M period of 5 years.
2. The Selected Bidder shall provide comprehensive onsite warranty for all the hardware items and peripherals, both on field and inside the ICCC during O&M period. The Selected Bidder shall provide comprehensive Facility Management Service (FMS) for all devices, sensors, equipment and its related hardware, software, electrical and network infrastructure components supplied for the project. This involves



comprehensive maintenance of all components covered under the contract, including configuration of desktops, routers, switches, and various other active and passive components along with repair, replacement of parts, sensors, providing spare parts, updating, security alerts and patch updating, regular backup of the data etc.

3. The Selected Bidder shall depute adequate manpower as full time dedicated onsite FMS team. The FMS team shall be deputed to identify, acknowledge, troubleshoot, manage, replace, and repair the hardware/ system software. The FMS shall undertake day-to-day troubleshooting and maintenance requirements for the Departments.
4. The FMS shall also be responsible for regular monitoring of all the equipment, proactively perform warranty checks, and generate SLA reports from the SLA monitoring tool.
5. The FMS shall be required to take regular backup of the application data as per the frequency defined by department. Security and safety arrangements for safe custody of the backup data shall also be the responsibility of Selected Bidder.
6. The Selected Bidder shall ensure that the FMS team has networking, hardware, and application software level skillsets.
7. The Selected Bidder shall ensure that the instruction manuals, technical manuals, and user manuals supplied by the manufacturer/OEMs are referred, referenced, reviewed, and maintained up to date at all times.
8. All patches and updates to any software and hardware devices shall be provided by the Selected Bidder without any additional costs during the tenure of the contract.
9. The Department reserves the right to ask for replacement of any hardware, software, and network components if it is not from a reputed brand and does not conform to all the requirements specified in the tender document.
10. Selected Bidder to replace the IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and batteries, LAN Cable, etc.) of each office after 4 years.

9.15 Non-IT Related Operational Guidelines

Given that the Selected Bidder is responsible for successfully setting up the entire non-technical infrastructure related to the project and must adhere to the below mentioned non-Information Technology (IT) guidelines.

- The Selected Bidder is required to fulfil all the following specifications (but not limited to) in order to set-up, commission, install, implement, operate and maintain the centralized ICCC.
- The Selected Bidder is required to provide itemized cost estimate along with maintenance cost for the contract period for each of the following activity as per requirement.
- The Selected Bidder shall ensure that all materials used are BIS compliant and carry ISI mark.

9.16 Pre-Dispatch Inspection

The successful bidder needs to arrange pre-dispatch factory/warehouse quality inspection of all Laptops, Desktops, Printers, Scanners, CCTV cameras, CCTV Directory Server, and Monitor for CCTV as per pre-approved and defined format in presence of OIGR representative along with bidder and OEM representatives at their own cost. The quality parameters to be checked and product testing's to be performed by the OEMs during inspection will be finalized by OIGR only.



9.17 Supply, Install, and Maintenance of CCTV

The Selected Bidder shall have the overall responsibility to supply, install, commission, and maintain the CCTV Surveillance System for OIGR.

Brief scope of work of the Bidder is to implement the following security solutions.

- Four CCTV Cameras and one Network Video Recorder (NVR) at each OIGR Offices
- 24" LED Monitor to monitor the activities.

9.17.1 CCTV Scope of Supply:

- The successful bidder shall arrange all the material as per final BoM and complying with the functional and technical specification in Annexure XIII. All the material to be arranged at a single warehouse at and SI shall send request to OIGR for inspection. The request letter should enclose a list of all the materials with Make, Model, Serial number and Part code number for each item. OIGR / appointed PMU shall inspect all material and shall issue the inspection Report.
- Quality inspection of critical items.
- Supply of all components at the respective IGR Offices and safe keeping of the items at IGR premises till successful installation and commissioning as per RFP and Final Agreement within specified timeline.

9.17.2 CCTV Installation, Configuration and Integration

- The installation of the CCTV System shall be carried out by the OEM or directly under their supervision. The installation shall therefore be certified by the OEM failing which no payment for the same shall be made by the Consultant-in-charge. The testing and commissioning shall be carried out by the OEM expert at the site in the presence of the OIGR authorized representative.
- The installation shall be tested for at least 15 days before commissioning. Such acceptance testing shall be carried out by the department directly and/or through third party. Completion certificate shall be issued only after such acceptance testing is found to be fully compliant with the specifications and directions of the Consultant-in-charge. The decision of the Consultant-in-charge and/or the accepting authority in the matter shall be final and binding.
- Physical installation and powering of all supplied components as per approved layout.
- Complete configuration and integration of all the components on the network.
- Any structure, permanent or temporary, dismantled or destroyed during the execution of the work shall be refilled/remade or restored to its previous condition by the vendor at its own cost.
- Bidders are required to note that while executing the project, the successful bidder shall finalize the actual place for placement of cameras at each building and fixation of height & angle for the cameras would be done carefully to ensure optimum impact. During the course of project, if some camera requires change of FOV, it should be done by the Selected Bidder without any extra cost, in consultation with OIGR officials.
- OIGR and other stakeholders shall extend necessary support to the selected bidder (in terms of documentations, meetings with concerned authorities, etc.) for getting the approvals / licenses from concerned authorities, if all the necessary requirements are in place.
- The Selected Bidder shall install, configure the cameras, recording system, Rack, switch, servers UPS etc. at the identified locations and then undertake necessary work



towards their commissioning. SI should use the industry best practice while positioning and mounting the cameras. Some of the checkpoints which need to be adhered by the Selected Bidder while installing / commissioning cameras are as follows:

- Ensure Surveillance objective is met while positioning the camera, create the required field of view
- Carry out proper adjustments to have the best possible image
- Benchmark specifications of camera to be supplied & operationalized as part of this project is given in Annexure XIII of this RFP. Bidders are required to ensure that Cameras proposed are capable to meet these benchmark specifications and are also able to adhere to the functional requirements specified.

9.17.3 CCTV Preventive Maintenance

- I. Scheduled preventive maintenance shall be performed at least once in a months or as recommended in the product support documentation. This maintenance includes all cleaning, lubrication, inspection, testing, calibration, focusing of field equipment, checking of cable insulation, checking for corrosion of steel support, painting to save from rusting, repairing of concrete base of field equipment and structure, checking of cable clamps and replacements if so needed as well as necessary alignment to prevent failures.
- II. The Selected Bidder shall ensure that all Preventive Maintenance works are properly carried out with minimum interruption to the operation of the system.
- III. The Selected Bidder shall submit a monthly/quarterly maintenance work program as per an approved checklist. Bidder shall also submit a Preventive Maintenance report to the department. Department reserves the right to add and delete items on the check list without any additional cost.
- IV. The Selected Bidder shall liaise with the respective proprietary software/hardware OEM or other suppliers to ensure that all required maintenance is provided.
- V. Software Preventive Maintenance shall include but not remains limited to the following:
 - a. Installation, reconfiguration, testing and implementation of standard corrections, patches and updates of all software.
 - b. Performing regular backup so as to restore the system in the shortest possible time.
 - c. In the event that the software support from the OEM is terminated, Bidder shall be responsible for maintaining the affected software at no additional cost and with no adverse delay to the operation of system.
 - d. Licenses for all the operating and application software etc. shall be made available by the Bidder at no additional cost. The original agreement documents of all the licenses shall be submitted to department within a week of its renewal.
 - e. The Selected Bidder shall be responsible to supply and install the latest antivirus software and patches as well as the associated license. The antivirus software shall be including at least the following features:
 1. Functions to automatically scan all file inputs, outputs, downloads, program execution and
 2. Other system related activities: Functions to clear or delete the infected file(s); Ability to check specific files for viruses; Ability to allow the creation of emergency back-up disk to start and clean infected boot sector virus; and Ability to push signature files and upgrades from one main console to the rest of the hardware. There shall be no manual updates and upgrades on individual servers and workstations.



3. Bidder shall update the virus definition file as and when we update is available. Hardware Preventive Maintenance shall include all scheduled servicing actions. Scheduled servicing shall include accomplishment of periodic inspection, condition, monitoring, critical parts replacements, overhaul, adjustment, calibration, etc. In addition, servicing requirements (i.e. lubrication, cleaning, etc.) shall also be included under the general category of schedule servicing.
4. Any Preventive Maintenance work carried out shall not cause any disruption to the operation of System and all the communication links. In the event that any System downtime is required during PM work, Bidder shall seek approval from OIGR prior to carrying out the works.

9.18 Supply of Consumables

The selected bidder shall be responsible for supplying following consumables as per the required quantity ensuring consistent availability, timely delivery and OEM quality standards at no extra added cost. For consistent supply, bidder should do adequate stockings as per consumption pattern, this is to avoid any disruption in business operations due to non-availability of consumables. The bidder should prepare an online system, where departmental users will raise the requests for consumables and it should get fulfilled by bidder.

9.18.1 Printer Consumables

- a) Supply of compatible / OEM original toner
- b) Maintenance kits, fuser units, roller etc which ever required.
- c) Paper Supplies
 - a. Supply of A4 Copier paper (75-80 GSM), ream packaging.
 - b. A3, A4, Legal, Letter size papers wherever required.

9.18.2 Scanner Consumables

- a) ADF scanner rollers, pad assemblies
- b) Cleaning kits and calibration sheets.

9.18.3 Office Consumables

All other office supplies required for day-to-day functioning of office; the tentative list is provided in the annexure XVI.



10. Annexure I – Bid Covering Letter

(To be submitted by the Bidder on the Bidder's letterhead along with Bid documents)

To,
Office of the Inspector General of Registration and Controller of Stamps
Department of Registration & Stamps, Government of Maharashtra
M.S., Pune, New Administrative Building, Ground Floor
Opp. Council Hall, Pune – 411 001.

Subject – Bid for << Name of the RFP >>

We have examined the RFP document and we offer to provide services for the OIGR as per the scope and instructions specified in the RFP document. We acknowledge having received the following addenda / corrigenda to the RFP document-

Addendum No. / Corrigendum No.	Dated

While submitting this Bid, we certify that:

- We have not induced nor attempted to induce any other Bidder to submit or not submit a bid for restricting competition.
- We agree that the terms and conditions furnished in this RFP are for IGR offices considered in the RFP.

If our Bid is accepted, we undertake, to start the assignment under the scope of the RFP immediately after receipt of your order. We have taken note of Penalty clauses in the RFP, other instructions and agree to abide by the same. We also note that OIGR reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of OIGR will be final and binding on us.

We submit our Bid Document herewith. 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 without assigning any reason or giving any explanation whatsoever.
- If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the OIGR to do so, a contract in the prescribed form.
- If our Bid is accepted, we are exclusively responsible for the due Performance of the contract
- We accept that in the event of any information / data / particulars are found to be incorrect, OIGR will have the right to disqualify /blacklist us and forfeit EMD
- We undertake to comply with the terms and conditions of the RFP document. We understand that OIGR may reject any or all the offers without assigning any reason whatsoever
- The name of Selected Bidder to whom the contract is finally awarded after the completion of commercial bid shall be displayed on the website of the OIGR and/or communicated to select Bidder

Yours faithfully,

Name :
Designation :
Signature :
 (Authorized Signatory)
 (Seal of the Company)



11. Annexure II – Bidder Past Experience

The Bidder will be required to provide details of past experience in the following format:

Client Name	
Project Name	
Project Start Date (MM/YY)	
Project End Date (MM/YY)	
Description of Services	
Details of ICT project (Hardware / Network / CCC / Software) implementation	
Project Value (in INR)	

Table 26:Resource Qualification and Responsibility



12. Annexure III – Format for queries and explanation

Sr. No.	Reference Document Name	Section No.	Page No.	Clarification Query	OIGR's Response
1					
2					
...					

Table 27: Pre-bid Queries Format



13. Annexure IV – Bidder Information

Bidder to provide the information of lead bidder as well as the consortium members in the following format:

Bidder Information		
1.	Name of the Bidder (Prime/consortium member)	
2.	Address of the Bidder	
3.	Status of the Company (Public Ltd/ Pvt. Ltd)	
4.	Details of Incorporation of the Company.	
5.	Valid GST registration no.	
6.	Permanent Account Number (PAN)	
7.	Name & Designation of the contact person to whom all references shall be made regarding this tender	

Table 28: Bidder Information

Financial Details (as per audited Balance Sheets) (in Cr)

Sr. No.	Particulars	FY 2022-23	FY 2023-24	FY 2024-25
1	Net worth			
2	Revenue/Income			
3	PAT			

Table 29: Bidder Information



14. Annexure V – Self Certification

To,
Office of the Inspector General of Registration and Controller of Stamps
Department of Registration & Stamps, Government of Maharashtra
M.S., Pune, New Administrative Building, Ground Floor
Opp. Council Hall, Pune – 411 001

Sir,

Subject –Self certification

I/We have carefully gone through the Terms and Conditions contained in the RFP for Selection of Agency for Modernization of IGR Offices under Govt. of Maharashtra. I/We hereby declare that my company/firm is not debarred/blacklisted by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company/firm to make this declaration. If my/our track record is not found to be clean, at any point of time, then the OIGR has the right to disqualify me/us from the selection process or terminate the agreement of engagement, post selection.

Yours faithfully,

(Signature of the Applicant)

Company Seal :

Printed Name:

Designation :



15. Annexure VI – Implementation timelines and Payment Terms

#	Track	Milestone	Timelines
1		Performance Bank guarantee as specified in the RFP	T+15 Days
2	Project Planning, Design and Discovery	Existing Operations Study and Readiness for Takeover	T+21 Days
3	Project Planning, Design and Discovery	IT strategy including detailed project plan which should also include fortnightly detailed breakup of the activities. It should clearly identify all the milestones and deliverables together with the tasks and time & resource allocation and deployment plan.	T+15 Days
4	Application Development	System documentation as per agile methodology for processing and other systems requirements. <ul style="list-style-type: none">• Technical and System design documents• Logical and Physical Database Design• Security. Performance & Design Features <ul style="list-style-type: none">• Traceability Matrix• Document on Testing Approach• Test Assumptions	T+2 Months
5	Application Development	Sprint Planning & Agile review sessions (Daily/ Twice a week/ Weekly/ Fortnightly)	T+2 Months till Deployment
6	Application Development	Development, Testing and Deployment as	T+2 Months till Deployment



#	Track	Milestone	Timelines
		per sprints planned in sprint planning sessions	
7	Cloud Hosting & Migration	Plan to migrate set of infrastructure including application, and data from current DC/DR to a new location (if applicable)	T+2 Months
8	Cloud Hosting & Migration	Setup and operationalization of DC and DR on Cloud	T+3 Months
9	Project Planning, Design and Discovery	Security policy and Standard Operating Procedures (SOPs) for the project	T+4 Months
10	Cloud Hosting & Migration	Completion of migration of infrastructure including application, data	T+4 Months
11	Information Technology Infrastructure & Network Security	<p>1. Tech refresh of IT infrastructure including hardware/software (Supply and installation of Hardware & Network equipment- Computers, network devices, LAN, etc.) at respective Locations- 25% of SRO offices</p> <p>2. Provision of Network Connectivity</p>	<p>1. T+4 Months</p> <p>2. T+3 Months</p>
12	Information Technology Infrastructure & Network Security	1. Tech refresh of IT infrastructure including hardware/software (Supply and installation of Hardware & Network equipment- Computers, network devices, LAN, etc.) at respective Locations- 25% of SRO offices	<p>1. T+5 Months</p> <p>2. T+4 Months</p>



#	Track	Milestone	Timelines
		2. Provision of Network Connectivity	
13	Information Technology Infrastructure & Network Security	1. Tech refresh of IT infrastructure including hardware/software (Supply and installation of Hardware & Network equipment- Computers, network devices, LAN, etc.) at respective Locations- 25% of SRO offices 2. Provision of Network Connectivity	1. T+6 Months 2. T+5 Months
14	Information Technology Infrastructure & Network Security	1. Tech refresh of IT infrastructure including hardware/software (Supply and installation of Hardware & Network equipment- Computers, network devices, LAN, etc.) at respective Locations- 25% of SRO offices 2. Provision of Network Connectivity	1. T+7 Months 2. T+6 Months
15	Manpower Supply, Training and Change Management	Recruitment, training and deployment of all MSP personnel required for complete processes of the project across Locations	T+4 Months
16	Information Technology Infrastructure & Network Security	Setup of NOC, SOC, Enterprise Monitoring System (EMS) and Application Performance Monitoring (APM)	T+5 Months



#	Track	Milestone	Timelines
17	Information Technology Infrastructure & Network Security	Third party audit of Infrastructure including Network, Servers, storage, System Software deployed at Delivery locations	T+9 Months
18	Application Development	Developed and Deployed application suite as envisaged in RFP	T+ 9 Months
19	Information Technology Infrastructure & Network Security	SLA Monitoring & measurement system using SLA Tool	T+10 Months
20	Application Development	1. Defect free application 2. Updated system requirements and design documents 3. Manuals for administration and maintenance of project	As agreed and Discussed. Shall not extend beyond T+11 Months
21	Application Development	Acceptance Testing	T+12 Months
22	Application Development	Readiness for Go-Live- Application Part	T+13 Months
23	Application Development	1. Post Implementation Support 2. Call Log & Resolution Reports for Helpdesk 3. Daily/Weekly/for-nightly/monthly Performance Monitoring Reports of the project	Post Go-Live
24	Project Maintenance	MIS Reports and SLA Monitoring System, SLA Quarterly Report	Quarterly

Table 30: Indicative Timelines

Note: The deployment plan across the locations shall be discussed with OIGR during the inception phase of the project and Selected Bidder to make sure the implementation plan and actual implementation will not disrupt the existing services



Payment Terms:

1. The selected bidder will be paid Document Handling Charges based on total number of pages handled as part of document registration at Sub-Registrar Offices at the per page rate quoted by the selected bidder.
2. The payment to the selected bidder will start after completion of activities for each of the 25% locations as mentioned at Sr 4 to 8 above, subject to SLA's.
3. The SLA monitoring and any penalty for not meeting the post-implementation SLAs will start after provision of EMS/NMS.
4. Post Implementation, the payment will be done on Quarterly basis on submission of invoices.
5. In case, any penalty is imposed on the Selected Bidder for the said period, the amount will be deducted from the subsequent Quarterly invoice.
6. There shall not be any inflation adjustments in the DHC for the period of the project.
7. GST will be paid as per the rates prevalent at the time of actual payment.



16. Annexure VII – Service Level Agreements

Sr. No.	Parameter	Metric	Penalty
1	Delay in Adherence to Meeting Specified Timelines against each milestone except # 10	Submission of Relevant Reports within 3 Days of Completion of Milestone as Stipulated	Rs. 10,000 for each day delay
2	Completion of migration of infrastructure including application, data	Operationalization of IGR Services (Existing Application Services)	Rs. 100,000 per day delay (due to the reasons which are solely attributable to the bidder)

Table 31: Pre-Implementation SLAs

*Days mentioned in the above table specify calendar days.

Post-Implementation SLAs

For registration service of IGR department, the following SLAs need to be met towards service delivery:

Sr. No.	SLA Parameter	Breach	Penalty
1	Adherence to provision of Certified Copy to the Citizen Breach will be measured basis time taken to provide certified copy	EOD Operations	<ul style="list-style-type: none"> • 100%- No Penalty • <100% - 0.01% of Quarterly Payment of the Project for each day of Delay for each occurrence.
2	Network uptime should be more than 99.5% for the month. Breach will be measured for each office/link and SLA calculated separately. Unavailability of NMS to measure network parameters for each network link/office would be also considered as breach of this SLA.	<99.5%	<ul style="list-style-type: none"> • 98.5% to 99.5%: Penalty of 1% of monthly invoice • Additionally, 1% penalty for every further deterioration by 1%
3	DR drill in every 6 months		<ul style="list-style-type: none"> • Penalty of 1% of payment for the period.

Table 32: Post Implementation SLAs

Note:

- All calls logged by the Selected bidder's team for time lost due to application or CSP related issues shall be exempted from SLA measurement.
- Overall penalty shall not be more than 100% of the total Project Value.



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
Availability				
1	Availability of Overall Cloud Solution and Application Availability	<p>Availability means, the aggregate number of hours in a calendar month during which cloud service is available for use through command line interface, user/admin portal and APIs as applicable Uptime Calculation for the calendar month:</p> $\frac{\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}}$	<ul style="list-style-type: none"> • Availability $\geq 99.5\%$ 	<p>Penalty as indicated below (per occurrence per cloud service mentioned):</p> <ul style="list-style-type: none"> • $<99.5\%$ to $\geq 99.00\%$ - 1% of Quarterly Payment of the Project • $<99.00\%$ to $\geq 98.50\%$ - 2% of Quarterly Payment of the Project • $<98.50\%$ to $\geq 98.00\%$ - 3% of Quarterly Payment of the Project • $<98\%$ - 4% of the Quarterly Payment of the Project <p>In case the service is not available for a continuous period of 8 Business Hours on any day, penalty shall be 5% of the Quarterly Payment of the Project.</p>
2	Availability of regular reports (SLA, Cloud Services Consumption, Monitoring,	Regular reports should be submitted to the Department within 5 working days from	Regular reports should be submitted to the Department within 5	<p>Penalty as indicated below (per occurrence):</p> <ul style="list-style-type: none"> • <11 working days to ≥ 6



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
	Security & Project Progress)	the end of the month	working days from the end of the month.	<p>working days - 1% of Quarterly Payment for the Project</p> <ul style="list-style-type: none"> <16 working days to >= 11 working days - 2% of Quarterly Payment for the Project For the delay beyond 15 days , penalty of 3% of the Quarterly Payment for the Project
3	Availability of the Cloud Management Portal of Bidder	<p>Availability means the aggregate number of hours in a calendar month during which cloud management portal of Bidder is available for use.</p> <p>Uptime Calculation for the calendar month:</p> $\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}$	<ul style="list-style-type: none"> Availability of the Cloud Management Portal of Bidder >=99.5% 	<p>Penalty as indicated below (per occurrence):</p> <ul style="list-style-type: none"> <99.5% to >= 99.00% - 1% of Quarterly Payment of the Project <99.00% to >= 98.50% - 2% of Quarterly Payment of the Project <98.50% to >= 98.00% - 3% of Quarterly Payment of the Project <98% - 4% of the Quarterly Payment of the Project



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
				In case the Cloud Management Portal of the Bidder is not available for a continuous period of 8 Business Hours on any day, penalty shall be 5% of the Quarterly Payment of the Project.
4	Availability of Connectivity / Network	<p>Availability means the aggregate number of hours in a calendar month during which the connectivity is actually available for use.</p> <p>Uptime Calculation for the calendar month: $\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}$</p>	$\geq 99.5\%$	<p>Penalty as indicated below:</p> <ul style="list-style-type: none"> • $<99.5\%$ to $\geq 99.00\%$ - 1% of Quarterly Payment of the Project • $<99.00\%$ to $\geq 98.50\%$ - 2% of Quarterly Payment of the Project • $<98.50\%$ to $\geq 98.00\%$ - 3% of Quarterly Payment of the Project • $<98\%$ - 4% of the Quarterly Payment of the Project <p>In case the service is not available for a continuous period of 8 Business Hours on any day, penalty shall be 5% of the Quarterly Payment of the Project.</p>
Performance				
5	Provisioning of new Virtual Machine	<ul style="list-style-type: none"> • Time to provision new Virtual Machine (up to 64 core) • Measurement shall be done by 	95% within 5 minutes	<p>Penalty as indicated below (per occurrence):</p> <ul style="list-style-type: none"> • $<95\%$ to $\geq 90.00\%$ - 0.5% of Quarterly Payment of the Project



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
		analyzing the log files		<ul style="list-style-type: none"> • <90% to >= 85.0% - 1% of Quarterly Payment of the Project • <85% to >= 80.0% - 1.5% of Quarterly Payment of the Project • <80% - 2% of the Quarterly Payment of that Project
6	Spinning up the Object Storage	<ul style="list-style-type: none"> • Time to spin up Object Storage • Measurement shall be done by analyzing the log files 	98% within 15 minutes	Penalty as indicated below (per occurrence): <ul style="list-style-type: none"> • <95% to >= 95.00% - 0.5% of Quarterly Payment of the Project • <95% to >= 90.0% - 1% of Quarterly Payment of the Project • <90% to >= 85.0% - 1.5% of Quarterly Payment of the Project • <85% - 2% of the Quarterly Payment of that Project
7	Spinning up the Block Storage	<ul style="list-style-type: none"> • Time to spin up to 100 GB Block Storage and attach it to the running VM 	98% within 15 minutes	Penalty as indicated below (per occurrence): <ul style="list-style-type: none"> • <95% to >= 95.00% - 0.5% of Quarterly



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
		<ul style="list-style-type: none"> Measurement shall be done by analyzing the log files 		Payment of the Project <ul style="list-style-type: none"> <95% to >= 90.0% - 1% of Quarterly Payment of the Project <90% to >= 85.0% - 1.5% of Quarterly Payment of the Project <85% - 2% of the Quarterly Payment of that Project
Security				
8	Percentage of timely vulnerability reports	<ul style="list-style-type: none"> Percentage of timely vulnerability reports shared by Bidder with Department within 5 working days of vulnerability identification. Measurement period is calendar month 	Percentage of timely vulnerability reports shared with Department within 5 working days of vulnerability identification >= 99.95%	Penalty as indicated below (per occurrence): <ul style="list-style-type: none"> <99.95% to >= 99.00% - 1% of Quarterly Payment for the Project <99.00% to >= 98.00% - 2% of Quarterly Payment for the Project <98% - 3% of Quarterly Payment for the Project
9	Percentage of timely vulnerability corrections	Percentage of timely vulnerability corrections performed by Bidder. <ul style="list-style-type: none"> High Severity - Perform vulnerability 	Maintain 99.95% service level	Penalty as indicated below (per occurrence): <ul style="list-style-type: none"> <99.95% to >= 99.00% - 1% of Quarterly



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
		<p>correction within 30 days of vulnerability identification.</p> <ul style="list-style-type: none"> • Medium Severity - Perform vulnerability correction within 60 days of vulnerability identification. • Low Severity - Perform vulnerability correction within 90 days of vulnerability identification 		<p>Payment for the Project</p> <ul style="list-style-type: none"> • <99.00% to >= 98.00% - 2% of Quarterly Payment for the Project • <98% - 3% of Quarterly Payment for the project
10	Security breach including Data Theft/Loss/Corruption	Any incident wherein system including all cloud based services and components are compromised or any case wherein data theft occurs (includes incidents pertaining to Bidders only)	No Breach	<p>For each breach/data theft, penalty will be levied as per following criteria.</p> <ul style="list-style-type: none"> • Severity 1 - Penalty of Rs 15 Lakh per incident. • Severity 2 - Penalty of Rs 10 Lakh per incident. • Severity 3 - Penalty of Rs 5 Lakh per incident.



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
				In case of serious breach of security wherein the data is stolen or corrupted, the Department reserves the right to terminate the contract.
11	<p>Security Incident (Malware Attack/ Denial of Service Attack/ Data Theft/ Loss of data/ Intrusion or Defacement)</p> <p>Applicable on the Bidder's underlying infrastructure</p>	<p>Security incidents could consist of any of the following:</p> <ul style="list-style-type: none"> Malware Attack: This shall include Malicious code infection of any of the resources, including physical and virtual infrastructure and applications. Denial of Service Attack: This shall include non-availability of any of the Cloud Service due to attacks that consume related resources. The Service Provider shall be responsible for monitoring, 	<ul style="list-style-type: none"> 1. Any Denial-of-service attack shall not lead to complete service non-availability. 2. Zero Malware attack / Denial of Service attack / Intrusion / Data Theft 	<ul style="list-style-type: none"> For each occurrence of any of the attacks (Malware attack / Denial of Service attack / Intrusion / Data Theft), 5% of the Quarterly Payment of the Project



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
		detecting and resolving all Denial of Service (DoS) attacks.		
Support – Incident and Helpdesk				
12	Response Time	Average Time taken to acknowledge and respond, once a ticket/incident is logged by end user. This is calculated for all tickets/incidents reported within the reporting month.	95% within 60 minutes	<ul style="list-style-type: none"> • <95% to >= 90.00% - 0.5% of Quarterly Payment of the Project • <90% to >= 85.00% - 1% of Quarterly Payment of the Project • <85% to >= 80.00% - 1.5% of Quarterly Payment of the Project • Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of the Project
13	Percentage of timely incident report	The defined incidents to the cloud service which are reported to the Department in a timely fashion. This is represented as a percentage by the number of defined incidents reported within 1 hr. after discovery in a	95% of the incidents should be reported to Department within 1 Hr. of occurrence.	<ul style="list-style-type: none"> • <95% to >= 90.00% - 0.5% of Quarterly Payment of the Project • <90% to >= 85.00% - 1% of Quarterly Payment of the Project • <85% to >= 80.00% - 1.5% of Quarterly



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
		month, over the total number of defined incidents to the cloud service which are reported within the month		Payment of the Project • Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of the Project
14	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/ incident from the time of logging.	For Severity 1, 95% of the incidents should be resolved within 30 minutes of problem reporting	• <95% to >= 90.00% - 0.5% of Quarterly Payment of the Project • <90% to >= 85.00% - 1% of Quarterly Payment of the Project • <85% to >= 80.00% - 1.5% of Quarterly Payment of the Project • Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of the Project
15	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging.	• 95% of Severity 2 Within 4 hours	• <95% to >= 90.00% - 0.5% of Quarterly



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
			of problem reporting AND • 95% of Severity 3 within 16 hours of problem reporting	Payment of the Project • <90% to >= 85.00% - 1% of Quarterly Payment of the Project • <85% to >= 80.00% - 1.5% of Quarterly Payment of the Project • Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of the Project
Backup restoration				
16	Backup Restoration in the event of failure	Time taken to restore the system in case of any event of failure in the cloud services	Within 2 hours	• 1% of Quarterly Payment of the Project for every additional 1 hour of downtime. • This will be capped at 5% of Quarterly Payment of the Project
17	Backup and restore	Scheduled Backups Metric: Compliance to the backup schedule as agreed upon by IGR & CSP How: Monthly reporting of successful backup activities through	100%	• 100% - 0 penalty • <100% - 2% of quarterly payment



#	Service Parameter	Measurement	Target/Service Level	Penalty for Breach of SLA
		backup logs from the backup utility Period of measurement: Monthly		
18	Alerts & Notification	<ul style="list-style-type: none"> Alerts and Notifications for usage based on threshold defined by Department. Measurement shall be done by analyzing the log files 	99% within 10 mins of crossing the threshold	Penalty as indicated below (per occurrence): <ul style="list-style-type: none"> <99% to >= 95.00% - 0.1% of Quarterly Payment of the Project <95% to >= 90.0% - 0.2% of Quarterly Payment of the Project <90% to >= 85.0% - 0.3% of Quarterly Payment of the Project <85% - 0.5% of the Quarterly Payment of that Project

Table 33: Cloud Implementation SLAs

The Selected bidder shall deploy appropriate Queue monitoring solution. The system shall capture time stamps of all events from request made by citizen to service delivered and ensure the system time stamps must be tamper proof. Additionally, the following Applications/Functions need to be incorporated by the Bidder

1. Resource Management / Roaster Management:

- The bidder must provide a system for managing operators, help desk staff, and manpower SLAs at model SR offices.
- It will help in planning, scheduling, and allocating personnel.



- The system will efficiently manage resources, considering attendance and absence, to maintain adequate service levels.

2. Inventory and Spares Management:

- This system will manage all IT and non-IT hardware and consumables for the smooth operation of Modern Registration Offices.
- It will handle routine maintenance of equipment like A/C, Gensets, UPS, Desktops, Printers, and Scanners.
- It will also track warranty, AMC (Annual Maintenance Contract), and software upgrades.
- The system will provide real-time status of stock and consumable usage.

3. Executive Information System (EIS):

- The bidder must design and develop an EIS to maintain processing time/wait time for each visitor and time taken by operators and Sub-Registrars in processing transactions.
- The EIS application will include a dashboard for senior officials as a decision support system for SLA management, registration revenue generation, optimizing visitor service delivery, time taken for availing services, and alerts for delayed services.
- It will also have predictive analysis capabilities for revenue generation, workload, and capacity planning at each office.

4. Queue Management Software system

- **Integration with NGDRS Portal:** The system will be integrated with the NGDRS Portal.
- **Online Appointment System:** Users who book appointments online must record their presence at the Modern Registration Offices during the document verification process.
- **Real-time Information:** The queue management system will provide real-time information to Sub-Registrars/competent authorities regarding the number of visitors waiting.
- **Counter Display:** The system will display the counter number where visitors need to go.

Indicative Turnaround Time of various Activities of Registration process for IGR Department:

Sr. No.	Responsibility	Steps	Time Reqd. in Minutes
I	Citizen	Come in the office and register his presence and gets token no.	NA
II	Operator	Data entry (Optional) / Correction whenever necessary if the data entry is done by the customer themselves	2
III	SRO	Document Scrutiny and accept the token no.	3



Sr. No.	Responsibility	Steps	Time Reqd. in Minutes
		Presentation of documents by Citizen (Stamp 1)	
		Payment verification and Receipt generation (Stamp 2)	
IV	Operator	Admission (Stamp 3) (thumb and photo)	5
		Identification (Stamp 4)	
		Summary sheet Generation	
V	SRO	Signatures of parties and the Identifier	5
		Certification of registration (Stamp 5)	
VI	Operator	Scanning (with unstapling)	5
		Printing 2 sets	2
VII	Operator	Incidental services	2
Total			24

Table 34: Current Turnaround time for IGR activities

The above-mentioned turnaround time is average time taken for registering a 40-page document at the SRO.

Criticality of Services:

1. Criticality / Severity Level 1:

Any server related issues like hardware failure, OS failure etc. A critical problem, which affects large number of users / prioritized users / networks / servers e.g., Server UPS, Gateway Routers, Layer-3 and 2 core switches, networked printers, messaging servers, domain servers and other mission critical server, including their power supplies for servers, routers etc. affecting any segment of the LAN network or connectivity between any two segments including security breach.

2. Criticality /Severity Level 2:

A major problem, which affects the individual user, e.g., PCs, desktop printers, UPS, edge switches hubs etc.

3. Criticality / Severity Level 3:

Other problems not covered in criticality-1 and criticality-2 items.

Critically Level Classification but not limited to as detailed below

Component Affected *	Criticality Level 1,	Criticality Level 2,	Criticality Level 3
Desktop PCs, Laptops, and tablet PCs	Failure of Desktops, Laptops, and tablet PCs of prioritized users.	Slowing down of PC, no display, not able to boot, not able to login, Keyboard / mouse not working, Virus problem, Local printing problems Windows and MS Office problems.	<ul style="list-style-type: none"> Hardware & software installation and upgrades: New software installation: Movement of Hardware and profile maintenance etc.
Network	Failure of core switches, L-3 switches, routers, Floor switches		<ul style="list-style-type: none"> Configuration change of router.



Component Affected *	Criticality Level 1,	Criticality Level 2,	Criticality Level 3
IT / Network Security	Failure at perimeter level, Server and DCS, Failure for prioritized user		• Failure not mentioned in criticality – I & II.
OS, patch management and software	OS problem on Server/desktop, OS corruption, virus attack	Performance tuning /response time	• New software Installation.
IT Peripherals and other activities	Any call of prioritized users, printers, L-3 switches and scanners.	Biometric devices	<ul style="list-style-type: none"> • Problems in other peripherals and devices etc. not covered in criticality –II. • Installation of Desktops. • reconfiguration, creation of profiles and movement of equipment etc.
UPS	Failure of UPS		
Cleaning	Failure to clean the office space as per scope		

Table 35: Criticality Level Classification

*The amendment to the above-mentioned components is at the discretion of the OIGR and sub-departments. The same shall be communicated to Selected Bidder in advance as and when it is modified.

Response & Resolution Time

1. Response time:

Time taken by the Selected Bidder between registration of the complaint by Department user at help desk and the time taken by the Selected Bidder for responding the complaint.

2. Resolution time:

- It is the total time taken by the Selected Bidder between registering the complaint at help desk of the site and rectifying the fault. This time includes time taken to respond, diagnose, repair / replace the faulty component/module/device.

Desired Response & Resolution time:

Time	Criticality Levels		
	Criticality Level – 1	Criticality Level – 2	Criticality Level - 3
Response Time	Within 15 minutes	Within 30 minutes	Within 45 minutes
Resolution Time	2 Hours	5 Hours	9 Hours



Time	Criticality Levels		
	Criticality Level – 1	Criticality Level – 2	Criticality Level - 3
Penalty for Each incident	Rs. 5,000 for the first instance and Rs.25,000 for subsequent delay of every additional calendar day, up to 25% of Invoice amount for the month. Post this limit, Dept. may invoke annulment of the contract.	Rs. 2,500 for the first instance and Rs.5,000 for subsequent delay of every additional calendar day, up to 25% of Invoice amount for the month. Post this limit, Dept. may invoke an annulment of the contract.	Rs. 1,000 for the first instance and Rs.2,000 for subsequent delay of every additional calendar day, up to 25% of Invoice amount for the month. Post this limit, Dept. may invoke an annulment of the contract.

Table 36: Criticality Levels

Service Level Objective	Measurement/ Methodology	Target / Service Level	Penalty
Attendance during Contract duration	Number of days present at Office	Less than or equal to 2 days of leaves in a month by personnel	<p>Personnel shall be allowed 2 leaves in a month after providing a written permission from department. Also, resources in similar capabilities will not be allowed to take joint leaves together. For e.g., all three-networking staff cannot take leave at the same time.</p> <p>Post 2 leaves in a month, per day amount of Rs.1000 for each additional leave shall be deducted.</p> <p>Maximum leaves are capped to 12 days in the financial year.</p>
Unsatisfactory Performance of resource	Performance of resource	Monitoring shall be on daily basis.	In case of Unsatisfactory Performance of resource, Department may request Selected Bidder to replace and change resource.

Table 37: Manpower Availability

In case of resource being changed, Selected Bidder shall provide 1-month prior notice to Department and arrange for complete knowledge transfer of new resource. In case of extended leave by resource, a temporary resource may be proposed by Selected Bidder, meeting all qualification as stated in Section 9.10.



17. Annexure VIII – Format for Performance Bank Guarantee

<<To be printed on Rs. 500 stamp paper>>

IN CONSIDERATION OF ThroughOffice of Inspector General of Registration (OIGR) for “Name of the RFP ” (hereinafter referred to as the “said work”) on the terms and conditions of the AGREEMENT dated the day of 2025 executed between OIGR on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as “the said AGREEMENT”) and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish OIGR in Guarantee of the Nationalized Bank for the sum of Rs (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms, covenants, and conditions of the said AGREEMENT. We Bank Registered in India under Act and having one of our Local Head Office at do hereby guarantee to OIGR in Department.

- i. Due performance and observances by the Company of the term’s covenants and conditions on the part of the Company contained in the said AGREEMENT, AND
- ii. Due and punctual payment by the Company to OIGR of all sums of money, losses, damages, costs, charges, penalties, and expenses that may become due or payable to OIGR by or from the Company by reason of or in consequence of any breach, non-performance, or default on the part of the Company of the term’s covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to OIGR on demand without delay demur the said sum of Rs. (Rupees only) together with interest thereon at the rate prescribed under from the date of demand till payment or such lesser sum, as may be demanded by OIGR from us as and by way of indemnity on account of any loss or damage caused to or suffered by OIGR by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to OIGR thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

- a. The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of OIGR are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till OIGR certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.
- b. We shall not be discharged or released from liability under this Guarantee by reason of
 - i. any change in the Constitution of the Bank or
 - ii. any arrangement entered into between OIGR and the Company with or without our consent.
 - iii. any forbearance or indulgence shown to the Company,



- iv. any variation in the terms, covenants or conditions contained in the said AGREEMENT.
 - v. any time given to the Company, OR
 - vi. any other conditions or circumstances under which in a law a surety would be discharged.
- c. Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees..... Only).
- d. We shall not revoke this guarantee during its currency except with the previous consent of OIGR in department in writing.
- e. **Always provided** that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until OIGR certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.
- f. Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to OIGR under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to OIGR demand without any demur, such sum as may be demanded, not exceeding Rs..... (Rupees.....) and that the Bank will indemnify and keep OIGR indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of OIGR that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of OIGR as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.
- g. OIGR shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of OIGR or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.
- h. That the absence of powers on the part of the Company or OIGR to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said
- i. AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity,

The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Pune only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1.....

2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....

2.....



18. Annexure IX - Format of Bank Guarantee for Earnest Money Deposit

To,
Office of the Inspector General of Registration and Controller of Stamps
Department of Registration & Stamps, Government of Maharashtra
M.S., Pune, New Administrative Building, Ground Floor
Opp. Council Hall, Pune – 411 001

Whereas <<name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP <<tender no>> dated xx-xx-2025 for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra (Hereinafter called "the Bid") to The Inspector General of Registration and Controller of Stamps Department of Registration & Stamps, Government of Maharashtra "the Purchaser"

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the The Inspector General of Registration and Controller of Stamps Department of Registration & Stamps, Government of Maharashtra (hereinafter called "the Purchaser") in the sum of Rs.<Insert Value> (rupees <insert values in words> Only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

3. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
4. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

IV. Our liability under this Bank Guarantee shall not exceed Rs.<Insert Value> (rupees <insert values in words> Only)

V. This Bank Guarantee shall be valid up to <<insert date>>)

VI. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:



19. Annexure X – List and addresses

Note: List of addresses for the OIGR are indicative and to be updated.

1. IGR Offices

Sr. No.	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1	Amravati	Deputy Inspector General of Registration and stamp Amravati	Thakare Bangala, Magilal Plot, Amravati 444602	9:45 AM To 6:15 PM	Saturday, Sunday
2	Akola	Joint District Registrar Class-I & Collector of Stamp Akola	Joint District Registrar, 1st Floor, Collector Office Compound Area Akola Pin Code 444001	9.45 AM To 6.15 PM	Saturday, Sunday
3	Akola	Joint Sub Registrar Class 2 Akola1	Joint Sub Registrar Class 2 ,Ground Floor, Collector Office Compound Area Akola 444001	9.45 AM To 6.15 PM	Saturday, Sunday
4	Akola	Joint Sub Registrar Class 2 Akola2	Joint Sub Registrar Class 2,Ground Floor, Collector Office Compound Area Akola Pin Code 444001	9.45 AM To 6.15 PM	Monday, Tuesday
5	Akola	Joint Sub Registrar Class 2 Akola3	Joint Sub Registrar Class 2 ,Ground Floor,Collector Office Compound Area Akola 444001	9.45 AM To 6.15 PM	Saturday, Sunday
6	Akola	Sub Registrar Grade-1 Murtizapur	Tahsil Compound Near Police Station Murtizapur Dist Akola Pin Code 444107	9.45 AM To 6.15 PM	Saturday, Sunday
7	Akola	Sub Registrar Grade-1 Akot	Sub-Registrar Office Near Old Tahasil Office In Front Of Nagar Parishad School No1 Akot Dist Akola Pin Code 444101	9.45 AM To 6.15 PM	Saturday, Sunday
8	Akola	Sub Registrar Grade-1 Balapur	Tahsil Office Compound Fort Balapur Dist. Akola Pin Code444302	9.45 AM To 6.15 PM	Saturday, Sunday



9	Akola	Sub Registrar Grade-1 Telhara	Tower Chowk Near Post Office Telhara Dist. Akola Pin Code 444108	9.45 AM To 6.15 PM	Saturday, Sunday
10	Akola	Sub Registrar Grade-1 Patur	Akola Washim Road Opposite Tahasil Office Patur Dist. Akola Pin Code 444501	9.45 AM To 6.15 PM	Saturday, Sunday
11	Akola	Sub Registrar Grade-1 Barshitakli	Near APMC Market Mangrulpur Road Barshitakli Dist. Akola Pin Code 444401	9.45 AM To 6.15 PM	Saturday, Sunday
12	Amravati	Joint District Registrar Class-I & Collector of Stamp Amravati	Thakare Bangala, Magilal Plot, Amravati 444602	9:45 AM To 6:15 PM	Saturday, Sunday
13	Amravati	Joint Sub Registrar Office Class 2, Amravati City-1	Amravati Collector Office Compound Amravati 444602	9:45 AM To 6:15 PM	Saturday, Sunday
14	Amravati	Joint Sub Registrar Office Class 2, Amravati City-2	Amravati Collector Office Compound Amravati 444602	9:45 AM To 6:15 PM	Saturday, Sunday
15	Amravati	Joint Sub Registrar Office Class 2, Amravati City-3	Amravati Collector Office Compound Amravati 444602	9:45 AM To 6:15 PM	Monday, Tuesday
16	Amravati	Joint Sub Registrar Office Class 2, Amravati Rural	Amravati Tahasil Office Compound Amravati 444601	9:45 AM To 6:15 PM	Saturday, Sunday
17	Amravati	Joint Sub Registrar Office Class 2, Achalpur	Achalpur Tahasil Office Compound Achalpur 444806	9:45 AM To 6:15 PM	Saturday, Sunday
18	Amravati	Sub Registrar Grade-1, Bhatkuli	Bhatkuli Sdo Office Compound Amravati 444602	9:45 AM To 6:15 PM	Saturday, Sunday
19	Amravati	Sub Registrar Grade-1, Morshi	Morshi Tahasil Office Compound Morshi 444905	9:45 AM To 6:15 PM	Saturday, Sunday



20	Amravati	Sub Registrar Grade-1, Chandur Bazar	Near To S.T Bus Stop Chandur Bazar 444704	9:45 AM To 6:15 PM	Saturday, Sunday
21	Amravati	Sub Registrar Grade-1, Dhamangoan Railway	Near Bhagat Sing Quare, Yavatmal Road Dhamangoan Railway 444709	9:45 AM To 6:15 PM	Saturday, Sunday
22	Amravati	Sub Registrar Grade-1, Anjangoan Surji	Near Police Station Anjangoan Surji 444728	9:45 AM To 6:15 PM	Saturday, Sunday
23	Amravati	Sub Registrar Grade-1, Warud	Near To Vijay Tokij, Police Station Road Warud 444906	9:45 AM To 6:15 PM	Saturday, Sunday
24	Amravati	Sub Registrar Grade-1, Daryapur	Bsnl Office Compound Daryapur 444803	9:45 AM To 6:15 PM	Saturday, Sunday
25	Amravati	Sub Registrar Grade-1, Nandgoan Khandeshwar	Near Weekly Market Nandgoan Khandeshwar 444708	9:45 AM To 6:15 PM	Saturday, Sunday
26	Amravati	Sub Registrar Grade-1, Chandur Railway	Tahasil Office Compound Chandur Railway 444904	9:45 AM To 6:15 PM	Saturday, Sunday
27	Amravati	Sub Registrar Grade-1, Tiwasa	Tahasil Office Compound Tiwasa 444903	9:45 AM To 6:15 PM	Saturday, Sunday
28	Amravati	Sub Registrar Grade-1, Dharni	Tahasil Office Compound Dharni 444702	9:45 AM To 6:15 PM	Saturday, Sunday
29	Washim	Joint District Registrar Class- 1 & Collector Of Stamp Washim	Joint District Registrar Office, Civil Line Road Kapoor Building 1st Flour, Dist. Washim, 444505	9:45 AM To 6:15 PM	Saturday, Sunday
30	Washim	Joint Sub Registrar Class- 2 Washim	Joint Sub Registrar Office, Near Old Nager Parishad Washim, Dist. Washim, 444505	9:45 AM To 6:15 PM	Saturday, Sunday
31	Washim	Sub Registrar Grade-1 Risod	Sub Registrar Office, Civil Line Police Station Opposite Risod, Dist. Washim, 444506	9:45 AM To 6:15 PM	Saturday, Sunday



32	Washim	Sub Registrar Grade-1 Karanja	Sub Registrar Office, Near Mangrulves Dharva Road Karanja, Dist. Washim, 444105	9:45 AM To 6:15 PM	Saturday, Sunday
33	Washim	Sub Registrar Grade-1 Shirpur	Sub Registrar Office, Waghi Road Shirpur, Dist. Washim, 444503	9:45 AM To 6:15 PM	Saturday, Sunday
34	Washim	Sub Registrar Grade-1 Manglurpir	Sub Registrar Office, Tahsil Compound Parisar Mangrulpir, Dist. Washim, 444403	9:45 AM To 6:15 PM	Saturday, Sunday
35	Washim	Sub Registrar Grade-1 Manora	Sub Registrar Office, Tahsil Compound Parisar Mangrulpir, Dist. Washim, 444403 Sub Registrar Office, Tahsil Compound Parisar Mangrulpir, Dist. Washim, 444403	9:45 AM To 6:15 PM	Saturday, Sunday
36	Buldhana	Joint District Registrar Class-I & Collector of Stamp Buldhana	Joint District Registrar, 1st Floor, Administrative Building Area, Behind Customer Court, Infront of Bus Stand Buldhana. Pin Code 443001	9:45 AM To 6:15 PM	Saturday, Sunday
37	Buldhana	Joint Sub Registrar Office Class 2, Buldhana (HQ)	Sub Register Office, Administrative Building Area, Behind Customer Court, Infront of Bus Stand Buldhana. Pin Code 443001	9:45 AM To 6:15 PM	Saturday, Sunday
38	Buldhana	Joint Sub Registrar Office Class 2, Chikhali	Joint Sub Registrar Class 2, Behind Chikhli Bus Stand, Irrigation Colony, Jalna Khamgaon By Pass Road, Chikhli, District- Buldana, Pin- 443201	9:45 AM To 6:15 PM	Saturday, Sunday
39	Buldhana	Sub Registrar Office Grade1, Deulgaon Raja	Sub Register Office, Tehshil Office Campus, Near Police Station, At Post Deulgaon Raja Tal Deulgaon Raja Dist Buldhana. Pin Code 443204	9:45 AM To 6:15 PM	Saturday, Sunday
40	Buldhana	Sub Registrar Office Grade1, Sindkhed Raja	Sub Register Office, Tehshil Office Campus, Near Bus Stand At Post Sindkhed Raja Tal Sindkhed Raja Dist Buldhana. Pin Code 443203	9:45 AM To 6:15 PM	Saturday, Sunday



41	Buldhana	Sub Registrar Office Grade1, Lonar	Sub-Registrar Office Lonar, Near Tehshil Office, Loni Road Lonar Tal. Lonar, Dist.Buldhana Pin Code 443302	9:45 AM To 6:15 PM	Saturday, Sunday
42	Buldhana	Sub Registrar Office Grade1, Mehkar	Sub-Registrar Office, Near Mango Hotel, Donagaon Raod, Mehkar Tal. Mehkar, Dist.Buldhana Pin Code 443301	9:45 AM To 6:15 PM	Saturday, Sunday
43	Buldhana	Sub Registrar Office Grade1, Khamgaon 1	Sub-Registrar Office Khamgaon 1, Sub-Divisional Office Compound, Khamgaon, Tal. Khamgaon, Dist.Buldhana Pin Code 444303	9:45 AM To 6:15 PM	Saturday, Sunday
44	Buldhana	Sub Registrar Office Grade1, Khamgaon 2	Sub-Registrar Office Khamgaon 2, Sub-Divisional Office Compound, Khamgaon, Tal. Khamgaon, Dist.Buldhana Pin Code 444303	9:45 AM To 6:15 PM	Saturday, Sunday
45	Buldhana	Sub Registrar Office Grade1, Shegaon	Sub-Registrar Office, Near Cotton Market, Behind Bus Stop Shegaon Tal. Shegaon, Dist.Buldhana Pin Code 444203	9:45 AM To 6:15 PM	Saturday, Sunday
46	Buldhana	Sub Registrar Office Grade1, Tamgaon	Sub Register Office, Tamgaon, Near Nagar Panchayat Office At Post Sangrampur Tal Sangrampur Dist Buldhana. Pin Code 444202	9:45 AM To 6:15 PM	Saturday, Sunday
47	Buldhana	Sub Registrar Office Grade1, Jalgaon Jamod	Sub-Registrar Office, In front of Tahshil office, Jalgaon Jamod Tal Jalgaon Jamod Dist.Buldhana Pin Code 443402	9:45 AM To 6:15 PM	Saturday, Sunday
48	Buldhana	Sub Registrar Office Grade1, Nandura	Sub-Registrar Office, Near Shivaji Highschool , Motala Road Nandura Tal Nandura Dist.Buldhana Pin Code 443404	9:45 AM To 6:15 PM	Saturday, Sunday
49	Buldhana	Sub Registrar Office Grade1, Malkapur	Sub-Registrar Office, Tahsil Office Compound, Malkapur, Tal. Malkapur, Dist. Buldhana Pin Code 443101	9:45 AM To 6:15 PM	Saturday, Sunday



50	Buldhana	Sub Registrar Office Grade1, Motala	Sub-Registrar Office, Tahsil Office Compound, Motala, Tal. Motala, Dist. Buldhana Pin Code 443103	9:45 AM To 6:15 PM	Saturday, Sunday
51	Yavatmal	Joint District Registrar Class-I & Collector of Stamp Yavatmal	Joint District Registrar Class-1, New Administrative Building, Ground Floor, Collector Office Compound, Yavatmal - 445001	9:45 AM To 6:15 PM	Saturday, Sunday
52	Yavatmal	Joint Sub Registrar Office Class 2, Yavatmal-1	Joint Sub Registrar Yavatmal-1, Ground Floor New Administrative Building, Collector Office Compound, Yavatmal - 445001	9:45 AM To 6:15 PM	Saturday, Sunday
53	Yavatmal	Joint Sub Registrar Office Class 2, Yavatmal-2	Joint Sub Registrar Yavatmal-2, Ground Floor New Administrative Building, Collector Office Compound, Yavatmal - 445001	9:45 AM To 6:15 PM	Saturday, Sunday
54	Yavatmal	Sub Registrar Office Grade1, Arni	Sub Registrar Office, Under Tahsil Compound, Arni Dist: Yavatmal-445103	9:45 AM To 6:15 PM	Saturday, Sunday
55	Yavatmal	Sub Registrar Office Grade1, Babhulgaon	Sub Registrar Office, Datar Wada, Near Madhyawarti Bank, Ghongade Baba Layout, Babhulgaon, Dist: Yavatmal-445101	9:45 AM To 6:15 PM	Saturday, Sunday
56	Yavatmal	Sub Registrar Office Grade1, Darawha	Sub Registrar Office, Under Tahsil Compound, Darawha Dist: Yavatmal-445202	9:45 AM To 6:15 PM	Saturday, Sunday
57	Yavatmal	Sub Registrar Office Grade1, Digras	Sub Registrar Office, 1st Floor, Under Tahsil Compound, Digras Dist: Yavatmal-445203	9:45 AM To 6:15 PM	Saturday, Sunday
58	Yavatmal	Sub Registrar Office Grade1, Ghatanji	Sub Registrar Office, Near Tahsil Office, Near Rest House Ghatanji Dist: Yavatmal-445301	9:45 AM To 6:15 PM	Saturday, Sunday



59	Yavatmal	Sub Registrar Office Grade1, Kalamb	Sub Registrar Office, 1st Floor, Under Tahesil Compound, Kalamb Dist: Yavatmal-445401	9:45 AM To 6:15 PM	Saturday, Sunday
60	Yavatmal	Sub Registrar Office Grade1, Kelapur	Sub Registrar Office, Under Tahesil Compound, Kelapur Dist: Yavatmal-445302	9:45 AM To 6:15 PM	Saturday, Sunday
61	Yavatmal	Sub Registrar Office Grade1, Mahagaon	Sub Registrar Office, Under Tahesil Compound, Mahagaon Dist: Yavatmal-445205	9:45 AM To 6:15 PM	Saturday, Sunday
62	Yavatmal	Sub Registrar Office Grade1, Maregaon	Sub Registrar Office, Vividh Karykari Sociaty Building, Ambedkar Chowk, Maregaon, Dist: Yavatmal- 445303	9:45 AM To 6:15 PM	Saturday, Sunday
63	Yavatmal	Sub Registrar Office Grade1, Ner	Sub Registrar Office, Sawagekar Complex, Near Anushka Petrol Pump, Ner, Dist: Yavatmal-445102	9:45 AM To 6:15 PM	Saturday, Sunday
64	Yavatmal	Sub Registrar Office Grade1, Pusad	Sub Registrar Office, Near Gajanan Maharaj Mandir, Moti Nagar Pusad, Dist: Yavatmal-445204	9:45 AM To 6:15 PM	Saturday, Sunday
65	Yavatmal	Sub Registrar Office Grade1, Ralegaon	Sub Registrar Office, 1st Floor, Under Tahesil Compound, Ralegaon Dist: Yavatmal-445402	9:45 AM To 6:15 PM	Saturday, Sunday
66	Yavatmal	Sub Registrar Office Grade1, Umerkhed	Sub Registrar Office, Mahagaon Road, Hanuman Ward Rear to Jilha Madhywanti Bank, Umarkhed -445206	9:45 AM To 6:15 PM	Saturday, Sunday
67	Yavatmal	Sub Registrar Office Grade1, Wani	Sub Registrar Office, Ratan Plaza Building, Near Ashirwad Hotel, Waroro Road, Wani, Dist: Yavatmal- 445304	9:45 AM To 6:15 PM	Saturday, Sunday
68	Yavatmal	Sub Registrar Office Grade1, Zari Jamani	Sub Registrar Office, 1st Floor, Tahesil Building, Zari Jamani Dist: Yavatmal-445305	9:45 AM To 6:15 PM	Saturday, Sunday

Table 38: Amravati Division - IGR Offices List



Sr. No	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1	Chatrapati Sambhaji Nagar	Dy.Incepec tor General of Registratio n and stamp Chatrapati Sambhaji Nagar	Registration & Stamp Building 2nd floor behind collector office Chhatrapati Sambhaji Nagar 431001	9.45 AM to 6.15 PM	Saturday, Sunday
2	Chatrapati Sambhaji Nagar	Joint District Registrar class 1	Registration & Stamp Building first floor behind collector office Chhatrapati Sambhaji Nagar 431001	9.45 AM to 6.15 PM	Saturday, Sunday
3	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Chatrapati Sambhaji Nagar 1	Registration & Stamp Building ground floor behind collector office Chhatrapati Sambhaji Nagar 431001	9.45 AM to 6.15 PM	Saturday, Sunday
4	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Chatrapati Sambhaji Nagar 2	Registration & Stamp Building ground floor behind collector office Chhatrapati Sambhaji Nagar 431001	9.45 AM to 6.15 PM	Saturday, Sunday
5	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Chatrapati Sambhaji Nagar 3	opp Patel lawns beed bypass road satara parisar Chhatrapati Sambhaji Nagar 431005	9.45 AM to 6.15 PM	Monday, Tuesday
6	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Chatrapati Sambhaji Nagar 4 Phulambri	administrative Building tahsil office ground floor Dari road Phuambri 431111	9.45 AM to 6.15 PM	Saturday, Sunday



7	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Chatrapati Sambhaji Nagar 5	Registration & Stamp Building ground floor behind collector office Chhatrapati Sambhaji Nagar 431001	9.45 AM to 6.15 PM	Saturday, Sunday
8	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Chatrapati Sambhaji Nagar 6	opp Patel lawns beed bypass road satara parisar Chhatrapati Sambhaji Nagar 431005	9.45 AM to 6.15 PM	Saturday, Sunday
9	Chatrapati Sambhaji Nagar	Joint Sub Registrar class 2 Sillod	Market comitee Campus bus stand road sillod 431112	9.45 AM to 6.15 PM	Saturday, Sunday
10	Chatrapati Sambhaji Nagar	Sub Registrar Grade-1 Kannad	house no 13/1565 chalisgaon road kannad 431103	9.45 AM to 6.15 PM	Saturday, Sunday
11	Chatrapati Sambhaji Nagar	Sub Registrar Grade-1 Vaijapur	Market comitee Campus near laxmi talkies Vaijapur 423701	9.45 AM to 6.15 PM	Saturday, Sunday
12	Chatrapati Sambhaji Nagar	Sub Registrar Grade-1 Gangapur	Tahsil office Building first floor Gangapur 431109	9.45 AM to 6.15 PM	Saturday, Sunday
13	Chatrapati Sambhaji Nagar	Sub Registrar Grade-1 Paithan	Nagar parishad compound Court road Paithan 431107	9.45 AM to 6.15 PM	Saturday, Sunday
14	Chatrapati Sambhaji Nagar	Sub Registrar Grade-1 Khulatabad	Nagar palika Building opp SBI Bank Khulatabad 431101	9.45 AM to 6.15 PM	Saturday, Sunday
15	Chatrapati Sambhaji Nagar	Sub Registrar Grade-1 Soygaon	beside Krushi office Fardapur road Soygaon 431120	9.45 AM to 6.15 PM	Saturday, Sunday
16	Beed	Joint District Registrar Class-1	Joint District Registrar Class-1, Collector office compound, Nagar Road, Beed 431122	9.45 AM to 6.15 PM	Saturday, Sunday



17	Beed	Joint Sub Registrar Class-2 Beed 1	Joint Sub Registrar Class-2 Beed1, Collector office compound, Nagar Road, Beed 431122	9.45 AM to 6.15 PM	Saturday, Sunday
18	Beed	Joint Sub Registrar Class-2 Beed 2	Joint Sub Registrar Class-2 Beed -2, Collector office compound, Nagar Road, Beed 431122	9.45 AM to 6.15 PM	Saturday, Sunday
19	Beed	Joint Sub Registrar Class -2 Majalgao	Joint Sub Registrar Class-2 Majalgao, Tahsil Compound , Bypass Road, Tal. Majalgao, Dist.Beed. 431131	9.45 AM to 6.15 PM	Saturday, Sunday
20	Beed	Joint Sub Registrar Class-2 Ambejogai	Joint Sub Registrar Class-2 Ambejogai, Nagarparishad Compound, Tal. Ambajogai, Dist.Beed.431517	9.45 AM to 6.15 PM	Saturday, Sunday
21	Beed	Sub Registrar Grade-1 Parali Vaijyanath	Sub Registry Grade-1 Parali Vaijyanath, Yogesh Garden,Gurusharda,Gha rnikar Road, Bus stand Road, Tal. Parali Vaidhynath, Dist Beed.431515	9.45 AM to 6.15 PM	Saturday, Sunday
22	Beed	Sub Registrar Grade-1 Kille Dharur	Sub Registrar Grade-1 Kille Dharur, Tahsil office Compound, Tal.Dharur. Dist. Beed 431124	9.45 AM to 6.15 PM	Saturday, Sunday
23	Beed	Sub Registrar Grade-1 Shirur Kasar	Sub Registrar Grade-1 Shirur Kasar, Near old Tahsil Compound, Beed-Pathardi Road, Tal. Shirur Kasar, Dist. Beed. 413249	9.45 AM to 6.15 PM	Saturday, Sunday
24	Beed	Sub Registrar Grade-1 Georai	Sub Registrar Grade- 1 Georai, Chatrapti Raje Sambhaji Complex, Mondha Naka, Tq. Georai. Dt. Beed. Maharashtra.431127	9.45 AM to 6.15 PM	Saturday, Sunday



25	Beed	Sub Registrar Grade-1 Patoda	Sub Registrar Grade-1 Patoda, New Tahsil Building, Tal. Patoda, Dist.Beed. 414204	9.45 AM to 6.15 PM	Saturday, Sunday
26	Beed	Sub Registrar Grade-1 Ashti	Sub Registrar Grade-1, Old Tahsil office compound, Shiwaji chowk, Tal. Ashti, Dist. Beed. 414203	9.45 AM to 6.15 PM	Saturday, Sunday
27	Beed	Sub Registrar Grade-1 Wadwani	Sub Registrar Grade-1 Wadwani , Jamale Building, Tal. Wadvani, Dist. Beed.431131	9.45 AM to 6.15 PM	Saturday, Sunday
28	Beed	Sub Registrar Grade-1 Kaij	Sub Registrar Grade-1 Kaij, Tahshil Office Compund, Shivaji Chouk , Tq.kaij, Dist.Beed -431123	9.45 AM to 6.15 PM	Saturday, Sunday
29	Jalna	Joint District Registrar Class-1 Jalna	Joint District Registrar Class- 1, Administrative Building, Near Ambad Chowk, Tq. District Jalna Pin Code: 431203	9.45 AM to 6.15 PM	Saturday, Sunday
30	Jalna	Joint Sub Registrar Class-2, Jalna No. 1	Joint Sub Registrar Class-2, Jalna No. 1, Old Tahasil Area, Kacheri Road, Old Jalna, Tq. District Jalna Pin Code: 431203	9.45 AM to 6.15 PM	Saturday, Sunday
31	Jalna	Joint Sub Registrar Class-2, Jalna No. 3	Joint Sub Registrar Class-2, Jalna No. 3, Old Tahasil Area, Kacheri Road, Old Jalna, Tq. District Jalna Pin Code: 431203	9.45 AM to 6.15 PM	Saturday, Sunday
32	Jalna	Sub Registrar Grade-1 Jalna 2 (Badnapur)	Sub Registrar Grade-1 Jalna 2 (Badnapur), Tahasil Building, Tq. Badnapur District Jalna Pin Code: 431202	9.45 AM to 6.15 PM	Saturday, Sunday
33	Jalna	Sub Registrar Grade-1, Ambad	Sub Registrar Grade-1 Ambad, Abhinav Residency, Pachod Road, Tq. Ambad District Jalna Pin Code: 431204	9.45 AM to 6.15 PM	Saturday, Sunday



34	Jalna	Sub Registrar Grade-1, Ghansawangi	Sub Registrar Grade-1, Ghansawangi, New Administrative Building, Tq. Ghansawangi District Jalna Pin Code: 431209	9.45 AM to 6.15 PM	Saturday, Sunday
35	Jalna	Sub Registrar Grade-1, Bhokardan	Sub Registrar Grade-1, Bhokardan, Bazar Samiti Area, Tq. Bhokardan District Jalna Pin Code: 431114	9.45 AM to 6.15 PM	Saturday, Sunday
36	Jalna	Sub Registrar Grade-1, Jafrabad	Sub Registrar Grade-1, Jafrabad, Bazar Samiti Area, Tq. Jafrabad District Jalna Pin Code: 431206	9.45 AM to 6.15 PM	Saturday, Sunday
37	Jalna	Sub Registrar Grade-1, Mantha	Sub Registrar Grade-1, Mantha, Administrative Building, Devi Road, Tq. Mantha District Jalna Pin Code: 431504	9.45 AM to 6.15 PM	Saturday, Sunday
38	Jalna	Sub Registrar Grade-1, Partur	Sub Registrar Grade-1, Partur, Main Road, Near SBI Bank, Tq. Partur District Jalna Pin Code: 431501	9.45 AM to 6.15 PM	Saturday, Sunday

Table 39: Chhatrapati Sambhaji Nagar Division - IGR Offices List

Latur Division:

Sr. No	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1	Latur	DIG Office, Latur	DIG Office, Old Collector Compound, Shivaji Chowk, Latur 413512	9:45 AM To 6:15 PM	Saturday, Sunday
2	Latur	JDR Office, Latur	JDR Office, 2nd floor Admin Building, Old Collector Compound, Shivaji Chowk, Latur 413512	9:45 AM To 6:15 PM	Saturday, Sunday
3	Latur	Joint Sub Registrar Office, Latur 1	SRO Latur-1, Old Collector Compound, Shivaji Chowk, Latur 413512	9:45 AM To 6:15 PM	Monday, Tuesday



4	Latur	Joint Sub Registrar Office, Latur 2	SRO Latur-2, Old Collector Compound, Shivaji Chowk, Latur 413512	9:45 AM To 6:15 PM	Saturday , Sunday
5	Latur	Joint Sub Registrar Office, Udgir	SRO Udgir-1, Maniyar Building, Khatib Colony, Bidar road, Udgir 413517	9:45 AM To 6:15 PM	Saturday , Sunday
6	Latur	Sub-Registrar Office, AUSA	SRO AUSA, First floor Admin Building, Tashil Compound AUSA 413520	9:45 AM To 6:15 PM	Saturday , Sunday
7	Latur	Sub-Registrar Office, Nilanga	SRO Nilanga, Majid Deshmukh Building, Datta Nagar Nilanga 413521	9:45 AM To 6:15 PM	Saturday , Sunday
8	Latur	Sub-Registrar Office, Murud	SRO Murud, Grampanchayat godam, Shivaji chowk, Murud 413510	9:45 AM To 6:15 PM	Saturday , Sunday
9	Latur	Sub-Registrar Office, Renapur	SRO Renapur, Tashil office building, Renapur 413527	9:45 AM To 6:15 PM	Saturday , Sunday
10	Latur	Sub-Registrar Office, Chakur	SRO Chakur, Taluka Kharedi vikri sangh, Latur Nanded road, Chakur 413513	9:45 AM To 6:15 PM	Saturday , Sunday
11	Latur	Sub-Registrar Office, Ahamdpur	SRO Ahamdpur, Reddy House, MG Collage Road, Ahamdpur 413515	9:45 AM To 6:15 PM	Saturday , Sunday
12	Latur	Sub-Registrar Office, Jalkot	SRO Jalkot, New Administrative Bulding Near Tashil Office, Jalkot 413532	9:45 AM To 6:15 PM	Saturday , Sunday
13	Latur	Sub-Registrar Office, Devani	SRO Devani, Sayyed Mirzaz Building, Devani 413519	9:45 AM To 6:15 PM	Saturday , Sunday
14	Latur	Sub-Registrar Office, Shirur Anantpal	SRO Shirur Anantpal, Near Tashil Office Ari Road, Shirur Anatpal 413544	9:45 AM To 6:15 PM	Saturday , Sunday



15	Dharashiv	Joint District Registrar Office Dharashiv	Joint District Registrar Office Dharashiv Administrative Building, First Floor Room No.18 Dharashiv PIN:413501	9:45 AM To 6:15 PM	Saturday , Sunday
16	Dharashiv	Sub-Registrar Office, Bhoom	Sub-Registrar Office, Bhoom central Building Near Alamprabhu temple Room No. 4 PIN: 413504	9:45 AM To 6:15 PM	Saturday , Sunday
17	Dharashiv	Sub-Registrar Office, Kalamb	Sub-Registrar Office, Kalamb Central Building Kalamb Dist Dharashiv 413507	9:45 AM To 6:15 PM	Saturday , Sunday
18	Dharashiv	Sub-Registrar Office, Lohara	Sub-Registrar Office, Lohara kulkarni Niwas Pandhare Plotting Lohara 413608	9:45 AM To 6:15 PM	Saturday , Sunday
19	Dharashiv	Sub-Registrar Office, Omerga	Sub-Registrar Office, Omerga Near Datta Mandir Gov. House Room No.9 & 10 Omerga Dist. Dharashiv 413606	9:45 AM To 6:15 PM	Saturday , Sunday
20	Dharashiv	Sub-Registrar Office, Dharashiv	Sub-Registrar Office, Dharashiv Administrative Building, First Floor Room No.25 Dharashiv PIN:413501	9:45 AM To 6:15 PM	Saturday , Sunday
21	Dharashiv	Sub-Registrar Office, Paranda	Sub-Registrar Office, Paranda, Tahsil Office Compound, Taluka Paranda Dist. Dharashiv 413502	9:45 AM To 6:15 PM	Saturday , Sunday
22	Dharashiv	Sub-Registrar Office, Tuljapur	Sub-Registrar Office, Tuljapur Tahsil Office First Floor Tuljapur Dist. Dharashiv 413602	9:45 AM To 6:15 PM	Saturday , Sunday
23	Dharashiv	Sub-Registrar Office, Washi	Sub-Registrar Office, Washi Shivaji Nagar Near Janta Bank Washi Dist. Dharashiv 413503	9:45 AM To 6:15 PM	Saturday , Sunday
24	Parbhani	Joint District Registrar Office Parbhani	New Administrative Building ,Ground Floor,hall no.3, tq.	9:45 AM To 6:15 PM	Saturday , Sunday



			Parbhani, Dist Parbhani 431401		
25	Parbhani	Sub Registrar Office, Parbhani 1	New Administrative Building ,Ground Floor,hall no.3, tq. Parbhani, Dist Parbhani 431401	9:45 AM To 6:15 PM	Saturday , Sunday
26	Parbhani	Sub Registrar Office, Parbhani 2	Tehsil Office Parisar ,Purna,Tq.Purna ,Dist Parbhani 431511	9:45 AM To 6:15 PM	Saturday , Sunday
27	Parbhani	Sub Registrar Office, Jintur	Tehsil Office Parisar, Jintur,Tq.Jintur, Dist Parbhani 431509	9:45 AM To 6:15 PM	Saturday , Sunday
28	Parbhani	Sub Registrar Office, Manvat	Besides Tehsil Office Parisar,Manvat,Tq.Manva t Dist Parbhani 431505	9:45 AM To 6:15 PM	Saturday , Sunday
29	Parbhani	Sub Registrar Office, Pathari	Diwan's House Teacher Colony,Pathari,Tq.Pathari. Dist Parbhani 431506	9:45 AM To 6:15 PM	Saturday , Sunday
30	Parbhani	Sub Registrar Office,Gangakhed	Tehsil Office Parisar ,Gangakhed Tq.Gangakhed, Dist Parbhani 431504	9:45 AM To 6:15 PM	Saturday , Sunday
31	Parbhani	Sub Registrar Office,Palam	Tehsil Office Parisar, Palam,Tq.Palam,Dist Parbhani 431720	9:45 AM To 6:15 PM	Saturday , Sunday
32	Parbhani	Sub Registrar Office,Selu	Tehsil Office Parisar, Selu,Tq.Selu Dist Parbhani 431503	9:45 AM To 6:15 PM	Saturday , Sunday
33	Parbhani	Sub Registrar Office, Sonpeth	Besides Tehsil Office Parisar, Sonpeth,Tq.Sonpeth Dist Parbhani 431516	9:45 AM To 6:15 PM	Saturday , Sunday
34	Nanded	Joint District Registrar Nanded	Pomode Building, V.I.P. Road,Nanded, Maharashtra 431602	9:45 AM To 6:15 PM	Saturday , Sunday



35	Nanded	Sub-Registrar, Nanded-1	Pomode Building, V.I.P. Road,Nanded, Maharashtra 431602	9:45 AM To 6:15 PM	Saturday , Sunday
36	Nanded	Sub-Registrar, Nanded-2	Pomode Building, V.I.P. Road,Nanded, Maharashtra 431602	9:45 AM To 6:15 PM	Saturday , Sunday
37	Nanded	Sub-Registrar, Nanded-3	Shreeved Bank Lata Complex Anand Nagar Nanded, Maharashtra 431605	9:45 AM To 6:15 PM	Monday, Tuesday
38	Nanded	Sub-Registrar, Kinwat	Near Railway Station, Kinwat, Nanded, Maharashtra 431804	9:45 AM To 6:15 PM	Saturday , Sunday
39	Nanded	Sub-Registrar, Mukhed	Tehsil Office Compound, Mukhed, Nanded, Maharashtra 431715	9:45 AM To 6:15 PM	Saturday , Sunday
40	Nanded	Sub-Registrar, Deglur	Beside Shivaji Park Nagrpalika Building, Deglur, Nanded, Maharashtra 431717	9:45 AM To 6:15 PM	Saturday , Sunday
41	Nanded	Sub-Registrar, Hatgaon	Near Government Goudaun, Hadgaon, Nanded, Maharashtra 431712	9:45 AM To 6:15 PM	Saturday , Sunday
42	Nanded	Sub-Registrar, Bhokar	Shaikh Naeem Building, Station Road, Bhokar, Nanded, Maharashtra 431801	9:45 AM To 6:15 PM	Saturday , Sunday
43	Nanded	Sub-Registrar, Kandhar	Patrakar colony Loha road kandahar, Nanded, Maharashtra 431714	9:45 AM To 6:15 PM	Saturday , Sunday
44	Nanded	Sub-Registrar, Billoli	Gandhi Nagar, Boudan Road, Biloli, Nanded, Maharashtra 431710	9:45 AM To 6:15 PM	Saturday , Sunday
45	Nanded	Sub-Registrar, Mudhkhed	Tehsil Office Compound, Mudhkhed, Nanded, Maharashtra 431806	9:45 AM To 6:15 PM	Saturday , Sunday



46	Nanded	Sub-Registrar, Ardhapur	Tehsil Office Compound, Ardhapur, Nanded, Maharashtra 431704	9:45 AM To 6:15 PM	Saturday , Sunday
47	Nanded	Sub-Registrar, Dharmabad	Gujarati Building, Basar Road, Dharmabad, Nanded, Maharashtra 431704	9:45 AM To 6:15 PM	Saturday , Sunday
48	Nanded	Sub-Registrar, Loha	Tehsil Office Compound, Loha, Nanded, Maharashtra 431708	9:45 AM To 6:15 PM	Saturday , Sunday
49	Nanded	Sub-Registrar, Naygaon	Tehsil Office Area, Naigaon, Nanded, Maharashtra 431709	9:45 AM To 6:15 PM	Saturday , Sunday
50	Nanded	Sub- Registrar, Himayatnaga r	Tehsil Office Area, Himayatnagar, Nanded, Maharashtra 431802	9:45 AM To 6:15 PM	Saturday , Sunday
51	Nanded	Sub-Registrar, Mahur	Tehsil Office Compound, Mahur, Nanded, Maharashtra 431721	9:45 AM To 6:15 PM	Saturday , Sunday
52	Nanded	Sub-Registrar, Umari	Tehsil Office Area, Dharmabad Road, Umari, Nanded, Maharashtra 431807	9:45 AM To 6:15 PM	Saturday , Sunday
53	Hingoli	Joint District Registrar Office, Hingoli	Collector Office Building , Ground Floor, Room No 6 Hingoli 431513	9:45 AM To 6:15 PM	Saturday , Sunday
54	Hingoli	Joint Sub Registrar Office , Hingoli	Old BSNL Office Building, Post Office Road, Hingoli 431513	9:45 AM To 6:15 PM	Saturday , Sunday
55	Hingoli	Sub Registrar Office , Kalamnuri	Tahsil Office Building, First Floor, Kalamnuri 431702	9:45 AM To 6:15 PM	Saturday , Sunday
56	Hingoli	Sub Registrar Office , Aundha	Tahsil Office Building, First Floor, Aundha 431705	9:45 AM To 6:15 PM	Saturday , Sunday



57	Hingoli	Sub Registrar Office , Sengaon	Tahsil Office Building, First Floor, Sengaon 431542	9:45 AM To 6:15 PM	Saturday , Sunday
58	Hingoli	Sub Registrar Office, Basamt	Karkhana Road , Near Mahatma Gandhi School Basmat 431512	9:45 AM To 6:15 PM	Saturday , Sunday

Table 40: Latur Division - IGR Offices List

S r. N o.	JDR	Name of Office	Office Complete Addresss	Office Timing	Wee kly Holid ays
1	Mum bai 1	DIG OFFICE Mumbai	Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City 400001	9.45 AM To 6.15 PM	Satu rday, Sun day
2	Mum bai 1	JDR OFFICE Mumbai City	Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City 400001	9.45 AM To 6.15 PM	Satu rday, Sun day
3	Mum bai 1	Joint S.R. Mumbai 1	Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City 400001	9.45 AM To 6.15 PM	Satu rday, Sun day
4	Mum bai 1	Joint S.R. Mumbai 2	MTNL Building, 1st Floor, Aadarsh Nagar, Hatiskar Marg, Worli, Mumbai - 400025	9.45 AM To 6.15 PM	Satu rday, Sun day
5	Mum bai 1	Joint S.R. Mumbai 3	MTNL Building, 1st Floor, Aadarsh Nagar, Hatiskar Marg, Worli, Mumbai - 400026	9.45 AM To 6.15 PM	Satu rday, Sun day
6	Mum bai 1	Joint S.R. Mumbai 4	MTNL Building, 1st Floor, Aadarsh Nagar, Hatiskar Marg, Worli, Mumbai - 400027	9.45 AM To 6.15 PM	Mon day, Tues day
7	Mum bai 1	Joint S.R. Mumbai 5	MTNL Building, 1st Floor, Aadarsh Nagar, Hatiskar Marg, Worli, Mumbai - 400028	9.45 AM To 6.15 PM	Satu rday, Sun day



8	Mum bai 1	Joint S.R. Mumbai 6	Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City 400001	9.45 AM To 6.15 PM	Satu rday, Sun day
9	Mum bai 1	Joint S.R. Mumbai 7	Ground Floor New Administrative Building, Bund Garden Rd, Opposite Vidan Bavan, Agarkar Nagar, Pune, Maharashtra 411001	9.45 AM To 6.15 PM	Satu rday, Sun day
1 0	Mum bai 1	Marriage Office Mumbai City	Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City 400001	9.45 AM To 6.15 PM	Satu rday, Sun day
1 1	Mum bai 2	JDR Office Mumbai Suburban	Ground Floor, family Court Building, BKC Bandra (E), Mumbai 400051	9.45 AM To 6.15 PM	Satu rday, Sun day
1 2	Mum bai 2	Joint S.R. Mumbai 8	2nd Floor, M.T.N.L. Building, Lallubhai Park, Parasi Colony, Andheri West, Mumbai 400 058	9.45 AM To 6.15 PM	Satu rday, Sun day
1 3	Mum bai 2	Joint S.R. Mumbai 9	Ground Floor, Family Court Bldg,Bandra-Kurla Complex,Bandra (East) Mumbai Suburban -400051.	9.45 AM To 6.15 PM	Satu rday, Sun day
1 4	Mum bai 2	Joint S.R. Mumbai 10	Khar M.T.N.L. Bldg., Ground Floor, Khar Pali Road, Khar (w) west Mumbai-400052	9.45 AM To 6.15 PM	Satu rday, Sun day
1 5	Mum bai 2	Joint S.R. Mumbai 11	Khar M.T.N.L. Bldg., 1st Floor, Khar Pali Road, Khar (w) west Mumbai- 400052	9.45 AM To 6.15 PM	Satu rday, Sun day
1 6	Mum bai 2	Joint S.R. Mumbai 12	1st Floor, MTNL Building, S.V.Road, Jogeshwari West, Mumbai 400102	9.45 AM To 6.15 PM	Satu rday, Sun day
1 7	Mum bai 2	Joint S.R. Mumbai 13	1st Floor, Khar Telephone Exchange, Jogeshwari MTNL, Jogeshwari West, Mumbai - 400102.	9.45 AM To 6.15 PM	Satu rday, Sun day
1 8	Mum bai 2	Joint S.R. Mumbai 14	1st Floor, Vileparle MTNL Building, Sant Muktabai Marg, Vileparle East, Mumbai - 400057.	9.45 AM To 6.15 PM	Mon day, Tues day



19	Mumbai 2	Joint S.R. Mumbai 15	Ground Floor New Administrative Building, Bund Garden Rd, Opposite Vidan Bavan, Agarkar Nagar, Pune, Maharashtra 411001	9.45 AM To 6.15 PM	Saturday, Sunday
20	Mumbai 2	Joint S.R. Mumbai 16	MTNL BLDG, GROUND FLOOR, S V ROAD GOREGAON WEST MUMBAI 400104	9.45 AM To 6.15 PM	Saturday, Sunday
21	Mumbai 2	Joint S.R. Mumbai 25	CHARKOP TELEPHONE EXCHANGE, 2nd FLOOR, SECTOR-8, KANDIVALI WEST MUMBAI - 400067	9.45 AM To 6.15 PM	Saturday, Sunday
22	Mumbai 2	Joint S.R. Mumbai 26	Ground Floor New Administrative Building, Bund Garden Rd, Opposite Vidan Bavan, Agarkar Nagar, Pune, Maharashtra 411001	9.45 AM To 6.15 PM	Saturday, Sunday
23	Mumbai 2	Joint S.R. Mumbai 17	1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.	9.45 AM To 6.15 PM	Saturday, Sunday
24	Mumbai 2	Joint S.R. Mumbai 18	1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.	9.45 AM To 6.15 PM	Saturday, Sunday
25	Mumbai 2	Joint S.R. Mumbai 19	Ground Floor, Shri Shrimal House, Building Station Road, Goregaon (West), Mumbai - 400062	9.45 AM To 6.15 PM	Saturday, Sunday
26	Mumbai 2	Joint S.R. Mumbai 20	1st Floor, Tehsildar Building, Natakwalla Lane, Borivali (West), Mumbai 400092	9.45 AM To 6.15 PM	Saturday, Sunday
27	Mumbai 2	Joint S.R. Mumbai 21	MTNL BLDG, GROUND FLOOR, S V ROAD GOREGAON WEST MUMBAI 400104	9.45 AM To 6.15 PM	Saturday, Sunday
28	Mumbai 2	Joint S.R. Mumbai 22	CHARKOP TELEPHONE EXCHANGE, 2nd FLOOR, SECTOR-8, KANDIVALI WEST MUMBAI - 400067	9.45 AM To 6.15 PM	Monday, Tuesday
29	Mumbai 2	Joint S.R. Mumbai 23	1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.	9.45 AM To 6.15 PM	Saturday, Sunday



30	Mumbai 2	Joint S.R. Mumbai 24	1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.	9.45 AM To 6.15 PM	Saturday, Sunday
31	Mumbai 2	Joint S.R. Mumbai 27	NEW ADMINISTRATIVE BLDG. GR. FLOOR, R C MARG, CHEMBUR(E) MUMBAI -77	9.45 AM To 6.15 PM	Saturday, Sunday
32	Mumbai 2	Joint S.R. Mumbai 28	2nd Floor, Magathane Telephone Exchange, Tagore nagar no 7, Hariyali, Vikhroli East, Mumbai 400083.	9.45 AM To 6.15 PM	Monday, Tuesday
33	Mumbai 2	Joint S.R. Mumbai 29	2nd Floor, Magathane Telephone Exchange, Tagore nagar no 7, Hariyali, Vikhroli East, Mumbai 400083.	9.45 AM To 6.15 PM	Saturday, Sunday
34	Mumbai 2	Joint S.R. Mumbai 30	Ground Floor, Exim Link Building, Goregaon link Road, Nahur Bhandup (w) Mumbai -78	9.45 AM To 6.15 PM	Saturday, Sunday
35	Mumbai 2	Joint S.R. Mumbai 31	NEW ADMINISTRATIVE BLDG. GR. FLOOR, R C MARG, CHEMBUR(E) MUMBAI -77	9.45 AM To 6.15 PM	Saturday, Sunday
36	Mumbai 2	Joint S.R. Mumbai 32	Ground Floor New Administrative Building, Bund Garden Rd, Opposite Vidhan Bhavan, Agarkar Nagar, Pune, Maharashtra 411001	9.45 AM To 6.15 PM	Saturday, Sunday
37	Mumbai 2	Marriage Office Mumbai Suburban	Khar M.T.N.L. Bldg., Ground Floor, Khar Pali Road, Khar (w) west Mumbai-400052	9.45 AM To 6.15 PM	Saturday, Sunday

Table 41: Mumbai Division - IGR Offices List

Nagpur Division - IGR Offices List

Sr. No	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1		DIG Office Nagpur	New Administrative Building No2, Third Floor, Civil Line, Nagpur 440001	9:45 AM To 6:15 PM	Saturday, Sunday
2	Nagpur City	Joint District Registrar, Nagpur City	New Administrative Building No2, Third Floor, Civil Line, Nagpur 440001	9:45 AM To 6:15 PM	Saturday, Sunday



3	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 1	Hon. Collector Office Premises, Civil Lines Nagpur 440001	9:45 AM To 6:15 PM	Saturday, Sunday
4	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 2	Plot no 6, Shirshikar Bhawan Reshimbagh Road, Nagpur 440009	9:45 AM To 6:15 PM	Monday, Tuesday
5	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 3	Plot No: 1156, Rekhanil Complex, Madagi nagar Chouk, Ashirwad Nagar, Nagpur 440024	9:45 AM To 6:15 PM	Saturday, Sunday
6	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 4	C/o Anusayabai Sakharkar, Kotwal Nagar, Ring Road, Khamala, Nagpur 440022	9:45 AM To 6:15 PM	Saturday, Sunday
7	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 5	Plot No: 1156, Rekhanil Complex, Madagi nagar Chouk, Ashirwad Nagar, Nagpur 440024	9:45 AM To 6:15 PM	Monday, Tuesday
8	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 6	Near Narsing Takij Mahal Nagpur 440032	9:45 AM To 6:15 PM	Saturday, Sunday
9	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 7	Rasal Palace L-8/18, Raghuji Nagar, Rig Road, Opposite NIT Complex, Nagpur-440024	9:45 AM To 6:15 PM	Saturday, Sunday
10	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 8	Plot No.34, "Jai Gajanan", Ground floor, Lavkush Nagar, Near Mahi Restaurant, Manewada Ring Road, Nagpur 440034	9:45 AM To 6:15 PM	Saturday, Sunday
11	Nagpur City	Joint Sub Registrar Class-1, Nagpur City 10	Behind Sadar Police Station, Sadar, Nagpur 440001	9:45 AM To 6:15 PM	Saturday, Sunday
12	Nagpur Gramin	Joint District Registrar, Nagpur Gramin	New Administrative Building No2, Third Floor, Civil Line, Nagpur 440001	9:45 AM To 6:15 PM	Saturday, Sunday



13	Nagpur Gramin	Joint Sub Registrar Class-1, Hingna	Administrative Building, Tahsil Office building, Hingna 441110	9:45 AM To 6:15 PM	Saturday, Sunday
14	Nagpur Gramin	Sub Registrar Grade 1, Ramtek	First floor, Tahsil Office, Ramtek 441106	9:45 AM To 6:15 PM	Saturday, Sunday
15	Nagpur Gramin	Sub Registrar Grade 1, Mauda	Administrative Building, Tahsil Office building, Mauda 441104	9:45 AM To 6:15 PM	Saturday, Sunday
16	Nagpur Gramin	Sub Registrar Grade 1, Parshivni	Near Rural hospital, Parshivni Tah. Parshivni Dis. Nagpur 441105	9:45 AM To 6:15 PM	Saturday, Sunday
17	Nagpur Gramin	Sub Registrar Grade 1, Kuhi	First floor, Tahsil Compound, tah.Kuhi, dis.Nagpur, pin- 441202	9:45 AM To 6:15 PM	Saturday, Sunday
18	Nagpur Gramin	Sub Registrar Grade 1, Katol	Tahsil office Premises, Ground Floor, Katol 441302	9:45 AM To 6:15 PM	Saturday, Sunday
19	Nagpur Gramin	Sub Registrar Grade 1, Narkhed	Tahsil office Premises, Narkhed 441304	9:45 AM To 6:15 PM	Saturday, Sunday
20	Nagpur Gramin	Sub Registrar Grade 1, Kalmeshwar	Administrative Building, Tahsil Office building, Kalmeshwar 441501	9:45 AM To 6:15 PM	Saturday, Sunday
21	Nagpur Gramin	Sub Registrar Grade 1, Umred	Tahsil office Premises, Umred 441203	9:45 AM To 6:15 PM	Saturday, Sunday
22	Nagpur Gramin	Sub Registrar Grade 1, Saoner	Administrative Building, Tahsil Office Compound, First Floor, Saoner 441107	9:45 AM To 6:15 PM	Saturday, Sunday
23	Nagpur Gramin	Sub Registrar Grade 1, Kamthi	Tahsil office Premises, First Floor, Kamthi 441002	9:45 AM To 6:15 PM	Saturday, Sunday
24	Nagpur Gramin	Sub Registrar Grade 1, Bhiwapur	Tahsil office Premises, Bhiwapur 441201	9:45 AM To 6:15 PM	Saturday, Sunday
25	Gadchiroli	Joint District Registrar Class 1 Gadchiroli	Collector Office Building, Second floor, Complex Area Gadchiroli Tal. Dist. Gadchiroli-442605	9:45 AM To 6:15 PM	Saturday, Sunday



26	Gadchiroli	Joint Sub Registrar Class 2 Gadchiroli (HQ)	Tahsil office Compound Dhanora road Gadchiroli Tal. Dist. Gadchiroli-442605	9:45 AM To 6:15 PM	Saturday, Sunday
27	Gadchiroli	Sub Registrar Grade 1 Chamorshi	Old Tahsil office Compound Ghot road Chamorshi Tal. Chamorshi Dist. Gadchiroli-442603	9:45 AM To 6:15 PM	Saturday, Sunday
28	Gadchiroli	Sub Registrar Grade 1 Armori	New Admin Building Tahsil Office Armori Tal. Armori Dist. Gadchiroli-441208	9:45 AM To 6:15 PM	Saturday, Sunday
29	Gadchiroli	Sub Registrar Grade 1 Kurkheda	Mahsul Mandal Bhavan Kurkheda Tal. Kurkheda Dist. Gadchiroli-441209	9:45 AM To 6:15 PM	Saturday, Sunday
30	Gadchiroli	Sub Registrar Grade 1 Aheri	New Tahsil office Compound Aheri Tal. Aheri Dist. Gadchiroli-442705	9:45 AM To 6:15 PM	Saturday, Sunday
31	Gadchiroli	Sub Registrar Grade 1 Sironcha	Old Tahsil office Compound Sironcha Tal. Sironcha Dist. Gadchiroli-442504	9:45 AM To 6:15 PM	Saturday, Sunday
32	Gadchiroli	Sub Registrar Grade 1 Etapalli	Office Not available	9:45 AM To 6:15 PM	Saturday, Sunday
33	Gadchiroli	Sub Registrar Grade 1 Bhamragad	Tahsil office Compound Bhamragad Tal. Bhamragad Dist. Gadchiroli-442710	9:45 AM To 6:15 PM	Saturday, Sunday
34	Gadchiroli	Sub Registrar Grade 1 Mulchera	Tahsil office Compound Mulchera Tal. Mulchera Dist. Gadchiroli-442703	9:45 AM To 6:15 PM	Saturday, Sunday
35	Gadchiroli	Sub Registrar Grade 1 Dhanora	Tahsil office Compound Dhanora Tal. Dhanora Dist. Gadchiroli-442606	9:45 AM To 6:15 PM	Saturday, Sunday
36	Chandrapur	Joint District Registrar Class 1 Chandrapur	New Administrative Building First Floor Hall No. 4 Chandrapur-442401	9:45 AM To 6:15 PM	Saturday, Sunday
37	Chandrapur	Joint Sub Registrar Class 2 Chandrapur (HQ)	Collector Office Compound Chandrapur (HQ) Chandrapur-442401	9:45 AM To 6:15 PM	Saturday, Sunday



38	Chandrapur	Joint Sub Registrar Class 2 Chandrapur-2	Collector Office Compound Chandrapur-2 Chandrapur-442401	9:45 AM To 6:15 PM	Saturday, Sunday
39	Chandrapur	Sub Registrar Grade 1 Ballarpur	C/O Ravikumar Subbarao Chamarti, Balaji Ward, Near Bus Stand, Ballarpur Tal. Dist. Chandrapur-442701	9:45 AM To 6:15 PM	Saturday, Sunday
40	Chandrapur	Sub Registrar Grade 1 Rajura	Tehsil Office Compound, Rajura Dist. Chandrapur-442905	9:45 AM To 6:15 PM	Saturday, Sunday
41	Chandrapur	Sub Registrar Grade 1 Korpana	Tehsil Office Compound, Korpana Dist. Chandrapur-442916	9:45 AM To 6:15 PM	Saturday, Sunday
42	Chandrapur	Sub Registrar Grade 1 Jivti	C/O Shri Jumnaake Jivati Tal. Jivati Dist. Chandrapur-442908	9:45 AM To 6:15 PM	Saturday, Sunday
43	Chandrapur	Sub Registrar Grade 1 Gondpipri	C/O Shri Vijay Adkobaji Chintawar, Gondpipri Tal. Gondpipri Dist. Chandrapur-442702	9:45 AM To 6:15 PM	Saturday, Sunday
44	Chandrapur	Sub Registrar Grade 1 Pombhurna	Tehsil Office Compound, Pombhurna Tal. Pombhurna Dist. Chandrapur-442918	9:45 AM To 6:15 PM	Saturday, Sunday
45	Chandrapur	Sub Registrar Grade 1 Mul	Tehsil Office Compound, New Administrative Building, Gound Floor Mul Dist. Chandrapur-442124	9:45 AM To 6:15 PM	Saturday, Sunday
46	Chandrapur	Sub Registrar Grade 1 Savali	Tehsil Office Compound, Savali Tal. Savali Dist. Chandrapur-441202	9:45 AM To 6:15 PM	Saturday, Sunday
47	Chandrapur	Sub Registrar Grade 1 Sindewahi	Tehsil Office Compound, Sindewahi Tal. Sindewahi Dist. Chandrapur-441222	9:45 AM To 6:15 PM	Saturday, Sunday
48	Chandrapur	Sub Registrar Grade 1 Nagbhid	C/O Shri. Dudharamaji Kawale, Nagbhid Tal. Nagbhid Dist. Chandrapur-442105	9:45 AM To 6:15 PM	Saturday, Sunday
49	Chandrapur	Sub Registrar Grade 1 Bramhapuri	Tehsil Office Compound, Bramhapuri Tal. Bramhapuri Dist. Chandrapur-442106	9:45 AM To 6:15 PM	Saturday, Sunday
50	Chandrapur	Sub Registrar Grade 1 Chimur	Tehsil Office Compound, Chimur Tal. Chimur Dist. Chandrapur-442903	9:45 AM To 6:15 PM	Saturday, Sunday



51	Chandrapur	Sub Registrar Grade 1 Warora	Opposite Panchayat Samiti, Warora Tal. Warora Dist. Chandrapur-442907	9:45 AM To 6:15 PM	Saturday, Sunday
52	Chandrapur	Sub Registrar Grade 1 Bhadrawati	Shinde College Compound, Bhadrawati Tal. Bhadrawati Dist. Chandrapur-442902	9:45 AM To 6:15 PM	Saturday, Sunday
53	Wardha	Joint District Registrar Class 1 Wardha	New Administrative Building First Floor Room No.7 Sewagram Road, Wardha 442001	9:45 AM To 6:15 PM	Saturday, Sunday
54	Wardha	Joint Sub Registrar Class 2 Wardha 1	New Administrative Building Ground Floor Room No.3 Sewagram Road, Wardha 442001	9:45 AM To 6:15 PM	Saturday, Sunday
55	Wardha	Joint Sub Registrar Class 2 Wardha 2	New Administrative Building Ground Floor Room No.2 Sewagram Road, Wardha 442001	9:45 AM To 6:15 PM	Saturday, Sunday
56	Wardha	Sub Registrar Grade 1 Arvi	Near Atal Bihari Garden Shivaji Chowk Arvi 442201	9:45 AM To 6:15 PM	Saturday, Sunday
57	Wardha	Sub Registrar Grade 1 Hinganghat	Tahsil Office Premises Hinganghat 442301	9:45 AM To 6:15 PM	Saturday, Sunday
58	Wardha	Sub Registrar Grade 1 Pulgaon	Intak Bhavan Mill Majdur Sangh Pulgaon 442302	9:45 AM To 6:15 PM	Saturday, Sunday
59	Wardha	Sub Registrar Grade 1 Selu	Tahsil Office Premises Selu 442104	9:45 AM To 6:15 PM	Saturday, Sunday
60	Wardha	Sub Registrar Grade 1 Samudrapur	Tahsil Office Premises Samudrapur 442305	9:45 AM To 6:15 PM	Saturday, Sunday
61	Wardha	Sub Registrar Grade 1 Ashti	Tahsil Office Premises Ashti 442202	9:45 AM To 6:15 PM	Saturday, Sunday
62	Wardha	Sub Registrar Grade 1 Karanja	C/o Ambadas Kashikar Near MRF Showroom Amrawati Road Karanja(Ghadge) 442203	9:45 AM To 6:15 PM	Saturday, Sunday
63	Gondia	Joint District Registrar	New Administrative Building Second Floor Room No.23 ,	9:45 AM To 6:15 PM	Saturday, Sunday



		Class 1 Gondia	Jaishtambh Chowk , Gondia 441601		
64	Gondia	Joint Sub Registrar Class 2 Gondia	New Administrative Building Ground Floor Jaishtambh Chowk , Gondia 441601	9:45 AM To 6:15 PM	Saturday, Sunday
65	Gondia	Sub Registrar Grade 1 Tirora	Old Court Office Premises Tirora 441911	9:45 AM To 6:15 PM	Saturday, Sunday
66	Gondia	Sub Registrar Grade 1 Amgaon	Jaigopal Kantibhai Chawhan Niwas Ambedkar Chowk Rishabh Railway Station Road Amgaon , 441902	9:45 AM To 6:15 PM	Saturday, Sunday
67	Gondia	Sub Registrar Grade 1 Goregaon	Manish jain building , Near By Vijay Watch Center , Kohmara Road , Goregaon 441801	9:45 AM To 6:15 PM	Saturday, Sunday
68	Gondia	Sub Registrar Grade 1 Sadak Arjuni	Krushna Kapgate Building, Gondia Kohmara Road , Sadak Arjuni 441807	9:45 AM To 6:15 PM	Saturday, Sunday
69	Gondia	Sub Registrar Grade 1 Arjuni Morgaon	Tahasil Office Premises Arjuni Morgaon 441701	9:45 AM To 6:15 PM	Saturday, Sunday
70	Gondia	Sub Registrar Grade 1 Deori	Tahasil Office Premises Deori, 441901	9:45 AM To 6:15 PM	Saturday, Sunday
71	Gondia	Sub Registrar Grade 1 Salekasa	Tahasil Office Premises Salekasa , 441916	9:45 AM To 6:15 PM	Saturday, Sunday
72	Bhandara	Joint District Registrar Class 1 Bhandara	Sant Tukdoji Ward, Rambhad Building, Bhandara 441904	9:45 AM To 6:15 PM	Saturday, Sunday
73	Bhandara	Sub Registrar Grade 1, Lakhandur	Govt. ITI wadsa Road Tahsil Karyalay, Lakhandur 441803	9:45 AM To 6:15 PM	Saturday, Sunday
74	Bhandara	Sub Registrar Grade 1, Sakoli	Juni Tahsil Parisar Sakoli, Tal. Sakoli 441802	9:45 AM To 6:15 PM	Saturday, Sunday
75	Bhandara	Sub Registrar Grade 1, Lakhani	Shri Akhil Kishor Khedikar yanchi imarat Sindhi line Highway No.6 Lakhani 441804	9:45 AM To 6:15 PM	Saturday, Sunday



76	Bhandara	Joint Sub Registrar Class 2, Bhandara	Jilhadhikari Parisar Bhandara 441904	9:45 AM To 6:15 PM	Saturday, Sunday
77	Bhandara	Sub Registrar Grade 1, Mohadi	Smt. Kalashri Ambekar Building, Tahsil Office cha maghe Mohadi 441909	9:45 AM To 6:15 PM	Saturday, Sunday
78	Bhandara	Sub Registrar Grade 1, Tumsar	Tahsil Premices Gandhi Ward Tumsar 441912	9:45 AM To 6:15 PM	Saturday, Sunday
79	Bhandara	Sub Registrar Grade 1, Pauni	Laxmibai Bawankule yanchi imarat Pauni, Bhai talav ward, Pauni 441910	9:45 AM To 6:15 PM	Saturday, Sunday

Table 42: Nagpur Division - IGR Offices List

Nashik Division - IGR Offices List

Sr. No	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1	Nashik	DIG	Nondini Bhavan Near New Nashik Road Cort Nashik Road - 422 101	9.45 AM To 6.15 PM	Saturday, Sunday
2	Nashik	JDR	Joint District Registration Class 1, Stamp Of Collector Office NASHIK Krushi Bhavan Dwarka Circle Mumbai Agra Road, Nashik 422011	9.45 AM To 6.15 PM	Saturday, Sunday
3	Nashik	Bagalan	Administrative building Baglan Tal.Satana Dist.Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
4	Nashik	Chandwad	ADMINISTRATIVE BUILDING CHANDWAF TAL CHANDWAD DIST NASHIK	9.45 AM To 6.15 PM	Saturday, Sunday
5	Nashik	Devla	Administrative building vajgon-kharda Road Deola	9.45 AM To 6.15 PM	Saturday, Sunday



			Tal.Deola Dist.Nashik		
7	Nashik	Igatpuri	June tahshil karyalay, police station avar Igatpuri	9.45 AM To 6.15 PM	Saturday, Sunday
8	Nashik	Kalwan	ADMINISTRATIVE BULDING, KOLAHPUR FATA, MANUR, TAL- KALWAN, DIST NASIK	9.45 AM To 6.15 PM	Saturday, Sunday
9	Nashik	Lasalgaon	Grampanchayat Office survey number 93 lasalgaon	9.45 AM To 6.15 PM	Saturday, Sunday
10	Nashik	Malegaon 1	Royal hub bulding 1st flower Malegaon Tal- Malegaon Dist- Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
11	Nashik	Malegaon 2	Royal hub bulding 1st flower Malegaon Tal- Malegaon Dist- Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
12	Nashik	Malegaon 3	Yashshree Compund Samor Satana Naka Malegaon 423203	9.45 AM To 6.15 PM	Saturday, Sunday
13	Nashik	Nandgaon	ADMINISTRATIVE BULDING NANDGAON TAL - NANDGAON DIST -NASHIK	9.45 AM To 6.15 PM	Saturday, Sunday
14	Nashik	Nashik 1	Collector Camps, Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
15	Nashik	Nashik 2	Nondini Bhavan Near New Nashik Road Cort Nashik Road - 422 101	9.45 AM To 6.15 PM	Saturday, Sunday
16	Nashik	Nashik 3	Pinnacle Mall 4th floor Trambak Naka Nashik - 422001	9.45 AM To 6.15 PM	Saturday, Sunday



1 7	Nashik	Nashik 4	Pinnacle Mall 4th floor Trambak Naka Nashik - 422001	9.45 AM To 6.15 PM	Saturday, Sunday
1 8	Nashik	Nashik 5	Doctor House New CBS Opp Takkar Bazar Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
1 9	Nashik	Nashik 6	Kanda Batata Bhawan, Dwarka, NASHIK- 422011	9.45 AM To 6.15 PM	Saturday, Sunday
2 0	Nashik	Nashik 7	JAY PLAZA, SATYAM MANGAL KARYALAY, NEAR AMBAD POLICE STATION, MUMBAI AGARA ROAD, NASHIK- 422009	9.45 AM To 6.15 PM	Saturday, Sunday
2 1	Nashik	Niphad1	Madhyavarti Prashaskiya Imaarat, Behind Government Rest House, Nashik Niphad Road, Rasalpur Shiwar, Niphad, Taluka Niphad, District Nashik,	9.45 AM To 6.15 PM	Saturday, Sunday
2 2	Nashik	Niphad2	Shop no. 29 to 31, Chhatrapati Shahu Maharaj Sankul, Pimpalgaon Baswant, Tal. Niphad, Dist. Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
2 3	Nashik	Peth	Sharda Niwas Grnd Flr Sulbha Nagar Tal- Peth Dist- Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
2 4	Nashik	Sinner 1	New Administrative Building Ground Floor Tahsil Awar Baragaon Pimpri Road Sinnar Tal. Sinnar	9.45 AM To 6.15 PM	Saturday, Sunday
2 5	Nashik	Sinner 2	Tahsil avar sinnar	9.45 AM To 6.15 PM	Saturday, Sunday



26	Nashik	Surgana	Administrative Building Ground Floor Tahsil Awar Surgana Tal- Surgana Dist - Nashik	9.45 AM To 6.15 PM	Saturday, Sunday
27	Nashik	Trimbakeshwar	1 at floor shivneri building Trimbkeahwar	9.45 AM To 6.15 PM	Saturday, Sunday
28	Nashik	Yeola	Deshpande gali nagarprika road yeola dist nashik	9.45 AM To 6.15 PM	Saturday, Sunday
29	Ahilyanagar	Joint District Registrar Office Class-1, Ahilyanagar	Near Old Collector Office JDR Office Ahilyanagar 414001	9.45 AM To 6.15 PM	Saturday, Sunday
30	Ahilyanagar	Joint Sub-Registrar Class 2, Ahilyanagar 1	Near Old Collector Office Parag Bulding 2nd Floor Ahilyanagar 414001	9.45 AM To 6.15 PM	Saturday, Sunday
31	Ahilyanagar	Joint Sub-Registrar Class 2, Ahilyanagar 2	Near Old Collector Office Parag Bulding 1st Floor Ahilyanagar 414001	9.45 AM To 6.15 PM	Saturday, Sunday
32	Ahilyanagar	Joint Sub-Registrar Class 2, Ahilyanagar 3	Near Old Collector Office Parag Bulding 3rd Floor Ahilyanagar 414001	9.45 AM To 6.15 PM	Tuesday, Wednesday
33	Ahilyanagar	Joint Sub-Registrar Class 2, Sangamner 1	Yashwantrao Chavhan Prashaskiy Bulding Sangamner 422605	9.45 AM To 6.15 PM	Saturday, Sunday
34	Ahilyanagar	Joint Sub-Registrar Class 2, Sangamner 2	New Tahsil Compound Sangamner 422605	9.45 AM To 6.15 PM	Saturday, Sunday
35	Ahilyanagar	Sub-Registrar	Tahsil Compound, Akole, Tal.Akole	9.45 AM To 6.15 PM	Saturday, Sunday



		Grade-1, Akole	Dist, Ahilyanagar 422601		
3 6	Ahilyana gar	Sub- Registrar Grade-1, Rahata	Rahata Nagar Parishad Building, Rahata, Tal. Rahata, Dist, Ahilyanagar 423107	9.45 AM To 6.15 PM	Saturday, Sunday
3 7	Ahilyana gar	Sub- Registrar Grade-1, Kopargaon	Tahsil Compound, Tal. Kopergaon Dist, Ahilyanagar 423601	9.45 AM To 6.15 PM	Saturday, Sunday
3 8	Ahilyana gar	Sub- Registrar Grade-1, Shrirampur	Tahsil Compound , Shrimpur, Tal. Shrirampur Dist, Ahilyanagar 413709	9.45 AM To 6.15 PM	Saturday, Sunday
3 9	Ahilyana gar	Sub- Registrar Grade-1, Rahuri	Tahsil Compound , Rahuri , Dist.Ahilyanagar41 3705	9.45 AM To 6.15 PM	Saturday, Sunday
4 0	Ahilyana gar	Sub- Registrar Grade-1, Newasa	Tahsil Compound ,Newasa, Tal. Newasa Dist, Ahilyanagar 414105	9.45 AM To 6.15 PM	Saturday, Sunday
4 1	Ahilyana gar	Sub- Registrar Grade-1, Pathrdi	Tahsil Compound , Pathardi, Tal.Pathardi Dist, Ahilyanagar 414102	9.45 AM To 6.15 PM	Saturday, Sunday
4 2	Ahilyana gar	Sub- Registrar Grade-1, Karjat	Tahsil Office Compound , Karjat,Tal Karjat Dist, Ahilyanagar 414403	9.45 AM To 6.15 PM	Saturday, Sunday
4 3	Ahilyana gar	Sub- Registrar Grade-1, Jamkhed	Tahsil Compound,Jamkhe d, Tal. Jamkhed Dist, Ahilyanagar 413205	9.45 AM To 6.15 PM	Saturday, Sunday
4 4	Ahilyana gar	Sub- Registrar	Tahsil Compound, Srigonda, Tal. Srigonda Dist,	9.45 AM To 6.15 PM	Saturday, Sunday



		Grade-1, Shrigonda	Ahilyanagar 413701		
4 5	Ahilyanagar	Sub- Registrar Grade-1, Parner	Old Tahsil Compound, Parner, Tal. Parner, Dist, Ahilyanagar 414302	9.45 AM To 6.15 PM	Saturday, Sunday
4 6	Ahilyanagar	Sub- Registrar Grade-1, Shevgaon	Tahsil Compound, Shevgaon, Tal. Shevgaon Dist, Ahilyanagar 414502	9.45 AM To 6.15 PM	Saturday, Sunday
4 7	Jalgaon	Joint District Registrar Office Class-1, Jalgaon	New Administrative Building, Near Akashwani Kendra, collector Office, Taluka Jalgaon District Jalgaon pincode 425001	9.45 AM To 6.15 PM	Saturday, Sunday
4 8	Jalgaon	Joint Sub- Registrar Class 2 Jalgaon-1	Collector Office compound, Taluka Jalgaon District Jalgaon, Pincode 425001	9.45 AM To 6.15 PM	Saturday, Sunday
4 9	Jalgaon	Joint Sub- Registrar Class 2, Jalgaon-2	Fruitsell society, Ground floor, Opposite Tahsil Office , Taluka Jalgaon District Jalgaon, Pincode 425001	9.45 AM To 6.15 PM	Saturday, Sunday
5 0	Jalgaon	Joint Sub- Registrar Class 2, Jalgaon-3	Vishram pride, Adarsh Nagar, Near RTO office Jalgaon 425001	9.45 AM To 6.15 PM	Monday, Tuesday
5 1	Jalgaon	Joint Sub- Registrar Class 2, Bhusawal	Dr.S D. Patil old hospital, Sahakar Nagar, Near Gurudwara, Bhusawal Taluka Bhusawal District Jalgaon, Pincode 425201	9.45 AM To 6.15 PM	Saturday, Sunday



5 2	Jalgaon	Joint Sub-Registrar Class 2, Amalner	Tahsil Office Compound , Amalner, Taluka Amalner District Jalgaon, Pincode 425401	9.45 AM To 6.15 PM	Saturday, Sunday
5 3	Jalgaon	Joint Sub-Registrar Class 2, Chalisgaon	Near Manish Shah Bungalow, Near police ground, Chalisgaon, Taluka Chalisgaon District Jalgaon Pincode 424101	9.45 AM To 6.15 PM	Saturday, Sunday
5 4	Jalgaon	Sub-Registrar Grade-1, Chalisgaon 2	Central Administrative Building, Ground Floor, Dhule road, Chalisgaon, Taluka Chalisgaon District Jalgaon Pincode 424101	9.45 AM To 6.15 PM	Saturday, Sunday
5 5	Jalgaon	Sub-Registrar Grade-1, Erandol-1	Gat no 1017/2, Plat no 5, Dharangaon road, Erandol Taluka Erandol district Jalgaon, Pincode 425109	9.45 AM To 6.15 PM	Saturday, Sunday
5 6	Jalgaon	Sub-Registrar Grade-1, Erandol-2 (Dharangao n)	Erandol Taluka shtkari sangh li. Erandol shakha near railway over bridge, Behind Tahsil office Dharangaon taluka Dharangaon Dist Jalgaon Pincode 425105	9.45 AM To 6.15 PM	Saturday, Sunday
5 7	Jalgaon	Sub-Registrar Grade-1, Jamner	BNC office compound, waki road, Near Tahsil Office, Jamner Taluka Jamner District Jalgaon, Pincode 424206	9.45 AM To 6.15 PM	Saturday, Sunday
5 8	Jalgaon	Sub-Registrar Grade-1,	Tahsil Office Compound, Muktainagar,	9.45 AM To 6.15 PM	Saturday, Sunday



		Edalabad (Muktainagar)	Taluka Muktainagar,district Jalgaon, Pincode 425306		
59	Jalgaon	Sub- Registrar Grade-1, Parola	Krushni Utpann Bajar Samiti Compound, Dhule Road, - Parola, Tal Parola, District Jalgaon Pincode 425111	9.45 AM To 6.15 PM	Saturday, Sunday
60	Jalgaon	Sub- Registrar Grade-1, Raver	Tahsil Office Compound ,Raver, Taluka Raver District Jalgaon Pincode 425508	9.45 AM To 6.15 PM	Saturday, Sunday
61	Jalgaon	Sub- Registrar Grade-1, Sawda	Railway station road, Near sawada police station, Sawada Taluka Raver District Jalgaon, Pincode 425502	9.45 AM To 6.15 PM	Saturday, Sunday
62	Jalgaon	Sub- Registrar Grade-1, Yaval	Tahsil Office Compound , Yawal, Taluka Yawal District Jalgaon, Pincode 425301	9.45 AM To 6.15 PM	Saturday, Sunday
63	Jalgaon	Joint Sub- Registrar Class 2, Chopda	City Police Station, Old Tahsil Office Compound , Chopada, Taluka Chopada District Jalgaon, Pincode 425107	9.45 AM To 6.15 PM	Saturday, Sunday
64	Jalgaon	Joint Sub- Registrar Class 2, Pachora	Tahsil Office Compound , Pachora, Taluka Pachora District Jalgaon, Pincode 424201	9.45 AM To 6.15 PM	Saturday, Sunday
65	Jalgaon	Sub- Registrar Grade-1, Bhadgaon	Tahsil Office Compound , Bhadgaon Taluka Bhadgaon District	9.45 AM To 6.15 PM	Saturday, Sunday



			Jalgaon, Pincode 424105		
66	Jalgaon	Sub-Registrar Grade-1, Bodwad	Near Badgujar Petrol pump, Bhusawal Road Road, Taluka bodwad District Jalgaon Pincode 425310	9.45 AM To 6.15 PM	Saturday, Sunday
67	Jalgaon	Sub-Registrar Grade-1, Pahur	Jalgaon Road Mahendra nagar, Gram Panchayat Bahuuddeshiy Building, Gat No.570 Pahur Taluka Jamner Dist Jalgaon Pincode 424205	9.45 AM To 6.15 PM	Saturday, Sunday
68	Dhule	JDR Office Dhule	Collector Office, Ground Floor, Tal-Dhule Dist-Dhule Pin-424001	9.45 AM to 6.15 PM	Saturday, Sunday
69	Dhule	Joint Sub Registrar Dhule-1	Opp. Jain Oswal Boarding, Ganpati Temple Road, Shivrthir Chawk Tal-Dhule Dist-Dhule Pin-424001	9.45 AM to 6.15 PM	Saturday, Sunday
70	Dhule	Joint Sub Registrar Dhule-2	Old Collectorate Campus, Opp. Treasury Office, Tal-Dhule Dist-Dhule Pin-424001	9.45 AM to 6.15 PM	Saturday, Sunday
71	Dhule	Joint Sub Registrar Dhule-3	Old Collector Office Premises, Tal-Dhule Dist-Dhule Pin 424001	9.45 AM to 6.15 PM	Saturday, Sunday
72	Dhule	Sub Registrar, Shirpur	New Administrative Building, Tehsil Office Premises, Shirpur Tal-Shirpur Dist-Dhule Pin-425405	9.45 AM to 6.15 PM	Saturday, Sunday



73	Dhule	Sub Registrar, Shindkheda	New Administrative Building, First floor, Tehsil Office Compound, Tal-Shindkheda, Dist-Dhule Pin - 425406	9.45 AM to 6.15 PM	Saturday, Sunday
74	Dhule	Sub Registrar, Sakri	New Administrative Building, Tehsil Office premises Tal-Sakri Dist-Dhule Pin-424304	9.45 AM to 6.15 PM	Saturday, Sunday
75	Nandurbar	JDR Office, Nandurbar	Collector Office premises, Tokar Talav Road, Opp. S.P Office, Tal-Dist-Nandurbar, Pin 425412	9.45 AM to 6.15 PM	Saturday, Sunday
76	Nandurbar	Joint Sub Registrar Nandurbar	Panchayat Samiti Building, Near Uddanpool Tal-Dist-Nandurbar Pin - 425412	9.45 AM to 6.15 PM	Saturday, Sunday
77	Nandurbar	Joint Sub Registrar, Nandurbar-2	Old Tehsil Premises, Near Nadurbar City Police Station, Nandurbar Pin-425412	9.45 AM to 6.15 PM	Saturday, Sunday
78	Nandurbar	Sub Registrar, Shahada	Rachana Commercial Complex, Dongargaon Road, Tal-Shahada Dist-Nandurbar Pin-425409	9.45 AM to 6.15 PM	Saturday, Sunday
79	Nandurbar	Sub Registrar, Navapur	New Administrative Building, Ground Floor, Tal-Navapur Dist-Nandurbar Pin - 425418	9.45 AM to 6.15 PM	Saturday, Sunday
80	Nandurbar	Sub Registrar, Taloda	First Floor, Room No.108, Tahsil Office compound Tal-Taloda Dist-Nandurbar Pin-425413	9.45 AM to 6.15 PM	Saturday, Sunday



81	Nandurbar	Sub Registrar, Akkalkuva	New Administrative Building, Tehsil Office Premises Tal-Akkalkuwa Dist-Nandurbar Pin-425409	9.45 AM to 6.15 PM	Saturday, Sunday
82	Nandurbar	Sub Registrar, Akrani	New Administrative Building, Tehsil Office Premises, Tal-Dhadgaon Dist-Nandurbar Pin-425414	9.45 AM to 6.15 PM	Saturday, Sunday

Table 43: Nashik Division - IGR Offices List

Pune Division - IGR Offices List

Sr. No	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1	Pune	DIG Office Pune	Fourth Floor New Administrative Building, Bund Garden Rd, Opposite Vidhan Bhavan, Agarkar Nagar, Pune, Maharashtra 411001	9:45 AM To 6:15 PM	Saturday, Sunday
2	Pune City	JDR Pune City	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 411001	9:45 AM To 6:15 PM	Saturday, Sunday
3	Pune City	HAVELI 1	Mamledar Kacheri Awar, Shukrawar Peth, Pune - 411002	9:45 AM To 6:15 PM	Saturday, Sunday
4	Pune City	HAVELI 2	Pushpamangal Building, Bibewadi Corner, Pune - 411037	9:45 AM To 6:15 PM	Saturday, Sunday
5	Pune City	HAVELI 3	Mega City, Mega Center, Magarpatta ,	9:45 AM To 6:15 PM	Saturday, Sunday



			Hadapsar , Pune - 411028		
6	Pune City	HAVELI 4	Sr. No. 6/10/1, First Floor, Rajmata Jijau Sankul, bavdhan khurd, Pune - 411021	9:45 AM To 6:15 PM	Saturday, Sunday
7	Pune City	HAVELI 5	Shevale Complex, Opp. Elpro Company, Near kamini Hotel, Chinchwad Railway Station, Pune - 411033	9:45 AM To 6:15 PM	Saturday, Sunday
8	Pune City	HAVELI 6	Gat No 255, Plot No 10 ,1st floor ,Vaishnavi complex,Sambhaj i Nagar, Kadam wak wasti, Loni Kalbhor - 412201	9:45 AM To 6:15 PM	Saturday, Sunday
9	Pune City	HAVELI 7	1st floor, Pathare Complex, Chandan Nagar, Pune - 411014	9:45 AM To 6:15 PM	Saturday, Sunday
10	Pune City	HAVELI 8	J.J. Complex, S.No. 289, Dhanori, Vishrantwadi, Pune - 411015	9:45 AM To 6:15 PM	Saturday, Sunday
11	Pune City	HAVELI 9	Sr.No. 29/1, Gala No. 16, Arihant Chember, Chaitanyanagar, Dhaankwadi Pune - 411043	9:45 AM To 6:15 PM	Saturday, Sunday
12	Pune City	HAVELI 10	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 411001	7:30 AM To 3:15 PM	Saturday, Sunday



13	Pune City	HAVELI 11	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 411001	1:00 PM To 8:45 PM	Saturday, Sunday
14	Pune City	HAVELI 12	Maruti Complex, Ground Floor, Bathe Nagar Telephone Bhavan, Kondhava, Bh. Pune - 411048	9:45 AM To 6:15 PM	Saturday, Sunday
15	Pune City	HAVELI 13	Kakade Plaza, Hingane Kh,Karvenagar, Pune - 411052	9:45 AM To 6:15 PM	Saturday, Sunday
16	Pune City	HAVELI 14	Parvati Heights, S.No. 650 /5A/1, Landewadi Chowk, Bhosari, Pune - 411039	9:45 AM To 6:15 PM	Saturday, Sunday
17	Pune City	HAVELI 15	Kale Eliet Bldg. Opp. Swami Vivekanand Soc. Nimahan Mala, Shop No. 4 Pashan Gaon, Pune - 411021	9:45 AM To 6:15 PM	Saturday, Sunday
18	Pune City	HAVELI 16	S No. 14/1 Shivpushp park, office Gala No 201, 1st floor near crown Bakery, Sun City Road, Anandnagar Pune - 411051	9:45 AM To 6:15 PM	Saturday, Sunday
19	Pune City	HAVELI 17	First Floor, Sidhhi Tower, Near Vineyard Church, Dapodi - 411012	1:00 PM To 8:45 PM	Monday, Tuesday
20	Pune City	HAVELI 18	Office No 3 & 4, L Wing, First Floor, Mahada Building,	9:45 AM To 6:15 PM	Saturday, Sunday



			Pimpri To Pimple Saudagar Road, Pimprigaon, Pune - 411017		
21	Pune City	HAVELI 19	Bharatratna Bhimsen Joshi Kalamandir and Maharaja Sayajirao Gaikwad Udyogbhawan, Aundh Pune - 411027	9:45 AM To 6:15 PM	Saturday, Sunday
22	Pune City	HAVELI 20	Beldare Patil Chowk, Beldari Buldg., Dattanagar, Ambegaon Bh. Pune - 411046	9:45 AM To 6:15 PM	Saturday, Sunday
23	Pune City	HAVELI 21	Sr. No. 7/3+4, 23+3/4, Ground Floor, Pinyak Complex, Kothrud, Pune - 411038	7:30 AM To 3:15 PM	Wednesday, Thursday
24	Pune City	HAVELI 22	Sr. No. 7/3+4, 23+3/4, Ground Floor, Pinyak Complex, Kothrud, Pune - 411038	1:00 PM To 8:45 PM	Wednesday, Thursday
25	Pune City	HAVELI 23	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 411001	9:45 AM To 6:15 PM	Monday, Tuesday
26	Pune City	HAVELI 24	Pimpri Chinchwad navnagar Vikas Pradhikaran, First Floor, Opp. Income tax Office, Aakhurdi, Pune - 411044	9:45 AM To 6:15 PM	Saturday, Sunday



27	Pune City	HAVELI 25	First Floor, Sidhhi Tower, Near Vineyard Church, Dapodi - 411012	7:30 AM To 3:15 PM	Monday, Tuesday
28	Pune City	HAVELI 26	Office No 3 & 4, L Wing, First Floor, Mahada Building, Pimpri To Pimple Saudagar Road, Pimprigaon, Pune - 411017	9:45 AM To 6:15 PM	Saturday, Sunday
29	Pune City	HAVELI 27	Krishna Kunj, First Floor, near lifeline hospital, Nagar Road, Wagholi, Pune - 412207	9:45 AM To 6:15 PM	Saturday, Sunday
30	Pune City	HAVELI 28	Ground Floor New Administrative Building, Bund Garden Rd, Opposite Vidan Bavan, Agarkar Nagar, Pune, Maharashtra 411001	9:45 AM To 6:15 PM	Saturday, Sunday
31	Pune City	Marriage office	Kiran Bangla, Near GPO Office, Sadhu Vaswani Chowk, Pune - 411001	9:45 AM To 6:15 PM	Saturday, Sunday
32	Pune Gramin	JDR Pune Rural	Near BJ medical college hostel pune	9:45 AM To 6:15 PM	Saturday, Sunday
33	Pune Gramin	Ambegaon	New administration Building, Ghodegaon Junner Road, Ambegaon, Ta. Ambegoan Dist.Pune	9:45 AM To 6:15 PM	Saturday, Sunday
34	Pune Gramin	Baramati 1	New Administration Building , Indapur	9:45 AM To 6:15 PM	Saturday, Sunday



			Road , Baramati Tq.Baramati Dist. Pune		
35	Pune Gramin	Baramati 2	New administration Building, Indapur Road, Baramati Dist pune	9:45 AM To 6:15 PM	Saturday, Sunday
36	Pune Gramin	Bhor	Tashil Office Compound, Rajwada Chowk, Bhor Tq.Bhor Dist.Pune	9:45 AM To 6:15 PM	Saturday, Sunday
37	Pune Gramin	Daund	New administration Building,irrigation colony, Daund, Ta- Daund, Dist.pune	9:45 AM To 6:15 PM	Saturday, Sunday
38	Pune Gramin	Indapur	Administrative Building, Ground Floor, Akalus Road Indapur Tal. Indapur , Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
39	Pune Gramin	Junnar	Tashil Office Compound, Junnar, Tq. Junner Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
40	Pune Gramin	Kedgaon	Grampanchayat Building, Boripardhi, Tq.Daund Dist Pune	9:45 AM To 6:15 PM	Saturday, Sunday
41	Pune Gramin	Khed	Tashil Office Compound, Rajgurunagar, Tq.Khed Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
42	Pune Gramin	Khed 2	Shikrapur Road, Vishal Garden, Chakan, Tal. Khed(rajgurunaga r), Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday



43	Pune Gramin	Khed 3	Salunkhe Hospital Near Cristal Plaza Pune Nashik Road Chandoli Ta-Khed Dist - Pune	9:45 AM To 6:15 PM	Saturday, Sunday
44	Pune Gramin	Lonavala	Yashwantrao Chavan Sankul, 2nd Floor, Tilak Road, near state bank of India Tq. Maval Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
45	Pune Gramin	Maval 1	Shanti Deep Complex, Opp. Union Bank, Near railway Station, Vadgaon, tq. Maval. Dist Pune	9:45 AM To 6:15 PM	Saturday, Sunday
46	Pune Gramin	Maval 2	Plot No 58, ATM Plza Building Ground Flower Altino Disoja Colony Talegaon Chakan Road Talegav Dabadhe ,Maval Pune	9:45 AM To 6:15 PM	Saturday, Sunday
47	Pune Gramin	Mulshi 1	Tashil Office Compound, Paud, Tal. Mulshi Dist pune	9:45 AM To 6:15 PM	Saturday, Sunday
48	Pune Gramin	Mulshi 2	S.No.152/2/2 and 1127, Ganga Esate, Near Hinjewadi Hospital, Marunji Road, Hinjewadi, Tq. Mulshi Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
49	Pune Gramin	Narayangaon	Near Raval Auto, Pune Nashik Highway, Tal. Junnar, Dist. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
50	Pune Gramin	Purandar (Saswad)	Tashil Office Compound,	9:45 AM To 6:15 PM	Saturday, Sunday



			saswad, Tq. Purandar Dist. Pune		
51	Pune Gramin	Shirur	New administration Building, Tahsil office Compound, shirur Tq. Shirur Dist Pune	9:45 AM To 6:15 PM	Saturday, Sunday
52	Pune Gramin	Talegaon Dhamdhere	Near Grampanchayat, Shirur, Dist. Pune Tq. Shirur Dist Pune	9:45 AM To 6:15 PM	Saturday, Sunday
53	Pune Gramin	Velha	Tashil Office Compound, Velha, Tq. Velha Dist,. Pune	9:45 AM To 6:15 PM	Saturday, Sunday
54	Satara	Join district Registrar Satara	Hajeri Banglaw, Tahsil Aawar, satara, Tal Dist Satara. Pin Code 415001	9:45 AM To 6:15 PM	Saturday, Sunday
55	Satara	Joint Sub Registrar Class- 2, Satara No.1	Hajeri Banglaw, Tahsil Aawar, satara, Tal Dist Satara. Pin Code 415001	9:45 AM To 6:15 PM	Saturday, Sunday
56	Satara	Joint Sub Registrar Class- 2, Satara No.2	Balvikas Bhavan, Godoli, Pin Code 415002 Tal Dist Satara.	9:45 AM To 6:15 PM	Saturday, Sunday
57	Satara	Joint Sub Registrar Class- 2, Phaltan No.1	Tahsil awar city bulding phaltan Teh- Phaltan Dist- Satara pin 415523	9:45 AM To 6:15 PM	Saturday, Sunday
58	Satara	Joint Sub Registrar Class- 2, Phaltan No.2	Tahsil awar Tal- Phaltan Dist- Satara pin 415523	9:45 AM To 6:15 PM	Saturday, Sunday



59	Satara	Sub Registrar Grade-1 Karad No.1	New Administrative Building, First Floor, Tahsil Avar , Shaniwar Peth, Karad - 415110.	9:45 AM To 6:15 PM	Saturday, Sunday
60	Satara	Sub Registrar Grade-1 Karad No.2	Karad Revenue Club, Ground floor, Near Tahsil office Karad, Tal Karad Dist Satara	9:45 AM To 6:15 PM	Saturday, Sunday
61	Satara	Sub Registrar Grade-1 Umbraj	Koli Plaza, Chore road, Umbraj Tal Karad Dist.Satara Pin -415109	9:45 AM To 6:15 PM	Saturday, Sunday
62	Satara	Sub Registrar Grade-1 Patan	Opp Dadasaheb Patankar Highschool Mhavashi, Patan	9:45 AM To 6:15 PM	Saturday, Sunday
63	Satara	Sub Registrar Grade-1 Wai	Near hutatma smarak Songirwadi Wai 412803	9:45 AM To 6:15 PM	Saturday, Sunday
64	Satara	Sub Registrar Grade-1 Javali- Medha	Wangade Building, In front of Maratha Sahakari Patsanstha, Medha, Taluka - Jawali, Dist - Satara Pin - 415012	9:45 AM To 6:15 PM	Saturday, Sunday
65	Satara	Sub Registrar Grade-1 Mahabaleshwar	mahatma phule market, gala no.11, Opp makhriya highschool mahableswhar pin 412806	9:45 AM To 6:15 PM	Saturday, Sunday
66	Satara	Sub Registrar Grade-1 Khandala	New Administrative Building, First Floor, Tahsil Awar , Khandala	9:45 AM To 6:15 PM	Saturday, Sunday



67	Satara	Sub Registrar Grade-1 Koregaon	Tahsil awar koregaon Tal koregaon Dist Satara Pin code 415501	9:45 AM To 6:15 PM	Saturday, Sunday
68	Satara	Sub Registrar Grade-1 Man- Dahiwadi	Tahsil awar, Man- Dahiwadi Tal-Man Dist-Satara	9:45 AM To 6:15 PM	Saturday, Sunday
69	Satara	Sub Registrar Grade-1 Khatav-Vaduj	New Administrative Building, Tahsil awar, Vaduj Tal- Khatav Dist- Satara	9:45 AM To 6:15 PM	Saturday, Sunday
70	Sangli	Joint District Registrar	Rajwada Compound, Near Old Collector Office, Sangli, Dist. Sangli, Pin- 416416	9.45 AM To 6.15 PM	Saturday, Sunday
71	Sangli	Sub-Registrar Miraj1 Sangli(Head quarter)-1	Rajwada Compound, Near Old Collector Office, Sangli, Dist. Sangli, Pin- 416416	9.45 AM To 6.15 PM	Saturday, Sunday
72	Sangli	Sub-Registrar, Miraj-2	Tahsil Office Compound, Miraj, Tal. Miraj, Dist. Sangli, Pin- 416410	9.45 AM To 6.15 PM	Saturday, Sunday
73	Sangli	Sub-Registrar, Sangli-3 Kupwada	Nilshil Building, Near Kupwad Maher Vastraniketan, Mahanagarpalika road Kupwad, Tal. Miraj, Dist. Sangli, Pin- 416436	9.45 AM To 6.15 PM	Saturday, Sunday
74	Sangli	Sub-Registrar, Tasgaon	Tahsil Office Compound, Datt Mal, Tasgaon , Tal. Tasgaon, Dist. Sangli, Pin- 416312	9.45 AM To 6.15 PM	Saturday, Sunday



75	Sangli	Sub-Registrar, (Vita) Khanapur	Madhyavarti Prashyaskiy Imarat Talmajla , Vita-Khanapur, Tal.Khanapur (Vita), Dist. Sangli Pin 415307	9.45 AM To 6.15 PM	Saturday, Sunday
76	Sangli	Sub-Registrar, Shirala	Tahsil Office Compound ,Shirala, Tal. Shirala, Dist. Sangli,Pin- 415408	9.45 AM To 6.15 PM	Saturday, Sunday
77	Sangli	Sub-Registrar, (Islampur) Walwa	Tahsil Office Compound, walwa- Islampur, Tal. Walva, Dist. Sangli,Pin- 415409	9.45 AM To 6.15 PM	Saturday, Sunday
78	Sangli	Sub-Registrar, Atpadi	Central Administrative Building, Atpadi, Tal - Atpadi, Dist- Sangli. Pin- 415301	9.45 AM To 6.15 PM	Saturday, Sunday
79	Sangli	Sub-Registrar, Kawathemahak al	New Administration Belding, Tahsil Office Compound, Kawathe- mahankal, Tal. Kawathe- mahankal, Dist. Sangli,Pin- 416405	9.45 AM To 6.15 PM	Saturday, Sunday
80	Sangli	Sub-Registrar, Jat	New Administration Belding, Tahsil Office Compound, Jat ,Tal-Jat , Dist- Sangli,Pin- 416404	9.45 AM To 6.15 PM	Saturday, Sunday
81	Sangli	Sub-Registrar. Ashta	Janaki Mangal Karyalay Building, Ground Floor, Biroba Mandir Javal , Ashta, Tal.	9.45 AM To 6.15 PM	Saturday, Sunday



			Walwa, Dist. Sangli, Pin-416301		
82	Sangli	Sub-Registrar. Palus	Madhyavarti Prashyaskiy Imarat Panchayat Samiti Javal Palus, Tal. Palus, Dist. Sangli. Pin-416310	9.45 AM To 6.15 PM	Saturday, Sunday
83	Sangli	Sub-Registrar. Kadegaon(Sangli)	Madhyavarti Prashyaskiy Imarat , Kedgaon, Tal. Kedgaon , Dist. Sangli, Pin-415304	9.45 AM To 6.15 PM	Saturday, Sunday
84	Kolhapur	Joint District Registrar	Central Administrative Building, 1st floor, Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006	9:45 AM To 6:15 PM	Saturday, Sunday
85	Kolhapur	Karvir 1	Old Rajwada, Bhavani Mandap, Kolhapur. 416012	9:45 AM To 6:15 PM	Saturday, Sunday
86	Kolhapur	Karvir 2	Central Administrative Building, ground floor, Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006	9:45 AM To 6:15 PM	Saturday, Sunday
87	Kolhapur	Karvir 3	Central Administrative Building, 1st floor, Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006	9:45 AM To 6:15 PM	Monday, Tuesday
88	Kolhapur	Karvir 4	Central Administrative Building, ground floor, Kasba Bavda Road,	9:45 AM To 6:15 PM	Saturday, Sunday



			near D.S.P. Office, Kolhapur. 416006		
89	Kolhapur	Ichalkaranji 1	Rajaram Stadium, Gala No. 25, Ground floor, Ichalkaranji. 416115	9:45 AM To 6:15 PM	Saturday, Sunday
90	Kolhapur	Ichalkaranji 2	Nagar Parishad Building, Opposite Govindrao Highschool, Ichalkaranji. 416115	9:45 AM To 6:15 PM	Saturday, Sunday
91	Kolhapur	Panhala	Old Panchayat Samiti Building, Panhala, Tal: Panhala, Dist: Kolhapur. 416201	9:45 AM To 6:15 PM	Saturday, Sunday
92	Kolhapur	Hatkanangale	Central Administrative Building, Hatkanangale, Tal: Hatkanangle, Dist: Kolhapur. 416109	9:45 AM To 6:15 PM	Saturday, Sunday
93	Kolhapur	Kagal	Central Administrative Building, Kagal, Tal: Kagal, Dist: Kolhapur. 416216	9:45 AM To 6:15 PM	Saturday, Sunday
94	Kolhapur	Radhanagari	Tahsil Office Compound, Radhanagari, Tal: Radhanagari, Dist: Kolhapur. 416212	9:45 AM To 6:15 PM	Saturday, Sunday
95	Kolhapur	Gadhinglaj	Tahsil Office Compound, Gadhinglaj, Tal: Gadhinglaj, Dist: Kolhapur. 416501	9:45 AM To 6:15 PM	Saturday, Sunday
96	Kolhapur	Ajara	Central Administrative Building, Ajara,	9:45 AM To 6:15 PM	Saturday, Sunday



			Tal: Ajara, Dist: Kolhapur. 416505		
97	Kolhapur	Chandgad	Central Administrative Building, Chandgad, Tal: Chandgad, Dist: Kolhapur. 416509	9:45 AM To 6:15 PM	Saturday, Sunday
98	Kolhapur	Shirol	Central Administrative Building, Shirol, Tal: Shirol, Dist: Kolhapur. 416120	9:45 AM To 6:15 PM	Saturday, Sunday
99	Kolhapur	Shahuwadi	Boudha Seva Sangha, Shahuwadi, Tal: Shahuwadi, Dist: Kolhapur. 416215	9:45 AM To 6:15 PM	Saturday, Sunday
100	Kolhapur	Bhudargad	Tahsil Office Compound, Bhudargad, Tal: Bhudargad, Dist: Kolhapur. 416209	9:45 AM To 6:15 PM	Saturday, Sunday
101	Kolhapur	Murgud	C.S.No. 139, Nagarpalika bldg, Behind LIC office, Murgud, Tal: Kagal, Dist: Kolhapur. 416219	9:45 AM To 6:15 PM	Saturday, Sunday
102	Kolhapur	Gaganbawda	Central Administrative Building, Gaganbavda, Tal: Gaganbavda, Dist: Kolhapur. 416206	9:45 AM To 6:15 PM	Saturday, Sunday
103	Solapur	Joint District Registrar Solapur	Collector Office Compound, Solapur, Tal. Uttar Solapur, Dist. Solapur, Pincode 413001	9:45 AM To 6:15 PM	Saturday, Sunday
104	Solapur	Sub Registrar Solapur Uttar 1	Behind Dakshin Tahsil Office, Collector Office Compound, Solap	9:45 AM To 6:15 PM	Saturday, Sunday



			ur, Dist. Solapur ,Pincode 413001		
10 5	Solapur	Sub Registrar Solapur Uttar 2	Behind Dakshin Tahsil Office, Collector Office Compound,Solap ur, Dist. Solapur ,Pincode 413001	9:45 AM To 6:15 PM	Monday, Tuesday
10 6	Solapur	Sub Registrar Solapur Uttar 3	Behind Dakshin Tahsil Office, Collector Office Compound,Solap ur, Dist. Solapur ,Pincode 4134001	9:45 AM To 6:15 PM	Saturday, Sunday
10 7	Solapur	Sub Registrar Solapur Dakshin	Collector Office Compound, Solapur, Tal. Uttar Solapur, Dist. Solapur,Pincode 413001	9:45 AM To 6:15 PM	Saturday, Sunday
10 8	Solapur	Sub Registrar Mohol	Tahsil Office Compound, Mohol, Tal. Mohol, Dist. Solapur ,Pincode 413213	9:45 AM To 6:15 PM	Saturday, Sunday
10 9	Solapur	Sub Registrar Vairag	Mohol Chowk, Solapur Road, Vairag Tal. Barshi, Dist Solapur,Pincode 413402	9:45 AM To 6:15 PM	Saturday, Sunday
11 0	Solapur	Sub Registrar Akkalkot	Karanja Chowk,Akkalkot, Tal. Akkalkot, Dist. Solapur ,Pincode 413216	9:45 AM To 6:15 PM	Saturday, Sunday
11 1	Solapur	Sub Registrar Barshi	Dr. Babasaheb Ambedkar Complex , Near Sulakhe Highschool, Barshi, Tal. Barshi, Dist.	9:45 AM To 6:15 PM	Saturday, Sunday



			Solapur ,Pincode 413401		
11 2	Solapur	Sub Registrar Pandharpur 1	Tahsil Office Compound, Pandharpur, Tal. Pandharpur, Dist. Solapur,Pincode 413304	9:45 AM To 6:15 PM	Saturday, Sunday
11 3	Solapur	Sub Registrar Pandharpur 2	Market Yard,Akluj Road, Pandharpur, Tal. Pandharpur , Dist. Solapur,Pincode 413304	9:45 AM To 6:15 PM	Saturday, Sunday
11 4	Solapur	Sub Registrar Karmala	Tahsil Office Compound , Karmala, Tal. Karmala, Dist. Solapur ,Pincode 413203	9:45 AM To 6:15 PM	Saturday, Sunday
11 5	Solapur	Sub Registrar Madha	Sai Complex ,Near Petrol Pump ,Solapur Road ,Madha ,Tal -Madha ,Dist - Solapur ,Pincode 413209	9:45 AM To 6:15 PM	Saturday, Sunday
11 6	Solapur	Sub Registrar Malshiras	New Adm. Bldg. Malshiras, Tal.Malshiras, Dist. Solapur ,Pincode 413107	9:45 AM To 6:15 PM	Saturday, Sunday
11 7	Solapur	Sub Registrar Akluj	Krushi Utapanna Bazar Samiti Building, 2nd Floor, Akluj, Tal Malshiras, Dist. Solapur ,Pincode 413101	9:45 AM To 6:15 PM	Saturday, Sunday
11 8	Solapur	Sub Registrar Mangalwedha	Tahsil Office Compound, Mangalveda, Tal. Mangalveda, Dist	9:45 AM To 6:15 PM	Saturday, Sunday



			Solapur ,Pincode 413305		
119	Solapur	Sub Registrar Sangola	Tahsil Office Compound, Tal. Sangola, Dist. Solapur Pincode 413307	9:45 AM To 6:15 PM	Saturday, Sunday
120	Solapur	Sub Registrar Angar	Gandhi Chowk ,Near Bank of Baroda ,Anagar Tal Mohol,Dist - Solapur Pincode 413214	9:45 AM To 6:15 PM	Saturday, Sunday

Table 44: Pune Division - IGR Offices List

Thane Division - IGR Offices List

S r. N o.	JDR	Name of Office	Office Complete Address	Office Timing	Weekly Holidays
1	Thane	DIG Office Thane	MTNL building ,7 floor,near Mavali mandal charai, Thane west 400601	9:45 AM To 6:15 PM	Saturday, Sunday
2	Thane City	JDR Office Thane	Joint District Registrar and collector of stam ,4th floor collector office building, room no 406,near court naka Thane west 400601	9:45 AM To 6:15 PM	Saturday, Sunday
3	Thane City	Joint S.R. Thane 1	Ground floor, Mahila mandal buliding ,Talawpadi thane west 400601	9:45 AM To 6:15 PM	Saturday, Sunday
4	Thane City	Joint S.R. Thane 2	MTNL building ,Ground floor near mavali mandal charai, Thane west 400601	7:45 AM To 3:15 PM	Saturday, Sunday
5	Thane City	Joint S.R. Thane 3	Thane 3 - Chartered House, Ground Floor, Plot No. 42, Behind Satara Plaza, Sector 19 D, Vashi, Navi Mumbai Pincode - 400703	7:45 AM To 3:15 PM	Saturday, Sunday
6	Thane City	Joint S.R. Thane 4	3rd floor MTNL Building,fatak road ,Bhayander west Thane 401101	7:45 AM To 3:15 PM	Saturday, Sunday



7	Thane City	Joint S.R.Thane 5	MTNL building ,Ground floor near Mavali mandal charai,Thane west 400601	1:00PM To 8:45 PM	Satur day, Sund ay
8	Thane City	Joint S.R.Thane 6	Room no 69,1st floor,kokan bhavan building ,CBD Belapur,navi mumbai 400614	1:00PM To 8:45 PM	Mon day, Tues day
9	Thane City	Joint S.R.Thane 7	3rd floor MTNLBuilding,fatak road ,Bhayander west Thane 401101	1:00PM To 8:45 PM	Satur day, Sund ay
10	Thane City	Joint S.R.Thane 8	Unit no.413 &414 Ellora Olerise Building 4th floor flat no 786 TTC industrial area khairne midc,Navi Mumbai 400710	1:00PM To 8:45 PM	Satur day, Sund ay
11	Thane City	Joint S.R. Thane 9	First floor,Sanghavi valley parsik nagar,above bank of india kalwa,Thane 400605	9:45 AM To 6:15 PM	Satur day, Sund ay
12	Thane City	Joint S.R.Thane 10	Swami Vivekanand Bhavan,near happy home building, poonam garden Miraroad east.401107	9:45 AM To 6:15 PM	Satur day, Sund ay
13	Thane City	Joint S.R. Thane 11	MTNL building ,second floor,sector 21,Nerul,Navi Mumbai 400706	7:45 AM To 3:15 PM	Satur day, Sund ay
14	Thane City	Joint S.R. Thane 12	Thane- 12 Office Milap Arcade ,MTNL Building 2nd floor, Balkum Thane west 400608.	7:45 AM To 3:15 PM	Satur day, Sund ay
15	Thane City	Joint S.R. Thane 13	Ground Floor New Administrative Building, Bund Garden Rd, Opposite Vidan Bavan, Agarkar Nagar, Pune, Maharashtra 411001	9:45 AM To 6:15 PM	Satur day & Sund ay
16	Thane City	Joint S.R. Kalyan 1	First floor Radha krishna Sankul opposite holycross hospital ,karnik road ,kalyan west 421301	1:00PM To 8:45 PM	Mon day, Tues day
17	Thane City	S.R.Kalyan 2	Ground floor Mohan plaza ,near potdar school,vayale nagar khadakpada Kalyan west	7:45 AM To 3:15 PM	Satur day,



					Sund ay
1 8	Thane City	Joint S.R.Kalyan 3	plot no121,Tarte plaza ground floor gandhi nagar Dombivali East 421201	1:00PM To 8:45 PM	Satur day, Sund ay
1 9	Thane City	Joint S.R.Kalyan 4	Kalyan4 office- Plot no 121 tarte plaza first floor gandhinagar Dombivali East 421201.	7:45 AM To 3:15 PM	Satur day, Sund ay
2 0	Thane City	S.R.Kalyan 5	Ground floor,Baliram enclave,Rai residency,Adarsh nagar,kalyan east 421306	9:45 AM To 6:15 PM	Satur day, Sund ay
2 1	Thane Rural	JDR Office Thane Rural	Joint District Registrar and collector of stam ,District employment training Center ,1st flore,Near collector office compound,near court naka Thane west- 400601	9:45 AM To 6:15 PM	Satur day, Sund ay
2 2	Thane Rural	Joint S.R. Ulhasnaga r 1	Barrek No-1746 shanti bhavan gandhi road,Near tahsil kacheri javal Ulhasnagar Camp No-5 pin No-421005	9:45 AM To 6:15 PM	Satur day, Sund ay
2 3	Thane Rural	Joint S.R. Ulhasnaga r 3	global business park unit no. 49/50 kohoj khuntavali ambernath west-421501	9:45 AM To 6:15 PM	Satur day, Sund ay
2 4	Thane Rural	Joint S.R.. Shahapur	APMC Building, Goteghar Road, Shahapur 421601	9:45 AM To 6:15 PM	Satur day, Sund ay
2 5	Thane Rural	Joint S.R.Bhivan di 1	Tahsildar Office Compound, Opp Konark Arcade, Kap Kaneri, Bhiwandi , 421302.	9:45 AM To 6:15 PM	Satur day, Sund ay
2 6	Thane Rural	Joint S.R.Bhivan di 2	Third floor, konark Arcade, opp. Tahsil premises, Bhiwandi , 421302.	7:45 AM To 3:15 PM	Satur day, Sund ay
2 7	Thane Rural	Joint S.R.Bhivan di 3	301A & 302B Konark Aarcade 3rd floor opp. Tahsil office Bhiwandi-421302	1:00PM To 8:45 PM	Mon day, Tues day



28	Thane Rural	Joint S.R.Ulhas nagar 2	Bipin Apartment, Surya Nagar, Katrap Badlapur East-421503	9:45 AM To 6:15 PM	Saturday, Sunday
29	Thane Rural	Joint S.R.Ulhas nagar 4	Trimurti Residence Shop Number 13,14 Manjarli, Badlapur west 421503	9:45 AM To 6:15 PM	Saturday, Sunday
30	Thane Rural	Sub-Registrar Office Murbad	New Administrative Building, Plot NO. P-14 , Midc near by indian oil petrol pump murbad-421401	9:45 AM To 6:15 PM	Saturday, Sunday
31	Palghar	Joint District Registrar And Collector Of Stamps, Palghar	Room No. 09, Ground Floor, Administrative Building 'A', District Headquarter, Palghar-Boisar Road, Kolgaon, Taluka-Palghar, District-Palghar, 401 404.	9:45 AM To 6:15 PM	Saturday, Sunday
32	Palghar	Sub Registrar Office, Palghar-1	Sub Registrar Office Palghar-1, Room No. 03, Ground Floor, Administrative Building 'B', District Headquarter, Palghar-Boisar Road, Kolgaon, Taluka-Palghar, District-Palghar, 401 404.	9:45 AM To 6:15 PM	Saturday, Sunday
33	Palghar	Sub Registrar Office, Palghar-2	Room No. 02, Ground Floor, Administrative Building 'B', District Headquarter, Palghar-Boisar Road, Kolgaon, Taluka-Palghar, District-Palghar, 401 404.	9:45 AM To 6:15 PM	Saturday, Sunday
34	Palghar	Joint Sub Registrar Office, Vasai-1	Shop No. 6B, Sankest Park Co. Hsg. Soc. Ltd., Near Suyognagar, Bhabola, Chulne Road, Vasai(W), Taluka-Vasai, District-Palghar.401202	9:45 AM To 6:15 PM	Saturday, Sunday
35	Palghar	Joint Sub Registrar Office, Vasai-2	Shop No. 10, Ground Floor, Krishna Galaxy Viva Vrundavan Complex, D Mart Road, Near New Viva College, Virar West, Taluka - Vasai, District - Palghar, 401303	7:45 AM To 3:15 PM	Saturday, Sunday
36	Palghar	Joint Sub Registrar Office, Vasai-3	Shop No. 12,13,16, A-Wing, Yashvant Archid, Opposite Tulinj Police Station,Nalasopara (E), Taluka - Vasai, District - Palghar	7:45 AM To 3:15 PM	Saturday, Sunday
37	Palghar	Joint Sub Registrar	Shop No. 14,15,17, A-Wing, Yashvant Archid, Opposite Tulinj Police	1:00PM To 8:45 PM	Saturday,



		Office, Vasai-4	Station,Nalasopara (E), Taluka - Vasai, District - Palghar		Sund ay
3 8	Palgh ar	Joint Sub Registrar Office, Vasai-5	Shop No. 8, Ground Floor, Krishna Galaxy Viva Vrundavan Complex, D Mart Road, Near New Viva College, Virar West, Taluka - Vasai, District - Palghar, 401303	1:00PM To 8:45 PM	Satur day, Sund ay
3 9	Palgh ar	Joint Sub Registrar Office, Vasai-6	Tahesildar Office Area, Vasai, Taluka- Vasai, District-Palghar. 401201	9:45 AM To 6:15 PM	Mon day, Tues day
4 0	Palgh ar	Sub Registrar Office, Dahanu	Phatak Hall, Dahanu Gaon, Dahanu (W), Taluka-Dahanu, Dist.-Palghar, 401602.	9:45 AM To 6:15 PM	Satur day, Sund ay
4 1	Palgh ar	Sub Registrar Office, Talasari	Behind Bhumi Abhilekh Office, Vikaspada, Talasari, Taluka-Talasari, Dist.-Palghar. 401606	9:45 AM To 6:15 PM	Satur day, Sund ay
4 2	Palgh ar	Sub Registrar Office, Wada	Near Ganesh Maidan, Behind Gram Panchayat Office, Wada, Taluka-Wada, Dist.-Palghar. 421303	9:45 AM To 6:15 PM	Satur day, Sund ay
4 3	Palgh ar	Sub Registrar Office, Vikramgad	Aayre Building, Ground Floor, Patilpada, Vikramgad, Taluka-Vikramgad, Dist.- Palghar. 401605	9:45 AM To 6:15 PM	Satur day, Sund ay
4 4	Palgh ar	Sub Registrar Office, Jawhar	199, Lakshmiprasad Building, Mahadev Aali, Jawhar, Taluka-Jawhar, Dist.- Palghar. 401603	9:45 AM To 6:15 PM	Satur day, Sund ay
4 5	Palgh ar	Sub Registrar Office, Mokhada	Near Tahsil Office, Bangalapada, Mokhada, Taluka-Mokhada, Dist.- Palghar. 401604	9:45 AM To 6:15 PM	Satur day, Sund ay
4 6	Raiga d	Joint District Registrar And Collector Of Stamps, Raigad	Joint District Registration Class 1 Cos Office Raigad Pin Code 402201	9:45 AM To 6:15 PM	Satur day, Sund ay
4 7	Raiga d	Joint Sub Registrar	Near Alibag Police Station Tal.Alibag Dist Raigad Pin Code 402201	9:45 AM To 6:15 PM	Satur day,



		Office, Alibag			Sund ay
4 8	Raiga d	Joint Sub Registrar Office,Pan vel 1	New Administative Building,1st Floor Office No.101,old Panvel Pin code 410206	9:45 AM To 6:15 PM	Satur day, Sund ay
4 9	Raiga d	Joint Sub Registrar Office, Panvel 2	M.T.N.L.Building Ground Floor Sector-5 New Panvel,Tal Panvel Dist.Raigd Pin Code 410206	9:45 AM To 6:15 PM	Satur day, Sund ay
5 0	Raiga d	Joint Sub Registrar Office,Pan vel 3	M.T.N.L.Building Ground Floor Sector-5 New Panvel,Tal Panvel Dist.Raigd Pin Code 410206	9:45 AM To 6:15 PM	Satur day, Sund ay
5 1	Raiga d	Joint Sub Registrar Office,Pan vel 4	Panvel Industrial Co.Op Society Near H.M.Motor Saion Panvel Road Old Panvel Tal Panvel Dist Raigad Pin Code 410206	9:45 AM To 6:15 PM	Satur day, Sund ay
5 2	Raiga d	Joint Sub Registrar Office,Pan vel 5	M.T.N.L.Building Ground Floor Sector-5 New Panvel,Tal Panvel Dist.Raigd Pin Code 410206	9:45 AM To 6:15 PM	Satur day, Sund ay
5 3	Raiga d	Sub Registrar Office, Uran	JNPT Towsinship Shoping Center Shop No.5,6,& 7 Near SBI Branch Uran Tal Uran Dist.Raigad Pin Code 400707	9:45 AM To 6:15 PM	Satur day, Sund ay
5 4	Raiga d	Sub Registrar Office, Karjat 1	Tashil Office Compound Karjat Tal.Karjat Dist.Raigad Pin Code 410201	9:45 AM To 6:15 PM	Satur day, Sund ay
5 5	Raiga d	Sub Registrar Office,Karj at 2	Shubham Devloppers,Karjat Kalyan Road,Neral Tal.Karjat Dist.Raigad Pin Code 410101	9:45 AM To 6:15 PM	Satur day, Sund ay
5 6	Raiga d	Sub Registrar Office,Roh a	OldTahsil Office Compound Roha,Tal.Roha Dist.Raigad Pin Code 402109	9:45 AM To 6:15 PM	Satur day, Sund ay
5 7	Raiga d	Sub Registrar Office,Mah ad	Tahsil Office Compond, Mahad Tal.Mahad Dist .Raigad Pi Code 402309	9:45 AM To 6:15 PM	Satur day, Sund ay



58	Raigad	Sub Registrar Office, Pen	Tahsil Office Compound, Pen Tal. Pen Dist .Raigad Pin Code 402107	9:45 AM To 6:15 PM	Saturday, Sunday
59	Raigad	Sub Registrar Office, Mangaon	Tahsil Office Compound, Mangaon Tal .Mangaon Dist. Raigad Pin Code 412107	9:45 AM To 6:15 PM	Saturday, Sunday
60	Raigad	Sub Registrar Office, Khalapur	Opp. Khalapur Panchayat Samiti Hari Om Appartment Bilding Ground floor Khalapur Tal. Khalapur Dist. Raigad Pin Code 410202	9:45 AM To 6:15 PM	Saturday, Sunday
61	Raigad	Sub Registrar Office, Poladpur	Ramchandresheth Niwas H.No.1458 shop No.1 Poladpur Mahabaleshwar Road Poladpur Tal .Poladpur Dist. Raigad Pin Code 402303	9:45 AM To 6:15 PM	Saturday, Sunday
62	Raigad	Sub Registrar Office, Shriwardhan	Tahsil Office Compound, Shriwardhan Tal. Shriwardhan Dist .Raigad Pin Code 402110	9:45 AM To 6:15 PM	Saturday, Sunday
63	Raigad	Sub Registrar Office, Sudhagad	Jamana Palace, Pali Sudhagad Tal. Sudhagad Dist Raigad Pin Code 410207	9:45 AM To 6:15 PM	Saturday, Sunday
64	Raigad	Sub Registrar Office, Tala	Tahsil Office Compound , Tala, Tal. Tala Dist Raigad Pin Code 402111	9:45 AM To 6:15 PM	Saturday, Sunday
65	Raigad	Sub Registrar Office, Murud	Tahsil Office Compound Murud, Tal. Murud Dist. Raigad Pin Code 402401	9:45 AM To 6:15 PM	Saturday, Sunday
66	Raigad	Sub Registrar Office, Mhasala	Near Police Station, Mhasala Tal. Mhasala Dist. Raigad Pin Code 402105	9:45 AM To 6:15 PM	Saturday, Sunday
67	Ratnagiri	JDR Office Ratnagiri	Arihant mall, 2nd Floor, Gala no. 237-240 Oppsite S.T. Stand Ratnagiri. 415612	9:45 AM To 6:15 PM	Saturday, Sunday
68	Ratnagiri	Joint Sub Registrar office Ratnagiri	Collector Office Compound Ratnagiri 415612	9:45 AM To 6:15 PM	Saturday, Sunday



69	Ratnagiri	Sub Registrar office chiplun	Sub registrar office Behind Prant office, Mumbai Goa highway. tal Chiplun district ratnagiri pin.415605	9:45 AM To 6:15 PM	Saturday, Sunday
70	Ratnagiri	Sub Registrar office dapoli	Tahsildar Compound, Dapoli 415712	9:45 AM To 6:15 PM	Saturday, Sunday
71	Ratnagiri	Sub Registrar office rajapur	Tahsildar Compound, Rajapur 416702	9:45 AM To 6:15 PM	Saturday, Sunday
72	Ratnagiri	Sub Registrar office Sangmeshwar (devrukh)	Savitri Complex, Ground Floor, Opp. Nagar Panchayat, Matru Mandir Chowk Devrukh Pin Code:415804	9:45 AM To 6:15 PM	Saturday, Sunday
73	Ratnagiri	Sub Registrar office khed	Nadkar Hospital Apposite Tahsildar Office Tal.Khed dist. ratnagiri 415709	9:45 AM To 6:15 PM	Saturday, Sunday
74	Ratnagiri	Sub Registrar office guhagar	Tahsildar Compound, Guhagar 415703	9:45 AM To 6:15 PM	Saturday, Sunday
75	Ratnagiri	Sub Registrar office lanja	Tahsildar Compound, Lanja 416701	9:45 AM To 6:15 PM	Saturday, Sunday
76	Ratnagiri	Sub Registrar office mandangad	Tahsildar Compound, Mandangad 415203	9:45 AM To 6:15 PM	Saturday, Sunday
77	Sindhudurg		JDR Office Sindhudurg Main Administrative Building, C-Block, First Floor, Sindhudurnagar - 416812	9:45 AM To 6:15 PM	Saturday, Sunday
78	Sindhudurg	Joint Sub-Registrar office Sindhudurg	Main Administrative Building, C-Block, First Floor, Sindhudurnagar - 416813	9:45 AM To 6:15 PM	Saturday, Sunday



79	Sindhudurg	Sub-Registrar Office, Sawantwadi	Sawantwadi Tehsil Office Premises, Salaiwada, Sawantwadi - 416510	9:45 AM To 6:15 PM	Saturday, Sunday
80	Sindhudurg	Sub-Registrar Office, Kankavli	Main Administrative Building, First Floor, Kankavli Taluka, Kankavli, Dist. Sindhudurg - 416602	9:45 AM To 6:15 PM	Saturday, Sunday
81	Sindhudurg	Sub-Registrar Office, Devgad	Sub-Treasury Office Premises, Next to Old Police Station, Pawan Chakki Road, Post-Tal. Devgad, Dist. Sindhudurg - 416613	9:45 AM To 6:15 PM	Saturday, Sunday
82	Sindhudurg	Sub-Registrar Office, Malvan	House No. 48-1, Above Mangrove Forest Office, Next to Jai Ganesh Temple, Medha, Malvan Taluka, Malvan, Dist. Sindhudurg - 416606	9:45 AM To 6:15 PM	Saturday, Sunday
83	Sindhudurg	Sub-Registrar Office, Vengurla	Old Tehsildar Office Premises, Near Police Station, Vengurla, Dist. Sindhudurg - 416516	9:45 AM To 6:15 PM	Saturday, Sunday
84	Sindhudurg	Sub-Registrar Office, Vaibhavwadi	Main Administrative Building, Tehsil Office Premises, First Floor, C-1, Tal. Vaibhavwadi, Dist. Sindhudurg - 416810	9:45 AM To 6:15 PM	Saturday, Sunday
85	Sindhudurg	Sub-Registrar Office, Dodamarg	Tehsildar Dodamarg Administrative Building, First Floor, Tal. Dodamarg, Dist. Sindhudurg - 416512	9:45 AM To 6:15 PM	Saturday, Sunday

Table 45: Thane Division - IGR Offices List

Collector of Stamps Offices List

Sr. No.	DIG	JDR	Name of Office	Office Complete Addresss	Office Timing	Weekly Holiday s
1	Mumbai	Mumbai 1	General Stamp Office	General Stamp Office, Town Hall, Shahid Bhagat Singh Marg, Fort, Mumbai-400001	9.45 AM To 6.15 PM	Saturday, Sunday



2	Mumbai	Mumbai 1	CoS Mumbai E-1	General Stamp Office, Town Hall, Shahid Bhagat Singh Marg, Fort, Mumbai-400001	9.45 AM To 6.15 PM	Saturday, Sunday
3	Mumbai	Mumbai 1	CoS Mumbai E-2	General Stamp Office, Town Hall, Shahid Bhagat Singh Marg, Fort, Mumbai-400001	9.45 AM To 6.15 PM	Saturday, Sunday
4	Mumbai	Mumbai 1	COS Mumbai	3rd Floor, Old custom house, Shahid Bhagat Singh Marg, Fort, Mumbai-400001	9.45 AM To 6.15 PM	Saturday, Sunday
5	Mumbai	Mumbai 2	COS Andheri	MMRDA Building, Bandra Kurla Complex, Bandra (E), Mumbai 51	9.45 AM To 6.15 PM	Saturday, Sunday
6	Mumbai	Mumbai 2	COS Borivali	MMRDA Building, Bandra Kurla Complex, Bandra (E), Mumbai 51	9.45 AM To 6.15 PM	Saturday, Sunday
7	Mumbai	Mumbai 2	COS Kurla	NEW ADMINISTRATIVE BLDG. GR. FLOOR, R C MARG, CHEMBUR(E) MUMBAI -77	9.45 AM To 6.15 PM	Saturday, Sunday

Table 46: Collector of Stamps Offices List



Town Planning Offices (Valuation) List

Sr. No.	Name of the Office	Office Address
1	Joint Director, Town Planning, Valuation, Maharashtra State, Pune.	New Administrative Building, Ground Floor, Opposite Vidhan Bhavan, Pune-411001, Tele. No.-2020-26138424
2	Deputy Director, Town Planning, Mumbai Region, Valuation, Mumbai	Old Zakat House, DD Building, 1st Floor, Shaheed Bhagat Singh Marg, Fort, Mumbai – 400 023. Tele. No.- 022-22690368
3	Assistant Director, Town Planning, Valuation, Pune Division Pune.	Kiran Bungalow, Finance Road, Near Photo Zinco Office, Pune - 411 001 Tele. No.- 020-26051564
4	Assistant Director, Town Planning, Valuation, Konkan Division, Thane	Konkan Bhawan, 2nd Floor, Room No.213, CBD Belapur, Navi Mumbai-400 614 Tele. No.- 022-27572857
5	Assistant Director, Town Planning, Valuation, Nashik Division Nashik.	NDA Tower, Sambhaji Chowk, Untwadi Road, Nashik – 422 002 Tele. No.- 0253-2314369
6	Assistant Director, Town Planning, Valuation, Aurangabad Division, Aurangabad.	3rd Floor, Dudhamhasangh Building, Beside Amarpreet Hotel, Jalna Road, Aurangabad-431 001 Tele. No.- 0240-2991143
7	Assistant Director, Town Planning, Valuation, Amravati Division, Amravati.	Dr.Vijay Nanasaheb Bonde Bungalow, Mangilal Plot, Amravati - 444 602. Tele. No.- 0721-2662876
8	Assistant Director, Town Planning, Valuation, Nagpur Division, Nagpur.	ADMINISTRATIVE BUILDING NO. 2, Ground Floor, 'A' Wing, Civil Lines, Nagpur - 440 001. Tele. No.- 0712-2544045

Table 47: Town Planning Offices (Valuation) List



20. Annexure XI – Historical Data

20.1 Documents registered SRO wise in the last 5 Financial Years

Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
1	Pune	Pune	S.R. Haveli 1	9610	10313	12064	7829	8452
2			Joint S.R. Haveli 2	5520	11693	11572	13379	12127
3			Joint S.R. Haveli 3	6983	6663	9998	8146	14770
4			Joint S.R. Haveli 4	6239	8799	8289	12080	10760
5			Joint S.R. Haveli 5	8968	9968	11293	11880	11827
6			Joint S.R. Haveli 6	4399	7377	8205	9281	9919
7			Joint S.R. Haveli 7	6820	6412	8354	9866	9671
8			Joint S.R. Haveli 8	6903	8605	8038	11145	9402
9			Joint S.R. Haveli 9	5015	6393	6836	8694	9573
10			Joint S.R. Haveli 10	16283	19903	18256	17527	18793
11			Joint S.R. Haveli 11	10310	12128	13123	15122	11719
12			Joint S.R. Haveli 12	5788	5549	5865	10213	9764
13			Joint S.R. Haveli 13	6910	5263	7259	6595	7745
14			Joint S.R. Haveli 14	6778	5543	6279	10160	11007
15			Joint S.R. Haveli 15	8867	10890	9837	9512	8702
16			Joint S.R. Haveli 16	7382	9838	9252	10369	10288
17			Joint S.R. Haveli 17	5268	5891	8388	10382	9254
18			Joint S.R. Haveli 18	9158	10232	11496	13111	13439
19			Joint S.R. Haveli 19	5779	9388	12528	11869	9333
20			Joint S.R. Haveli 20	8978	5929	7749	10065	9245
21			Joint S.R. Haveli 21	8865	10495	11758	11583	10199



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
22			Joint S.R. Haveli 22	5662	7115	10350	12760	8443
23			Joint S.R. Haveli 23	13741	11507	16833	13771	11083
24			Joint S.R. Haveli 24	8912	8944	11513	14048	15395
25			Joint S.R. Haveli 25	6080	8581	9881	12893	12600
26			Joint S.R. Haveli 26	7646	9605	10076	8223	8632
27			Joint S.R. Haveli 27	4611	4296	4672	5717	6408
28		Satara	S.R. Karad 1	3218	3389	4539	6099	6160
29			Joint S.R. Karad 2	6613	7223	8474	6507	6283
30			S.R. Jawali (Medha)	969	861	1238	1511	1557
31			S.R. Koregaon	3570	3339	5150	5123	4792
32			S.R. Phaltan	4154	3692	3822	2853	2467
33			S.R. Khataav	3555	3165	4001	4547	4664
34			S.R. Satara 1	5535	5479	6658	7695	7605
35			S.R. Wai	3613	3768	4192	4911	5177
36			S.R. Patan	2509	2189	2832	4200	4504
37			S.R. Man (Dahiwadi)	4005	2922	3689	4715	4466
38			Joint S.R. Satara 2	5436	5020	6552	6560	6047
39			S.R. Khandala	3874	3321	4032	4619	4721
40			S.R. Umbrj	2198	3006	2348	2317	2365
41			S.R. Mahabaleshwar	664	917	1023	1254	1228
42			Joint S.R. Phaltan2	5397	4342	5898	7479	7576
43		Sangli	S.R. Atpadi	2114	2131	2476	3587	3604
44			S.R. Jat	4390	4366	5237	6860	7419
45			S.R. Kavthemahakal	2756	2390	2690	3485	3517
46			S.R. Khanapur (Vita)	3695	3580	4458	5096	5096
47			S.R. Miraj 1	9625	9138	9283	9449	9514
48			Joint S.R. Miraj 2	6718	6418	7996	8165	7879
49			S.R. Shirala	1460	1290	1547	1778	1702



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
50			S.R. Tasgaon	5030	5033	6301	6825	6261
51			S.R. Walwa	4895	4224	4760	5569	5786
52			Joint S.R. Miraj 3 (Kupwad)	4168	5438	6871	7504	7626
53			S.R. Palus	3457	3292	4488	5196	5040
54			S.R. Ashta	2920	2321	2636	3273	3353
55			S.R. Kadegaon	1945	2169	2434	3049	2988
56		Kolhapur	S.R. Ajra	1290	1467	1932	2000	1915
57			S.R. Chandgad	1525	1676	2252	2473	2732
58			S.R. Gadhinglaj	3612	3652	4778	5525	6092
59			S.R. Hatkaganle	7910	7727	8982	10986	10488
60			S.R. Ichalkaranji	4460	4195	5159	5907	5229
61			S.R. Kagal	2461	2433	3255	3828	3464
62			S.R. Karvir 1	10434	8706	8677	9827	10535
63			Joint S.R. Karvir 2	6773	4672	6085	7073	7280
64			Joint S.R. Karvir 3	5486	7097	8386	8540	7737
65			S.R. Panhala	3598	3709	4628	4950	4514
66			S.R. Radhanagar i	2314	2001	2554	3196	3144
67			S.R. Shirol	6489	6427	7410	8090	7708
68			Joint S.R. Karvir 4	4657	4400	6645	8203	8861
69			S.R. Shahuwadi	2040	2166	2693	2869	2736
70			S.R. Bhudargad	2290	2072	2605	2628	2689
71			S.R. Murgud	2946	2881	3161	3128	3226
72			S.R. Gaganbawda	600	451	578	699	705
73			Joint S.R. Ichalkaranji	4444	5037	5756	6277	6765
74		Solapur	S.R. Akkalkot	5737	5674	7039	7184	7586
75			S.R. Solapur Uttar 1	6680	6020	7468	7890	8459



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
76			Joint S.R.Solapur Uttar 2	5132	5544	6218	7562	7452
77			Joint S.R.Solapur Dakshin	4904	9752	17808	14744	9460
78			S.R. Barshi	6552	6475	7547	8049	7787
79			S.R. Pandharpur 1	5489	5237	6543	7445	6891
80			S.R. Karmala	5712	6034	7122	6846	6666
81			S.R. Madha	6575	6081	7153	7250	7355
82			S.R. Malshiras	2838	2406	3013	3395	3473
83			S.R. Mangalwedha	6532	6004	6781	6962	6775
84			S.R. Mohol	5540	5702	6762	7128	6545
85			S.R. Sangola	6778	6956	7524	8358	8604
86			S.R. Vairag	2643	2730	3148	2875	2577
87			Joint S.R.Pandharpur 2	3591	3806	4618	4683	4674
88			S.R. Akhuj	5066	5203	5150	5972	5814
89			Joint S.R.Solapur Uttar 3	6253	5751	6360	7750	8352
			S.R. Angar				116	749
90			S.R. Ambegaon	4050	5077	5278	6060	5833
91			S.R. Baramati	9117	7371	8279	8781	9050
92			S.R. Bhore	3678	4907	5336	5916	5926
93			S.R. Dhaund	4065	3440	4260	4772	5423
94			S.R. Indapur	5463	5973	6801	7752	7581
95			S.R. Junner	2922	3157	3685	3810	3927
96			S.R. Khed	5133	5839	6592	6477	2936
97			S.R. Mawal	6080	6839	7666	9447	12809
98			S.R. Mulshi	4187	4765	8093	10838	9375
99			S.R. Purandar	7026	7606	8798	10401	11214
100			S.R. Shirur	4257	4922	5949	5340	5644
101			S.R. Narayangaoan	5075	5400	6112	6401	6084
102			S.R. Velha	1369	1711	2210	2682	2817



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
103			Joint S.R. Kedgaon	7849	8848	8096	7928	7607
104			Joint S.R. Lonavala	4156	7206	5985	4408	4164
105			Joint S.R. Talegaon Dhamdhere	8714	9420	9619	12028	12321
106			Joint S.R. Khed 2	7882	11338	11705	13078	14448
107			Joint S.R. Mulshi 2	11430	11139	13625	14164	15647
108			Joint S.R. Vadgaon Maval 2	6327	6509	8921	11371	10099
109			S.R. Baramati2	8149	7765	9616	9844	10087
110			Joint S.R. Khed 3	4367	5391	5580	7884	8081
111	Thane	JDR, Thane	S.R. Kalyan 1	6104	5703	5286	6450	9221
112			Joint S.R.Kalyan 2	13187	17746	20555	15454	12992
113			Joint S.R.Kalyan 3	5885	7815	7693	8693	8213
114			S.R. Thane 1	8223	6294	7848	8726	9845
115			Joint S.R.Thane 2	14495	15063	17254	19922	19585
116			Joint S.R.Thane 3	10689	11532	10848	11895	11960
117			Joint S.R.Thane 4	9362	9394	9172	9382	11332
118			Joint S.R.Thane 5	7103	9069	8931	8160	7863
119			Joint S.R.Thane 6	3919	4428	5236	5078	4742
120			Joint S.R.Thane 7	6253	9589	10168	9501	8751
121			Joint S.R.Kalyan 4	7402	8372	8308	8887	9191
122			Joint S.R.Thane 8	4935	10224	13645	15195	10917
123			Joint S.R.Thane 10	7372	8212	9650	9540	8341
124			Joint S.R. Thane 11	5275	6797	7833	8646	8462



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
125			Joint S.R.Kalyan 5	6758	7531	7660	8175	7083
126			Joint S.R. Thane 12	3576	4636	5440	4175	4229
127			S.R. Thane 9	6929	9029	8095	10363	10386
128		Raigarh	S.R. Alibag	4003	4596	4799	5453	5726
129			S.R. Panvel 1	4606	7515	7913	9289	9585
130			S.R. Roha	2553	2988	2913	3333	3398
131			S.R. Shrivardhan	580	973	1193	1261	1311
132			S.R. Mahad	3217	3300	3891	4154	3930
133			S.R. Karjat	3614	4440	3585	3462	3459
134			S.R. Pen	2896	2759	2843	3079	3218
135			S.R. Mangaon	2786	3096	3478	3510	3488
136			Joint S.R. Panvel 2	11152	11599	11498	14343	12973
137			Joint S.R. Panvel 3	12782	14346	15187	13813	16704
138			S.R. Khalapur	5582	5310	5421	6159	8774
139			S.R. Murud	674	620	670	763	873
140			S.R. Uran	2925	3887	3789	3788	3969
141			S.R. Sudhagad	1796	2425	2573	3098	3278
142			S.R. Poladpur	388	528	568	713	926
143			S.R. Mhasala	678	608	875	859	949
144			S.R. Tala	583	757	893	807	973
145			Joint S.R. Panvel 4	5878	8817	8838	10573	11069
146			Joint S.R. Panvel 5	9444	12041	13539	9758	11637
147			Joint S.R. Karjat 2	4486	5547	6242	7638	8126
148		Ratnagiri	S.R. Ratnagiri	6120	6213	7887	7843	8104
149			S.R. Chiplun	4426	4339	5680	5764	5499
150			S.R. Khed	2387	2324	2944	3307	2936
151			S.R. Dapoli	3232	3957	5151	5668	4896
152			S.R. Rajapur	1298	1352	2019	2140	1909
153			S.R. Sangameshwar (Devrukh)	1079	1173	1688	1537	1466



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
154			S.R. Guhagar	908	886	1130	1231	1209
155			S.R. Lanja	1185	1223	1427	1479	1428
156			S.R. Mandangad	926	926	1222	1495	1344
157		Sindhudurg	S.R. Kudal	2364	2253	2982	2860	2736
158			S.R. Kanakavali	2096	2039	2739	3012	2685
159			S.R. Sawantwadi	2374	2288	2767	2876	3000
160			S.R. Vengurla	702	740	980	1171	1362
161			S.R. Malvan	1386	1098	1585	1591	1583
162			S.R. Devgad	1200	1190	1680	1961	1787
163			S.R. Dodamarg	808	783	1168	1348	1266
164			S.R. Vaibhavwadi	531	638	700	736	572
165		Thane Grm	S.R. Ulhasnagar 1	2092	2875	3465	3187	3778
166			Joint S.R. Ulhasnagar 2	11458	13911	12072	10233	9473
167			S.R. Bhivandi 1	9666	11661	13421	12315	12822
168			S.R. Murbad	2817	3014	3405	3731	3867
169			Joint S.R. Ulhasnagar 3	5932	5877	6996	7472	7290
170			Joint S.R. Bhivandi 2	8656	9786	9651	10892	10874
171			S.R. Shahapur	4716	5283	5289	5630	5636
172			Joint S.R. Bhivandi 3	7693	7768	7713	11187	10895
173			Joint S.R. Ulhasnagar 4	3504	4099	6270	8473	8476
174		Palghar	S.R. Vasai 1	4655	5822	6173	6379	6209
175			Joint S.R. Vasai 2	6933	7847	9852	11094	12605
176			S.R. Dahanu	1504	1701	1724	2152	2216
177			S.R. Palghar	5962	6523	6798	6024	6893
178			Joint S.R. Vasai 3	7858	8366	11266	10665	13043
179			S.R. Wada	1606	1633	1922	2326	2404



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
180			S.R. Vikramgad	309	342	350	515	500
181			S.R. Jawhar	354	283	351	330	329
182			S.R. Talasari	254	296	300	396	370
183			S.R. Mokhada	78	76	99	100	107
184			Joint S.R. Vasai 4	4590	4195	7015	7447	9584
185			Joint S.R. Vasai 5	5705	7773	7951	6090	6837
186			Joint S.R. Vasai 6	5453	5118	5370	5857	5082
187			S.R. Palghar-2	5821	7294	6913	8230	7216
188	Nashik	Nashik	S.R. Nashik 1	9833	9716	10915	10636	10595
189			Joint S.R. Nashik 2	9530	10735	11638	11924	11219
190			Joint S.R. Malegaon 1	5734	5266	6530	7209	10133
191			Joint S.R. Malegaon 2	4831	5594	7094	11555	6592
192			S.R. Sinnar	4148	3528	3884	6031	6992
193			S.R. Dindori	3795	4134	5266	5301	5708
194			S.R. Igatpuri	4198	4160	4322	5237	5475
195			S.R. Kalwan	1424	1508	1380	1715	1542
196			S.R. Yewala	4896	4948	5476	5912	6060
197			S.R. Chandwad	3161	3401	4112	4604	4271
198			S.R. Niphad	2911	3370	3641	4022	3997
199			S.R. Nandgaon	3910	4366	4821	5619	4949
200			S.R. Baglan	3687	3963	4760	5411	5746
201			Joint S.R. Nashik 3	8577	9444	10690	10289	10768
202			Joint S.R. Nashik 4	12183	10472	12928	11687	11219
203			Joint S.R. Nashik 5	9767	11071	12867	13737	14165
204			S.R. Lasalgaon	1659	1902	2117	1987	2197
205			S.R. Devala	1980	1870	2195	2661	2448
206			S.R. Trimbakeshwar	1636	1707	1905	2445	2677



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
207			S.R. Peth	146	128	173	171	188
208			S.R. Surgana	133	142	179	236	230
209			Joint S.R. Nashik 6	9191	11171	10877	11791	12928
210			Joint S.R. Nashik 7	8582	11219	13338	15418	14403
211			Joint S.R. Malegaon 3	9726	11546	10671	7381	7103
212			Joint S.R. Sinnar2	4577	4861	4667	4673	4344
213			Joint S.R. Niphad2	2965	3922	4276	4971	4673
214		Jalgaon	S.R. Jalgaon 1	3551	4858	6526	7359	7417
215			Joint S.R. Jalgaon 2	7538	9440	8872	7619	7287
216			S.R. Amalner	5648	7185	7703	8126	7643
217			S.R. Bhusaval	5638	6223	6206	6341	6270
218			S.R. Chaligaon	3756	4214	4693	6181	7310
219			S.R. Erandol	3536	3645	3645	3993	4141
220			S.R. Dharangaon	3467	4051	3993	4482	4521
221			S.R. Jamner	5170	6167	6031	6091	6520
222			S.R. Edalabad (Muktainagar)	2344	2851	2832	3138	3003
223			S.R. Parola	4454	5139	4939	5850	5629
224			S.R. Raver	2787	3050	3076	3354	3563
225			S.R. Savada	3729	4007	4403	4733	4749
226			S.R. Yaval	2365	2547	2274	2776	2895
227			S.R. Chopada	5112	5627	5907	6687	6160
228			S.R. Pachora	6165	7491	7867	8485	8816
229			S.R. Bhadgaon	3402	3767	4029	4716	4837
230			Joint S.R. Jalgaon 3	4344	4141	3499	3962	4964
231			S.R. Bodvad	3213	3233	3421	3593	3548
232			Joint S.R. Chaligaon2	4798	5672	5638	5588	4668



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
233		Dhule	Sub Registrar Pahurpeth	2809	3104	3549	3710	3886
234			S.R. Dhule 1	4499	4905	5821	7451	7180
235			Joint S.R. Dhule 2	5664	6847	5660	4817	5231
236			S.R. Shirpur	4216	5460	6128	6275	6091
237			S.R. Sindkhed	4091	5117	5339	6223	6635
238			S.R. Sakri	4468	5237	5378	6370	6146
239			Joint S.R. Dhule 3	4850	5652	6684	7185	6351
240		Ahilyanagar	S.R. Ahilyanagar 1	9036	9158	8143	7953	7308
241			Joint S.R. Ahilyanagar 2	7315	8673	10749	11734	10976
242			S.R. Sangamner	4728	4514	5284	6508	5455
243			S.R. Shrirampur	5280	5288	6603	6841	7128
244			S.R. Akole	3361	2935	3485	3972	3949
245			S.R. Karjat	5107	5495	5961	6211	3459
246			S.R. Kopargaon	5147	5334	5921	6429	6701
247			S.R. Jamkhed	2940	2347	3205	4007	3919
248			S.R. Nevasa	6357	5937	6903	7506	7847
249			S.R. Parner	6686	7136	8529	10216	9320
250			S.R. Pathardi	3838	3782	4850	5275	4919
251			S.R. Rahata	5691	5694	6472	7905	8228
252			S.R. Rahuri	4174	4205	5265	5935	5776
253			S.R. Shevgaon	4809	4753	5609	5948	6116
254			S.R. Shrigonda	6709	6917	8656	8558	8557
255			Joint S.R. Ahilyanagar 3	4850	5301	8198	7504	8536
256			Joint S.R. Sangamner 2	6685	6371	7439	7904	8309
257		Nandurbar	S.R. Nandurbar	4291	6041	6650	5909	6105
258			S.R. Shahade	4810	5774	5953	6377	5630
259			S.R. Akrani	84	91	95	55	39



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
260			S.R. Taloda	1412	1586	1728	1690	1537
261			S.R. Navapur	921	859	779	965	1060
262			S.R. Akkalkuva	468	452	456	489	517
263			Joint S.R. Nandurbar2	2944	1877	2336	3136	2641
264	Auranga bad	Chhatrapati Sambhajinagar	S.R. Chhatrapati Sambhajinagar 1	6808	9165	9421	6858	7387
265			Joint S.R. Chhatrapati Sambhajinagar 2	7939	5536	5715	10444	9438
266			Joint S.R. Chhatrapati Sambhajinagar 3	6557	8061	9758	12491	12988
267			Joint S.R. Chhatrapati Sambhajinagar 4 (Phulambri)	2438	2353	2331	2664	2398
268			S.R. Sillod	4893	4296	4455	6276	4675
269			S.R. Kannad	4697	4772	4972	6037	5846
270			S.R. Paithan	7768	7518	7101	9651	9854
271			S.R. Gangapur	6143	6945	5072	8914	7668
272			S.R. Vaijapur	5176	6112	5766	6155	5863
273			Joint S.R.Chhatrapati Sambhajinagar 5	8588	7529	8225	8773	9686
274			Joint S.R.Chhatrapati Sambhajinagar 6	7074	7893	8898	11286	10824
275			S.R. Soygaon	1567	1618	1540	2209	2099
276			S.R. Khultabad	1706	1700	1704	2145	2180
277		Jalna	S.R. Jalana 1	6699	6425	6725	5499	7771
278			Joint S.R. Jalana 2(Badnapur)	3863	3158	3304	4103	3891



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
279			S.R. Ambad	5015	5722	5313	6390	6731
280			S.R. Partur	3520	3338	2606	3212	3434
281			S.R. Bhokardan	5620	5068	5677	7598	6893
282			Joint S.R. Jalana 3	5180	6202	4943	6506	5766
283			S.R. Ghansangvi	3331	3849	3972	4087	3996
284			S.R. Jafarabad	3006	2804	2597	3201	3611
285			S.R. Mantha	2946	2238	2604	3324	3543
286		Beed	S.R. Beed 1	5441	5258	5448	6308	5322
287			Joint S.R. Beed 2	5073	4606	5068	6284	6341
288			S.R. Georai	8516	5960	6114	7197	6531
289			S.R. Majalgaon	5660	5413	5287	6477	6685
290			S.R. Ambejogai	6353	5468	6799	7136	6970
291			S.R. Kej	3344	2702	3358	3760	4045
292			S.R. Patoda	1727	1337	1684	2027	1972
293			S.R. Ashti	4779	4045	4117	4955	4895
294			S.R. Parali Vaijanath	3891	3970	3901	5045	4591
295			S.R. Shirur Kasar	1932	1258	1145	1723	1836
296			S.R. Dharur	1398	1324	1344	1811	1993
297			S.R. Vadvani	1980	1568	1596	2207	2105
298		Latur	S.R. Latur 1	6907	6564	10284	9118	10110
299			Joint S.R. Latur 2	9468	11391	10769	10879	9935
300			S.R. AUSA	4285	4449	4928	5892	6375
301			S.R. Nilanga	3946	4259	4591	5997	6689
302			S.R. Ahmadpur	3979	3311	3182	4013	4311
303			S.R. Udgir 1	6345	5938	5973	6253	7008
304			Joint S.R. Udgir 2 (Jalkot)	1319	1172	1248	1430	1499
305			S.R. Chakur	3012	3051	3181	3709	3879
306			S.R. Renapur	1905	1997	2109	2525	2317
307			S.R. Devani	1291	1285	1609	1474	1842
308			S.R. Murud	736	708	909	1182	873
309			S.R. Shirur Anantpal	1047	967	1015	1265	1406
310		Nanded	S.R. Nanded 1	9859	8025	8079	12799	11674



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
311			Joint S.R.Nanded 2	10222	6517	6267	6701	9057
312			S.R. Kinwat	2219	2478	2547	3698	3439
313			S.R. Mukhed	2039	1920	2136	2708	2739
314			S.R. Deglur	3170	2670	2566	2785	2978
315			S.R. Hadgaon	2379	2299	2344	2973	3939
316			S.R. Bhokar	1946	1485	1479	2492	2981
317			S.R. Kandhar	2193	1761	1622	2157	2477
318			S.R. Billoli	3032	2024	1835	1903	2243
319			S.R. Mudkhed	1539	1419	1734	2134	2109
320			S.R. Naygaon	2250	1503	2187	2732	3193
321			S.R. Dharmabad	1813	1203	1446	1659	1666
322			S.R. Loha	3297	3182	4112	4941	5152
323			S.R. Ardhapur	2501	1271	1500	2099	2523
324			S.R. Mahur	669	791	949	990	978
325			S.R. Himayatnagar	898	1033	1437	1288	1394
326			S.R. Umari	921	837	842	1541	1850
327			Joint S.R.Nanded 3	3404	3339	5423	7257	4326
328		Parbhani	S.R. Parbhani 1	10530	8634	9177	8467	9341
329			Joint S.R.Parbhani 2	2934	2425	2412	2587	2923
330			S.R. Selu	3112	3359	3388	3768	3689
331			S.R. Jintur	5535	4557	3640	4462	3966
332			S.R. Gangakhed	3222	2586	2394	2895	3141
333			S.R. Palam	1620	1473	1105	1616	1672
334			S.R. Sonpeth	1350	1427	1232	1404	1378
335			S.R. Pathari	1816	1862	2151	1873	1802
336			S.R. Manvat	3486	2178	2072	2523	2466
337		Dharashiv	S.R. Dharashiv	6032	6249	7508	8045	8150
338			S.R. Tuljapur	4613	4736	5355	6598	6508
339			S.R. Umaraga	3841	3945	4377	4853	4818



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
340			S.R. Kalamb	3559	3103	3600	4501	4205
341			S.R. Paranda	2379	2536	2958	3116	3135
342			S.R. Bhoom	2572	2114	2499	2833	2779
343			S.R. Vashi	1374	1321	1591	1937	1775
344			S.R. Lohara	1051	1056	1079	1350	1407
345		Hingoli	S.R. Basmat	3562	3675	4502	5887	5410
346			S.R. Hingoli	6116	6130	7040	8761	8192
347			S.R. Kalamnuri	4973	3481	3185	4557	5098
348			S.R. Aundhya Nagnath (Hingoli 2)	2313	2286	2243	3131	3183
349			S.R. Sengaon	2410	3140	3263	3686	3535
350	Amravati	Amravati	S.R. Amaravati 1	3748	4397	4545	4982	6877
351			Joint S.R. Amaravati 2	4742	4844	6161	6398	6319
352			Joint S.R. Amaravati (Rural)	5508	7456	11514	13056	9671
353			S.R. Achalpur	4967	5894	5987	6341	7497
354			S.R. Anjangaon	3714	3652	3654	3550	4038
355			S.R. Chandurbajar	4331	4107	3788	3782	4512
356			S.R. Chandur-railway	2835	2165	2220	2550	2661
357			S.R. Daryapur	3781	3687	4123	4645	4619
358			S.R. Dhamangaoan	2871	2418	2563	2860	3132
359			S.R. Bhatkuli	2901	2354	2438	2296	2670
360			S.R. Morshi	3175	3154	3397	3986	4378
361			S.R. Varud	4652	5227	5647	6227	5945
362			S.R. Nandgaon-Khandeshwar	3504	2986	3329	4121	4681
363			Joint S.R. Amaravati 3	6816	6527	8009	8209	9191
364			S.R. Tivasa	2784	2222	2471	2851	3047
365			S.R. Dharani	662	610	776	826	824



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
366		Yavatmal	S.R. Yavatmal 1	4933	5622	6432	6002	6052
367			S.R. Darva	2500	2446	2807	3308	3164
368			S.R. Pusad	4483	5107	6297	7439	7953
369			S.R. Umarkhed	2903	3105	3770	3926	4439
370			S.R. Kelapur	1684	1989	2428	2066	2261
371			S.R. Vani	3831	4257	4451	5602	5743
372			S.R. Digraj	2530	2803	2794	3025	2581
373			S.R. Ner	3202	2706	3145	3375	4307
374			S.R. Babhulgaon	1273	1172	1377	1530	1471
375			S.R. Kalamb	1229	1417	1536	1895	4205
376			S.R. Mahagaon	1494	1491	1770	2336	2567
377			S.R. Ralegaon	1700	1414	1726	2031	1967
378			S.R. Maregaon	1479	1403	1345	1688	1923
379			S.R. Ghatanji	1926	1394	1433	1820	1759
380			Joint S.R. Yeotmal 2	2904	3058	4085	4868	4231
381			S.R. Arni	2633	2748	2687	2779	2446
382			S.R. Zarijamani	803	852	870	906	1001
383		Akola	S.R. Akola-1	5378	5975	6047	6400	5244
384			Joint S.R. Akola-2	6769	6194	6478	4861	5436
385			S.R. Telhara	3264	3218	3296	3841	3605
386			S.R. Patur	2286	1717	1994	2310	2443
387			S.R. Balapur	4503	3557	3497	4229	4518
388			S.R. Murtijapur	3290	3759	4059	4994	4754
389			S.R. Akot	6727	5799	5889	6542	6198
390			S.R. Barshi-Takali	4118	3176	3106	3279	3428
391			Joint S.R. Akola 3	4442	3995	4042	5724	6126
392		Buldhana	S.R. Buldhana	8364	8659	9023	9538	9262
393			S.R. Chikhali	9294	8425	9116	10509	10223
394			S.R. Mehekar	5289	6192	6779	7854	7410



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
395			S.R. Sindkhedraja	4313	2846	2926	3997	3815
396			S.R. Deulgaonraja	4044	2539	2148	3050	3285
397			S.R. Khamgaon	3923	2598	3619	4686	5680
398			S.R. Shegaon	4038	3879	4564	5991	6563
399			S.R. Lonar	2828	2523	3092	3270	3443
400			S.R. Nandura	3426	3893	3922	3776	3848
401			S.R. Jalgaon-jamod	4538	3311	3038	3379	3532
402			S.R. Tamgaon	3094	2283	2465	2858	3103
403			S.R. Malakapur	3436	4213	4612	4615	4629
404			S.R. Motala	2834	2802	3367	3851	4028
405			Joint S.R. Khamgaon2	1998	4118	3951	4284	3414
406		Vashim	S.R. Vashim	5793	5536	5928	6843	6959
407			S.R. Risod	5365	3258	3320	3937	4342
408			S.R. Manora	2118	1635	1580	2327	2569
409			S.R. Shirpur	3239	2214	2404	3410	6091
410			S.R. Manglurpir	3121	2807	3027	3627	3811
411			S.R. Karanja	6776	6749	6359	6270	2105
412	Nagpur	Nagpur	S.R. Nagpur 1	9102	7799	11512	14600	14411
413			Joint S.R. Nagpur 2	6778	4556	7041	8006	9166
414			Joint S.R. Nagpur 3	6741	7111	8584	9353	8711
415			Joint S.R. Nagpur 4	8416	10422	10775	11620	13673
416			Joint S.R. Nagpur 5	6324	5334	7785	6534	9496
417			Joint S.R. Nagpur 6	6698	8068	8624	8300	9406
418			Joint S.R. Nagpur 7	13882	10489	12374	13996	11100
419			Joint S.R. Nagpur 8	6127	6182	6663	8411	10592
420			Joint S.R. Nagpur-10 (Rural)	16466	9530	7411	9749	11265



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
421		Wardha	S.R. Vardha	4627	4909	5106	4878	5064
422			S.R. Hinganghat	5550	5011	5700	6574	6535
423			S.R. Selu	2187	1812	2212	2294	3689
424			S.R. Pulgaon	3230	3144	3134	3006	3257
425			S.R. Arvi	2671	2368	2364	2363	2275
426			S.R. Samudrapur	2627	2384	2703	2848	2791
427			S.R. Karanja	1836	1692	1694	1788	2105
428			S.R. Ashti	1046	953	990	1074	4895
429			Joint S.R. Vardha2	3238	2804	3482	4339	4370
430		Chandrapur	S.R. Chandrapur	7249	6825	7354	9396	9351
431			S.R. Varora	4038	3539	4336	4711	4970
432			S.R. Bhadravati	3073	3088	3009	2869	3108
433			S.R. Chimur	2227	2201	2265	2313	2445
434			S.R. Gondpimpri	362	609	645	685	715
435			S.R. Mul	955	948	1061	1078	1306
436			S.R. Brahmapuri	1657	1758	1958	1843	1758
437			S.R. Sindevahi	924	845	940	877	884
438			S.R. Rajura	1732	2323	2079	2277	2864
439			S.R. Nagbhid	1056	997	1249	1225	1123
440			S.R. Ballarpur	836	960	1063	1059	999
441			S.R. Koparna	1364	1433	1844	2253	3143
442			S.R. Savali	593	734	973	1102	1300
443			S.R. Jivati	53	156	84	95	62
444			S.R. Pombhurna	321	351	529	499	525
445			Joint S.R. Chandrapur 2	178	1681	1949	6367	0
446		Bhandara	S.R. Bhandara	5483	4830	5288	2743	5899
447			S.R. Mohadi	2753	2364	2752	2302	3176
448			S.R. Pavani	2410	2118	2337	3322	2392
449			S.R. Tumsar	2928	3083	3092	1200	3518
450			S.R. Sakoli	1090	1104	1101	1461	1200
451			S.R. Lakhandur	1501	1087	1272	2064	1275



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
452		Gadchiroli	S.R. Lakhani	1874	1591	1933	2138	2227
453			S.R. Gadchiroli	1792	1953	2269	1724	2168
454			S.R. Aarmori	1237	1469	1947	1492	1580
455			S.R. Chamorshi	970	1150	1261	338	1257
			S.R. Sironcha			50	228	319
456			S.R. Kurkheda	300	203	238	59	242
457			S.R. Aheri	374	462	317	327	364
			S.R. Mulchera			9	64	24
458		Gondia	S.R. Gondia	4869	5531	6104	7303	6519
459			S.R. Devri	513	740	802	779	627
460			S.R. Amgaon	1459	1763	1731	2280	2271
461			S.R. Goregaon	1330	1664	1863	2314	1946
462			S.R. Arjuni-Morgaon	880	769	865	952	961
463			S.R. Tiroda	2510	2420	2689	3132	3402
464			S.R. Salekasa	709	741	622	926	955
465			S.R. Sadak Arjuni	1029	1032	1081	1294	1245
466		NagPur Grm	Joint S.R. Nagpur 9 (Bhivapur)	873	1029	1148	1273	1404
467			Joint S.R. Hingana	9664	6802	8305	11242	12249
468			S.R. Kalameshwar	2446	2403	2828	2961	3298
469			S.R. Katol	5055	4486	4432	5438	6285
470			S.R. Narkhed	2575	2609	2718	2972	3658
471			S.R. Ramtek	2031	1790	2126	2643	2626
472			S.R. Parshivani	2095	2105	2099	2756	3200
473			S.R. kamathi	7723	5174	5288	8431	11171
474			S.R. Mauda	2270	2573	3024	3281	3311
475			S.R. Savner	4336	4869	4597	4319	4011
476			S.R. Umred	4898	3916	3909	4835	5235
477			S.R. Kuhi	2920	2591	3110	2825	2942



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
478	Mumbai	Mumbai 1	Joint S.R. Mumbai 1	6810	11074	11544	8138	8296
479			Joint S.R. Mumbai 2	6904	8530	11774	16391	18803
480			Joint S.R. Mumbai 3	7148	11169	14841	13815	14077
481			Joint S.R. Mumbai 4	8126	11072	10239	12121	13483
482			Joint S.R. Mumbai 5	6491	8414	8701	7669	9171
483		Mumbai 2	Joint S.R. Mumbai 8	7534	9620	8848	7374	8382
484			Joint S.R. Mumbai 9	3882	4262	3587	2656	5287
485			Joint S.R. Mumbai 16	6200	7037	7290	9811	8765
486			Joint S.R. Mumbai 17	4856	5881	6799	8831	9501
487			Joint S.R. Mumbai 18	2126	4334	4639	4496	5507
488			Joint S.R. Mumbai 27	7161	10246	11612	12488	13768
489			Joint S.R. Mumbai 28	7912	9707	11022	11599	10140
490			Joint S.R. Mumbai 10	5740	8117	9887	10396	10664
491			Joint S.R. Mumbai 19	6520	8992	7438	6381	6430
492			Joint S.R. Mumbai 20	7209	8451	9107	10307	9394
493			Joint S.R. Mumbai 21	7467	12438	16016	16813	15256
494			Joint S.R. Mumbai 29	7661	9282	10809	12644	11635
495			Joint S.R. Mumbai 30	9361	14201	12563	12387	13280
496			Joint S.R. Mumbai 11	4179	7134	8645	10866	10381
497			Joint S.R. Mumbai 22	5866	7022	7490	11045	12837
498			Joint S.R. Mumbai 12	3996	5518	5934	7676	10389
499			Joint S.R. Mumbai 13	5674	7031	8798	10896	11126
500			Joint S.R. Mumbai 14	7252	11486	11023	11125	11462
501			Joint S.R. Mumbai 23	4551	6609	6217	6679	8075
502			Joint S.R. Mumbai 24	5266	8647	7385	3415	3967



Sr No	Division	Reg. District	SRO Offices	Documents Registered				
				2020-21	2021-22	2022-23	2023-24	2024-25
503			Joint S.R. Mumbai 31	7262	11934	12774	15836	18513

Table 48: Historical Data

20.2 Number of Pages Scanned SRO wise in the last 5 Financial Years

Sr No	Division	Reg. District	SRO Offices	No. of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
1	Pune	Pune	S.R. Haveli 1	360854	408899	498560	338584	376616
2			Joint S.R. Haveli 2	249097	493367	475581	526850	512166
3			Joint S.R. Haveli 3	272248	278579	422401	343076	619219
4			Joint S.R. Haveli 4	350633	479909	449821	644997	580112
5			Joint S.R. Haveli 5	364850	405935	429662	409465	442480
6			Joint S.R. Haveli 6	133170	217300	257045	315315	353408
7			Joint S.R. Haveli 7	331840	293138	345025	416903	453581
8			Joint S.R. Haveli 8	335591	396070	358569	523683	415702
9			Joint S.R. Haveli 9	169095	228611	268385	339757	355208
10			Joint S.R. Haveli 10	952468	1101159	1000785	959241	1048733
11			Joint S.R. Haveli 11	529481	624668	746292	862419	633115
12			Joint S.R. Haveli 12	181340	177798	198193	340852	325688
13			Joint S.R. Haveli 13	268146	208926	370660	270750	336155
14			Joint S.R. Haveli 14	223511	193526	228603	366190	408903
15			Joint S.R. Haveli 15	545769	692923	555783	556043	475633
16			Joint S.R. Haveli 16	274286	365329	326074	362786	398437
17			Joint S.R. Haveli 17	176767	212472	303553	432338	365511
18			Joint S.R. Haveli 18	349991	383660	473417	541045	544082
19			Joint S.R. Haveli 19	240236	422455	521887	456889	342660
20			Joint S.R. Haveli 20	305200	201572	263411	361855	350229



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
21			Joint S.R. Haveli 21	504267	673214	667397	559588	508520
22			Joint S.R. Haveli 22	224902	307246	491037	589674	350411
23			Joint S.R.Haveli 23	658807	522021	706803	617053	520452
24			Joint S.R. Haveli 24	329801	346140	459140	552937	599301
25			Joint S.R. Haveli 25	319229	482985	545219	733423	698923
26			Joint S.R. Haveli 26	343290	423556	441104	381258	404366
27			Joint S.R. Haveli 27	154277	145376	220830	251177	280803
28		Satara	S.R. Karad 1	94194	100933	144447	182916	192911
29			Joint S.R.Karad 2	177757	207680	243267	192949	189150
30			S.R. Jawali (Medha)	39583	35149	42974	52337	54881
31			S.R. Koregaon	106742	99827	174755	158733	150599
32			S.R. Phaltan	101729	91908	95261	69645	60518
33			S.R. Khataav	98947	97040	123633	149984	157204
34			S.R. Satara 1	169734	167225	206387	244089	242619
35			S.R. Wai	105030	108021	118412	139423	147394
36			S.R. Patan	78542	74438	93878	131747	144794
37			S.R. Man (Dahiwadi)	112271	89298	107207	141702	143581
38			Joint S.R.Satara 2	173279	158704	202544	210479	199724
39			S.R. Khandala	128585	116772	141787	178014	184632
40			S.R. Umbrj	55174	78540	59719	62016	63324
41			S.R. Mahabaleshwar	27172	37785	39260	48694	48298
42			Joint S.R. Phaltan2	133259	109947	146401	186040	187601
43		Sangli	S.R. Atpadi	85661	86827	96179	137959	138999
44			S.R. Jat	129646	130970	157072	206702	230891
45			S.R. Kavthemahakal	78209	69086	76675	102861	102692
46			S.R. Khanapur (Vita)	116584	117626	135870	154254	155970



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
47			S.R. Miraj 1	258711	247200	260054	273649	279044
48			Joint S.R.Miraj 2	182417	171919	216247	225880	224211
49			S.R. Shirala	56012	51280	61809	70417	69312
50			S.R. Tasgaon	143467	135142	164819	186089	180961
51			S.R. Walwa	154956	140361	163703	208117	219275
52			Joint S.R. Miraj 3 (Kupwad)	126236	156641	195586	218292	223645
53			S.R. Palus	77634	76856	112163	126940	121143
54			S.R. Ashta	87528	70933	80788	104518	107477
55			S.R. Kadegaon	57278	62133	73214	92571	92194
56		Kolhapur	S.R. Ajra	32267	39094	54310	55079	52995
57			S.R. Chandgad	36917	44584	57464	63939	71950
58			S.R. Gadhinglaj	99828	105257	133398	156545	169594
59			S.R. Hatkaganle	200230	203608	226447	284472	278598
60			S.R. Ichalkaranji	119505	116196	131619	161667	142977
61			S.R. Kagal	80995	79147	100139	115033	108459
62			S.R. Karvir 1	272739	237172	241889	283010	308077
63			Joint S.R. Karvir 2	183101	137699	192917	238007	256345
64			Joint S.R. Karvir 3	162117	211894	255003	263570	241653
65			S.R. Panhala	97761	99916	125338	134252	129394
66			S.R. Radhanagari	61075	55193	69139	88951	90692
67			S.R. Shirol	165967	162453	204552	231195	226103
68			Joint S.R. Karvir 4	145481	134888	209499	256152	282891
69			S.R. Shahuwadi	57902	61495	80725	86299	84856
70			S.R. Bhudargad	60084	58175	75553	76857	84140
71			S.R. Murgud	80923	81944	91559	92208	97602
72			S.R. Gaganbawda	15520	11948	17336	20565	21948
73			Joint S.R. Ichalkaranji	121343	150475	161904	190495	203001
74			S.R. Akkalkot	126206	132837	179993	182329	195880



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
75		Solapur	S.R. Solapur Uttar 1	178138	163603	203261	219536	242544
76			Joint S.R.Solapur Uttar 2	136691	157684	171656	199259	198746
77			Joint S.R.Solapur Dakshin	113995	253679	496556	390845	236528
78			S.R. Barshi	138242	140832	166668	186503	183985
79			S.R. Pandharpur 1	129231	132602	166724	190472	198061
80			S.R. Karmala	93649	103935	118173	125246	133716
81			S.R. Madha	149173	153035	168627	169972	180715
82			S.R. Malshiras	57747	51094	64987	70368	78162
83			S.R. Mangalwedha	144412	136601	146833	153592	148964
84			S.R. Mohol	134102	144215	168816	181940	167139
85			S.R. Sangola	155837	158292	171743	188980	198930
86			S.R. Vairag	59555	62240	70236	66115	62355
87			Joint S.R.Pandharpur 2	77574	88834	104712	108800	111291
88			S.R. Akluj	121378	120708	123659	138965	138622
89			Joint S.R.Solapur Uttar 3	165450	162160	171838	201180	214425
			S.R. Angar				2853	18077
90		Pune Gramin	S.R. Ambegaon	122788	155197	164652	189601	189965
91			S.R. Baramati	187895	171525	200287	210895	213850
92			S.R. Bhore	108932	149577	168578	206259	205519
93			S.R. Dhaund	100915	94561	118333	127734	155783
94			S.R. Indapur	122081	134391	159782	176897	176320
95			S.R. Junner	89211	96872	112952	119724	130040
96			S.R. Khed	132719	150579	174655	175135	95481
97			S.R. Mawal	210772	213935	255827	319084	426225
98			S.R. Mulshi	387533	402225	583002	675935	606309
99			S.R. Purandar	224717	248293	294573	342579	376659
100			S.R. Shirur	124327	145562	168416	154204	166631
101			S.R. Narayangaon	173815	189619	222109	234766	225076



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
102			S.R. Velha	46935	58923	80324	99431	103704
103			Joint S.R. Kedgaon	191587	213368	206790	219084	220456
104			Joint S.R. Lonavala	190877	302053	275852	214419	202905
105			Joint S.R. Talegaon Dhamdhere	189020	224783	243727	303261	321069
106			Joint S.R. Khed 2	245248	344980	336564	383020	423962
107			Joint S.R. Mulshi 2	673156	694638	811535	891715	865464
108			Joint S.R. Vadgaon Maval 2	275704	275422	368709	467467	440520
109			S.R. Baramati2	180879	191978	245590	253067	260418
110			Joint S.R. Khed 3	158991	200038	206164	264208	274988
111	Thane	JDR, Thane	S.R. Kalyan 1	310525	309046	295819	339183	444995
112			Joint S.R.Kalyan 2	631814	818084	933250	682827	644521
113			Joint S.R.Kalyan 3	431485	522753	434614	517325	524811
114			S.R. Thane 1	480275	368614	464208	603998	708363
115			Joint S.R.Thane 2	1006875	952086	1041633	1275902	1159222
116			Joint S.R.Thane 3	345871	383744	386832	489046	490358
117			Joint S.R.Thane 4	548718	604178	555874	555352	667708
118			Joint S.R.Thane 5	534215	560858	513274	490034	540493
119			Joint S.R.Thane 6	162886	189787	251624	222582	237128
120			Joint S.R.Thane 7	422671	530885	582192	501851	506084
121			Joint S.R.Kalyan 4	449904	524763	485250	457907	483570
122			Joint S.R.Thane 8	175893	332134	453669	542386	431080
123			Joint S.R.Thane 10	361782	348833	447741	516450	482902
124			Joint S.R. Thane 11	163667	214641	256973	373804	411650
125			Joint S.R.Kalyan 5	406326	473607	534551	561982	456483
126			Joint S.R. Thane 12	231754	299748	342559	212013	282915



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
127		Raigarh	S.R. Thane 9	413069	591969	482451	616315	660954
128			S.R. Alibag	190299	234618	250866	284986	312357
129			S.R. Panvel 1	313663	427433	434990	502691	532592
130			S.R. Roha	131540	151325	148796	161971	163328
131			S.R. Shrivardhan	23776	37107	46980	46239	52708
132			S.R. Mahad	134484	127968	150092	166726	154505
133			S.R. Karjat	188600	242963	191095	196095	216061
134			S.R. Pen	139388	128292	136370	158641	166829
135			S.R. Mangaon	122566	131014	146535	151714	148355
136			Joint S.R. Panvel 2	710797	652441	622160	751525	698207
137			Joint S.R. Panvel 3	833244	867220	905596	881188	1079351
138			S.R. Khalapur	349672	328370	304194	368518	607453
139			S.R. Murud	24472	24083	27078	31551	35894
140			S.R. Uran	188488	217590	210243	223824	241228
141			S.R. Sudhagad	86939	111527	115665	142694	147668
142			S.R. Poladpur	17171	28665	30656	30901	47620
143			S.R. Mhasala	31573	24468	34317	39748	47086
144			S.R. Tala	24495	28170	39188	35035	40507
145			Joint S.R. Panvel 4	346895	451978	477528	595725	644201
146			Joint S.R. Panvel 5	462577	619791	643489	492077	650477
147			Joint S.R. Karjat 2	291303	347313	361519	423569	435819
148		Ratnagiri	S.R. Ratnagiri	210671	212611	267113	273772	295512
149			S.R. Chiplun	154265	144809	180463	188710	176763
150			S.R. Khed	81004	82088	108576	113176	95481
151			S.R. Dapoli	125361	147087	197612	238349	188996
152			S.R. Rajapur	60587	64605	104471	106630	90323
153			S.R. Sangameswar (Devrukh)	42905	47354	73204	67058	65367
154			S.R. Guhagar	36080	35730	46615	49778	54127
155			S.R. Lanja	56562	56511	64196	66644	72044
156			S.R. Mandangad	32214	37101	54467	65222	62050



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
157		Sindhudurg	S.R. Kudal	90262	83273	106986	106329	105672
158			S.R. Kanakavali	99567	93733	125675	144804	130695
159			S.R. Sawantwadi	102123	98958	122513	142993	155807
160			S.R. Vengurla	28620	32975	42619	49256	60235
161			S.R. Malvan	42981	37107	57270	60949	63800
162			S.R. Devgad	42414	44680	68942	78163	67404
163			S.R. Dodamarg	30939	26469	40535	55029	61457
164			S.R. Vaibhavwadi	20985	26120	29137	34315	25210
165		Thane Grm	S.R. Ulhasnagar 1	141212	209082	235286	216877	264426
166			Joint S.R.Ulhasnagar 2	604721	721828	661724	593084	530308
167			S.R. Bhivandi 1	490517	565527	676382	633004	713085
168			S.R. Murbad	111534	123963	142703	160366	168221
169			Joint S.R. Ulhasnagar 3	339921	378479	456730	464961	454045
170			Joint S.R.Bhivandi 2	555287	559928	555565	606201	590968
171			S.R. Shahapur	240400	244660	251870	281222	282019
172			Joint S.R. Bhivandi 3	368461	353391	352408	545348	515508
173			Joint S.R.Ulhasnagar 4	179050	201505	301844	411245	419785
174		Palghar	S.R. Vasai 1	236696	256185	265318	280363	288652
175			Joint S.R.Vasai 2	383393	446679	543665	633165	705427
176			S.R. Dahanu	67356	75535	75007	85967	92092
177			S.R. Palghar	295605	320182	321864	301625	364876
178			Joint S.R.Vasai 3	610588	496492	795321	754610	1002350
179			S.R. Wada	83603	88943	97985	125590	125642
180			S.R. Vikramgad	14911	17561	16920	27206	27293
181			S.R. Jawhar	14557	10857	13747	13770	12286
182			S.R. Talasari	11215	15355	13299	15992	16765



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
183			S.R. Mokhada	2648	3129	3813	3554	5576
184			Joint S.R. Vasai 4	251757	203955	395341	412423	573383
185			Joint S.R. Vasai 5	331867	445720	529385	397536	434057
186			Joint S.R. Vasai 6	207045	220750	242660	262169	257815
187			S.R. Palghar-2	337141	395053	355340	415344	368677
188	Nashik	Nashik	S.R. Nashik 1	289167	284990	304153	296295	306365
189			Joint S.R.Nashik 2	294432	333368	347139	344848	316275
190			Joint S.R. Malegaon 1	92392	85692	94266	122724	163421
191			Joint S.R.Malegaon 2	72096	93215	120433	184497	122106
192			S.R. Sinnar	92766	85590	97023	154446	179093
193			S.R. Dindori	96032	110639	142396	153982	167232
194			S.R. Igatpuri	102499	106220	114938	148033	152522
195			S.R. Kalwan	39733	43627	42036	52178	46176
196			S.R. Yewala	118817	138917	150419	161874	166510
197			S.R. Chandwad	70058	75169	92182	103978	97742
198			S.R. Niphad	77441	89100	94002	102958	99607
199			S.R. Nandgaon	79958	91846	105726	120908	111639
200			S.R. Baglan	82495	94071	115329	131720	143705
201			Joint S.R.Nashik 3	288564	307897	359874	344255	353007
202			Joint S.R.Nashik 4	375778	328683	400188	343317	322487
203			Joint S.R. Nashik 5	261932	307049	371552	405302	416430
204			S.R. Lasalgaon	39905	47361	54130	48913	54029
205			S.R. Devala	41541	43150	52325	65729	63085
206			S.R. Trimbakeshwar	43081	45736	51823	69785	75232
207			S.R. Peth	3411	3067	3512	4124	4724
208			S.R. Surgana	2621	3474	4693	6432	5907
209			Joint S.R. Nashik 6	247820	301703	297589	323571	360136



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
210			Joint S.R. Nashik 7	250149	308144	402381	477639	438629
211			Joint S.R. Malegaon 3	135437	172668	167521	121924	128906
212			Joint S.R. Sinnar2	108115	122066	119539	118078	117486
213			Joint S.R. Niphad2	69098	93772	98265	121486	117082
214		Jalgaon	S.R. Jalgaon 1	94773	135662	175339	194285	194295
215			Joint S.R. Jalgaon 2	185574	238352	217790	186465	178845
216			S.R. Amalner	87838	117322	126324	132125	132726
217			S.R. Bhusaval	131495	152316	154047	150550	149356
218			S.R. Chaligaon	83265	94659	103909	137882	162489
219			S.R. Erandol	72913	80049	78594	85673	94271
220			S.R. Dharangaon	63664	74434	74805	88399	89478
221			S.R. Jamner	103531	131065	134079	138136	154138
222			S.R. Edalabad (Muktainagar)	45569	60177	61364	72912	73070
223			S.R. Parola	82058	92619	88399	109276	109172
224			S.R. Raver	51914	57416	63855	72033	81210
225			S.R. Savada	70812	80256	90717	99726	101705
226			S.R. Yaval	63110	68000	60488	74143	76340
227			S.R. Chopada	111889	124440	130684	160205	145449
228			S.R. Pachora	118348	146567	152195	161433	175957
229			S.R. Bhadgaon	63972	68493	69144	81075	90613
230			Joint S.R. Jalgaon 3	123338	117176	95662	109087	143066
231			S.R. Bodvad	71385	76866	78928	85571	88333
232			Joint S.R. Chaligaon2	105097	127556	128245	124402	107156
233			Sub Registrar Pahrupeth	45608	51575	62315	67698	72720
234		Dhule	S.R. Dhule 1	109906	124122	149503	192843	186637
235			Joint S.R. Dhule 2	140498	173137	144017	120213	134532
236			S.R. Shirpur	121383	161898	177604	175941	175136
237			S.R. Sindkhed	86336	112867	114717	137739	156126



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
238			S.R. Sakri	91877	111472	114303	144881	149812
239			Joint S.R. Dhule 3	110719	132738	165344	186049	163650
240			S.R. Ahilyanagar 1	180023	187983	169898	159620	145970
241			Joint S.R. Ahilyanagar 2	153518	183336	213812	227650	219625
242			S.R. Sangamner	100757	90239	108875	128317	110615
243			S.R. Shrirampur	124952	124254	152078	161734	171095
244			S.R. Akole	60423	56507	67726	85883	81691
245			S.R. Karjat	110165	120995	129392	145183	216061
246			S.R. Kopergaon	108845	110733	118107	134727	139530
247			S.R. Jamkhed	67572	55349	73596	97316	96555
248			S.R. Nevasa	109215	102309	113123	129259	137040
249			S.R. Parner	156403	165796	191804	221583	210961
250			S.R. Pathardi	86522	83995	103367	110523	102942
251			S.R. Rahata	128217	129684	145910	180157	192411
252			S.R. Rahuri	88881	86251	108348	122913	121298
253			S.R. Shevgaon	100388	100551	119687	123574	126792
254			S.R. Shrigonda	135957	145019	175062	186310	189873
255			Joint S.R. Ahilyanagar 3	108941	117363	177412	165391	187462
256			Joint S.R. Sangamner2	121013	115795	139000	138758	143678
257		Nandurbar	S.R. Nandurbar	111554	153615	169165	153003	157960
258			S.R. Shahade	117664	143789	153443	167519	151254
259			S.R. Akrani	1690	1840	2088	1875	1163
260			S.R. Taloda	34545	41285	44043	42195	35677
261			S.R. Navapur	32528	30010	27182	35001	40444
262			S.R. Akkalkuva	14794	14917	15253	17079	17688
263			Joint S.R. Nandurbar2	79955	51156	63600	83111	71095
264	Aurangabad	Chhatrapati Sambh	S.R. Chhatrapati Sambhajanagar 1	168847	258983	274337	200916	216667



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
265		Sambhajnagar	Joint S.R. Chhatrapati Sambhajnagar 2	190427	155567	154783	306450	270599
266			Joint S.R. Chhatrapati Sambhajnagar 3	207646	257442	319127	423391	444828
267			Joint S.R. Chhatrapati Sambhajnagar 4 (Phulambri)	40670	43461	43798	50193	49218
268			S.R. Sillod	97220	85296	87801	138092	106153
269			S.R. Kannad	87210	88641	93549	123100	121925
270			S.R. Paithan	131228	135217	135628	194797	206965
271			S.R. Gangapur	118262	143253	121666	194669	192465
272			S.R. Vaijapur	114226	145531	128851	143843	150746
273			Joint S.R.Chhatrapati Sambhajnagar 5	252869	232383	262365	273813	281570
274			Joint S.R.Chhatrapati Sambhajnagar 6	232521	288499	343811	375188	375257
275			S.R. Soygaon	25472	28692	31619	50416	46206
276			S.R. Khultabad	33209	34718	37630	50616	53956
277		Jalna	S.R. Jalana 1	229625	243222	249938	179692	275435
278			Joint S.R. Jalana 2(Badnapur)	71187	62796	68932	87449	81085
279			S.R. Ambad	76987	90866	88741	116345	127390
280			S.R. Partur	46663	52305	43340	64592	75120
281			S.R. Bhokardan	120305	109195	125247	175920	170282
282			Joint S.R. Jalana 3	159491	197884	160896	211406	178902
283			S.R. Ghansangvi	51070	62080	69153	76804	87538
284			S.R. Jafarabad	87192	87572	79507	91021	100326



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
285	Beed	Beed	S.R. Mantha	55339	45048	55001	72768	78956
286			S.R. Beed 1	148380	155693	167263	189205	161970
287			Joint S.R. Beed 2	124525	106317	127393	166780	160319
288			S.R. Georai	148650	110079	113430	138559	128897
289			S.R. Majalgaon	105869	118374	118103	138300	143733
290			S.R. Ambejogai	110337	101381	128507	140949	141005
291			S.R. Kej	58488	52169	65135	72667	86307
292			S.R. Patoda	39075	32082	43924	48399	46649
293			S.R. Ashti	106244	82871	81026	100776	102005
294			S.R. Parali Vajjanath	79300	86698	85335	106201	99906
295			S.R. Shirur Kasar	36961	23753	21140	31962	38480
296			S.R. Dharur	24591	24478	24455	35056	39724
297			S.R. Vadvani	36115	26196	27343	40882	39693
298	Latur	Latur	S.R. Latur 1	156647	161534	249244	241629	285325
299			Joint S.R.Latur 2	214330	263267	256345	290017	270485
300			S.R. AUSA	88569	97409	109901	131619	146503
301			S.R. Nilanga	71529	73875	81815	111108	129738
302			S.R. Ahmadpur	76139	68033	56641	79434	87127
303			S.R. Udgir 1	118180	126458	135964	135610	152695
304			Joint S.R.Udgir 2 (Jalkot)	27966	24168	26668	30148	34164
305			S.R. Chakur	50824	50808	54526	65001	69440
306			S.R. Renapur	32410	33592	34180	44950	42390
307			S.R. Devani	34675	30792	36066	34630	45113
308			S.R. Murud	17549	16978	22327	30151	35894
309			S.R. Shirur Anantpal	18406	17566	18437	24190	27694
310		Nanded	S.R. Nanded 1	179685	162848	174603	274012	237910
311			Joint S.R.Nanded 2	201025	131556	124286	128762	196900
312			S.R. Kinwat	57530	66089	72030	92857	80840
313			S.R. Mukhed	50019	48455	53168	78977	75197



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
314			S.R. Deglur	71662	66498	62263	68300	72637
315			S.R. Hadgaon	42379	43892	47796	63922	90132
316			S.R. Bhokar	35663	30483	32784	61356	74721
317			S.R. Kandhar	40216	32656	30985	43775	50821
318			S.R. Billoli	52308	37431	37192	41513	46282
319			S.R. Mudkhed	35761	33776	40666	50295	51858
320			S.R. Naygaon	40835	31992	47530	60934	70294
321			S.R. Dharmabad	38084	28225	34837	40135	41340
322			S.R. Loha	75073	76825	100025	122427	124884
323			S.R. Ardhapur	51075	25759	33650	49651	58231
324			S.R. Mahur	20120	17507	22470	24281	24987
325			S.R. Himayatnagar	21623	24408	33039	28769	33388
326			S.R. Umari	25989	24852	24685	41135	49076
327			Joint S.R.Nanded 3	73089	74693	114122	136023	92640
328			S.R. Parbhani 1	176996	169092	198120	189237	225747
329			Joint S.R.Parbhani 2	49705	41258	42852	51450	68571
330			S.R. Selu	58882	71635	77746	92962	95984
331			S.R. Jintur	110688	97055	88493	109597	104960
332			S.R. Gangakhed	81923	66117	61919	69362	77850
333			S.R. Palam	29922	31089	23944	36315	38936
334			S.R. Sonpeth	36686	36210	41623	43338	41891
335			S.R. Pathari	40267	41153	48431	41584	41411
336			S.R. Manvat	64675	46741	51046	60607	60087
337			S.R. Dharashiv	126124	137265	169296	185940	202365
338			S.R. Tuljapur	107770	113715	134315	175840	173325
339			S.R. Umaraga	75409	84471	106330	115861	114209
340			S.R. Kalamb	62027	60450	71242	95286	90841
341			S.R. Paranda	51225	64464	75985	75655	72948
342			S.R. Bhoom	40781	37112	57520	56696	55031
343			S.R. Vashi	27622	27820	36916	50499	43737
344			S.R. Lohara	19923	22895	33781	41323	42426



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
345		Hingoli	S.R. Basmat	91395	96653	115826	170847	156410
346			S.R. Hingoli	139461	137825	182370	238531	208727
347			S.R. Kalamnuri	76018	54899	58155	89711	99524
348			S.R. Aundhya Nagnath (Hingoli 2)	42706	43997	42242	62404	64569
349			S.R. Sengaon	51792	64667	63742	77989	76447
350	Amravati	Amravati	S.R. Amaravati 1	94452	118055	145053	158811	221880
351			Joint S.R. Amaravati 2	118556	127206	197353	197851	176791
352			Joint S.R. Amaravati (Rural)	128543	192445	372885	384989	290834
353			S.R. Achalpur	110457	145425	164373	178651	211554
354			S.R. Anjangaon	77266	76044	102817	96466	115984
355			S.R. Chandurbajar	71988	76412	82525	88472	109226
356			S.R. Chandur-railway	48553	42473	49360	60752	67199
357			S.R. Daryapur	81579	81219	99724	117879	114395
358			S.R. Dhamangaon	58662	54971	59727	66537	80108
359			S.R. Bhatkuli	42109	39541	53823	49294	56649
360			S.R. Morshi	56361	63346	75535	103950	110364
361			S.R. Varud	84365	105660	123270	143133	135100
362			S.R. Nandgaon-Khandeshwar	62165	58267	70722	96579	111073
363			Joint S.R. Amaravati 3	161755	163740	240923	249438	267420
364			S.R. Tivasa	48293	40820	54876	66809	70296
365			S.R. Dharani	13827	13797	18259	21339	20526
366		Yavatmal	S.R. Yavatmal 1	100901	122855	150026	144683	148977
367			S.R. Darva	38854	43422	55377	66081	63762
368			S.R. Pusad	81639	101109	132369	153967	160002
369			S.R. Umarkhed	67207	72013	89185	89387	100402
370			S.R. Kelapur	37546	45488	59071	48290	55129
371			S.R. Vani	76706	93082	101762	129287	139890



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
372			S.R. Digraj	66058	82524	78835	84795	73765
373			S.R. Ner	61916	59270	68765	73787	92743
374			S.R. Babhulgaon	22674	23330	30254	36337	34852
375			S.R. Kalamb	23186	27495	32869	41734	90841
376			S.R. Mahagaon	29859	31902	38604	50728	57258
377			S.R. Ralegaon	41687	34762	44915	52113	51911
378			S.R. Maregaon	28602	29232	29060	34374	41671
379			S.R. Ghatanji	33546	28101	31113	44980	44823
380			Joint S.R. Yeotmal 2	57061	62686	90839	108722	103982
381			S.R. Arni	56165	64365	69913	85308	77280
382			S.R. Zarijamani	13655	15396	16012	17280	20016
383		Akola	S.R. Akola-1	97348	119281	131038	143343	123289
384			Joint S.R. Akola-2	119109	115691	141368	114486	136413
385			S.R. Telhara	61858	64700	65086	78494	76701
386			S.R. Patur	49023	38630	45710	53677	57056
387			S.R. Balapur	68765	63707	63501	75352	83986
388			S.R. Murtijapur	70213	86226	93735	119302	114192
389			S.R. Akot	132847	120717	122785	140446	141956
390			S.R. Barshi-Takali	59166	51541	51884	57870	63079
391			Joint S.R. Akola 3	81327	84141	99716	142923	160293
392		Buldhana	S.R. Buldhana	225381	231593	250083	261291	262106
393			S.R. Chikhali	160843	169531	194931	226203	225822
394			S.R. Mehekar	88650	116287	129668	155284	145598
395			S.R. Sindkhedraja	69611	51697	55009	73560	72926
396			S.R. Deulgaonraja	76312	52753	52856	73040	83665
397			S.R. Khamgaon	80285	65729	95654	125521	156633
398			S.R. Shegaon	87994	90613	112309	152329	173134
399			S.R. Lonar	55714	59878	67899	68464	72804
400			S.R. Nandura	73420	92083	91855	91604	99324



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
401			S.R. Jalgaon-jamod	77196	63884	62556	70365	76972
402			S.R. Tamgaon	56306	44208	49832	59447	68731
403			S.R. Malakapur	71670	98019	111032	112501	116787
404			S.R. Motala	60058	66262	75864	85013	86800
405			Joint S.R. Khamgaon2	39836	89944	97916	114017	92628
406		Vashim	S.R. Vashim	141781	160111	167281	183805	198578
407			S.R. Risod	100722	73882	78752	92289	102139
408			S.R. Manora	39112	32453	32160	47994	55028
409			S.R. Shirpur	61549	46549	56744	70965	175136
410			S.R. Manglurpir	55465	57081	62094	74939	81611
411			S.R. Karanja	140096	143580	148547	149154	54698
412	Nagpur	Nagpur	S.R. Nagpur 1	295768	286121	382518	498010	554463
413			Joint S.R. Nagpur 2	228647	148239	208483	250969	297634
414			Joint S.R. Nagpur 3	198195	199795	273004	304394	292682
415			Joint S.R. Nagpur 4	307633	357153	378460	419179	535216
416			Joint S.R. Nagpur 5	190369	149209	203183	185575	331445
417			Joint S.R. Nagpur 6	217802	241525	242690	229101	277396
418			Joint S.R. Nagpur 7	498623	439746	580001	661431	556575
419			Joint S.R. Nagpur 8	192391	195485	219992	234832	353613
420			Joint S.R. Nagpur-10 (Rural)	519602	394493	356273	480340	512268
421		Wardha	S.R. Vardha	123579	130749	137304	129931	142323
422			S.R. Hinganghat	127065	115072	128338	154924	157215
423			S.R. Selu	54375	45468	59459	64164	95984
424			S.R. Pulgaon	70188	71238	70312	77825	80544
425			S.R. Arvi	58779	56051	58440	57921	59010
426			S.R. Samudrapur	58293	55447	61796	69345	70946
427			S.R. Karanja	41852	40604	43067	47424	54698
428			S.R. Ashti	20218	20600	22471	22780	102005



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
429			Joint S.R. Vardha2	87436	79322	100290	129504	134308
430		Chandrapur	S.R. Chandrapur	159996	148102	168514	218569	220367
431			S.R. Varora	93965	81784	99656	111141	114647
432			S.R. Bhadravati	70187	71353	74233	72052	81812
433			S.R. Chimur	45908	47339	48161	50949	55408
434			S.R. Gondpimpri	8312	13763	14976	15275	15140
435			S.R. Mul	22598	22280	26602	26496	31003
436			S.R. Brahmapuri	49182	52281	56601	58588	55574
437			S.R. Sindevahi	19542	17322	20132	17693	17916
438			S.R. Rajura	42843	58611	48911	52535	64697
439			S.R. Nagbhid	20006	20096	27420	27662	25485
440			S.R. Ballarpur	20532	23730	27448	26737	24784
441			S.R. Koparna	25235	28687	40723	51748	79300
442			S.R. Savali	12470	15731	20452	22957	26522
443			S.R. Jivati	1018	2818	1444	2062	1328
444			S.R. Pombhurna	7313	7659	12038	12493	12542
445			Joint S.R. Chandrapur 2	3766	37320	43806	177935	0
446		Bhandara	S.R. Bhandara	144981	144620	153154	58819	162592
447			S.R. Mohadi	48713	43645	52541	49737	76703
448			S.R. Pavani	49154	45973	51103	76962	53055
449			S.R. Tumsar	63589	67481	68889	29451	85667
450			S.R. Sakoli	26583	26355	27608	37126	29755
451			S.R. Lakhandur	32566	25322	32071	48789	33485
452			S.R. Lakhani	40716	34973	43142	44815	53527
453		Gadchiroli	S.R. Gadchiroli	33963	39828	50766	43014	49113
454			S.R. Aarmori	25271	33326	47323	34285	40662
455			S.R. Chamorshi	17479	21182	23531	7072	27167
			S.R. Sironcha			1016	5714	6166
456			S.R. Kurkheda	5596	4176	5474	1088	6225



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
457			S.R. Aheri	7093	9681	6827	8153	10357
			S.R. Mulchera			146	1132	426
458		Gondia	S.R. Gondia	132246	156478	181857	232158	225278
459			S.R. Devri	12676	18147	19529	19690	15993
460			S.R. Amgaon	36074	44229	45650	61316	63163
461			S.R. Goregaon	33835	44884	51664	66925	57876
462			S.R. Arjuni-Morgaon	16324	15668	19124	20033	21453
463			S.R. Tiroda	69730	71129	82024	93851	105266
464			S.R. Salekasa	16356	17830	15815	24407	25326
465			S.R. Sadak Arjuni	21856	22188	24037	29434	28727
466		NagPur Grm	Joint S.R. Nagpur 9 (Bhivapur)	19656	25590	27299	31262	35563
467			Joint S.R. Hingana	376062	312975	372575	524420	569300
468			S.R. Kalameshwar	70196	69740	84815	92886	105725
469			S.R. Katol	158892	147027	145590	173556	200751
470			S.R. Narkhed	61442	61279	68081	71365	86090
471			S.R. Ramtek	43140	38551	48121	58728	57904
472			S.R. Parshivani	56669	54788	56232	72783	85990
473			S.R. kamathi	260055	177876	193379	300098	409883
474			S.R. Mauda	59372	62084	75087	79314	80170
475			S.R. Savner	118014	130739	122194	117545	110471
476			S.R. Umred	139156	112638	125056	148596	164018
477			S.R. Kuhi	68656	60240	75350	84324	96958
478	Mumbai	Mumbai 1	Joint S.R. Mumbai 1	365698	549772	595802	427309	454530
479			Joint S.R. Mumbai 2	302678	320692	463138	623116	802347
480			Joint S.R. Mumbai 3	396350	581966	770385	681703	675049
481			Joint S.R. Mumbai 4	501499	671154	669387	773439	905137
482			Joint S.R. Mumbai 5	300064	449567	554219	452574	610832
483		Mumbai 2	Joint S.R. Mumbai 8	411928	491208	452444	423486	502099



Sr No	Division	Reg. District	SRO Offices	No.of Pages Scanned				
				2020-21	2021-22	2022-23	2023-24	2024-25
484			Joint S.R. Mumbai 9	308866	281722	187399	137427	310115
485			Joint S.R. Mumbai 16	313412	336984	351381	473974	437174
486			Joint S.R. Mumbai 17	365644	425623	497433	660861	686927
487			Joint S.R. Mumbai 18	204735	341393	352362	313413	406463
488			Joint S.R. Mumbai 27	509840	732103	879782	925809	1011585
489			Joint S.R. Mumbai 28	647389	760610	895822	1003840	851910
490			Joint S.R. Mumbai 10	240649	334317	438699	476376	492041
491			Joint S.R. Mumbai 19	370327	475688	389100	312324	312717
492			Joint S.R. Mumbai 20	455970	447398	488843	598177	527746
493			Joint S.R. Mumbai 21	469151	762140	989494	1041531	953225
494			Joint S.R. Mumbai 29	531349	585744	751135	852379	775616
495			Joint S.R. Mumbai 30	729367	1139575	882245	864751	923409
496			Joint S.R. Mumbai 11	210454	384831	473366	659065	609404
497			Joint S.R. Mumbai 22	490494	514804	486222	724537	841726
498			Joint S.R. Mumbai 12	198771	227479	224430	357649	485963
499			Joint S.R. Mumbai 13	326421	397296	493051	638738	694832
500			Joint S.R. Mumbai 14	444808	715822	645531	720391	817099
501			Joint S.R. Mumbai 23	227656	339777	350517	404613	522898
502			Joint S.R. Mumbai 24	359166	593214	549346	226421	265954
503			Joint S.R. Mumbai 31	384823	657113	736595	910732	1124880

Table 49: SRO Wise Scanned Pages



21. Annexure XII – Commercial Bid Format

The bidder will be paid a part of the Document Handling Charges (DHC) collected by the OIGR each month within 15 days from the end of each month for the total number of days it has operated in that month. The payment will be based on the total number of pages handled by OIGR as part of document registration at all IGR Offices across the state during this period. **The DHC collected as part of e-Registration / e-filing process will not be considered for calculation of the bidder's share.** The final payment will be equal to the total number of pages handled during this period multiplied by the quoted rate per page in INR as provided below:

Sr. No.	Particulars	Price/Quote
1	Rate per Page in INR (excluding GST)	

Table 50: Commercial Bid Format

The bidder must understand clearly that the quoted Rate per Page in INR (excluding GST) as part of this RFP are for the total scope of work envisaged in the project and includes all costs due to materials, labour, equipment, supervision, other services, royalties, taxes, as part of the scope of work, etc. and includes all extra to cover any other costs. No claim for additional payment beyond the prices quoted will be entertained and the bidder will not be entitled subsequently to make any claim on any ground.

Note:

- The technically qualified bidder with the lowest rate per page will be adjudged as the selected bidder.
- Commercial bid (rate per page) should not exceed Rs. 25/-(excluding GST). Any bid exceeding this limit will be rejected and the bidder will be disqualified.



22. Annexure XIII – IT Infrastructure & Indicative Specifications

Item	Indicative Qty Req. (Nos)	
Department of Registration & Stamps		
1.	Branch Router	580
2.	L2 Switch - 16 port	531
3.	L2 Switch - 24 port	48
4.	L2 Switch - 48 port	2
5.	CAT 6 UTP 23 cable (100 meter)	589
6.	RJ45 connector male & I/O ports (10 units)	589
7.	6 KVA UPS with 4 hours backup	582
8.	9U RACK (L- 500 X D- 400 X H-475)	579
9.	24U RACK (L- 800 X D- 600 X H-1000)	1
10.	Patch Panel -16 port/CAT 6	531
11.	Patch Panel -24 port/CAT 6	48
12.	MPLS Installation charges	580
13.	Computers (AIO)	3408
14.	Mono Printer (Laser)	1200
15.	ADF Scanner	1200
16.	Web Camera	520
17.	Digital Sign Pad	520
18.	Thumb Scanner	520
19.	50-inch display	590
20.	Iris scanner	520
21.	VC System	60
22.	Photocopier	75
23.	ICCC setup with video wall	1
24.	CCTV Camera	2320
25.	Video Recorder for CCTV	580
26.	Switches and Other accessories (Cables, Connectors, etc.) as applicable for CCTV Setup	578 Sets (1 set for each Office)
27.	SDWAN	580
28.	High Security Paper for Index II	Approx. 30 lakh papers per annum

Table 51: IT Infrastructure Indicative Specifications

The Selected Bidder need to study the requirements of the offices at the district and tehsil level considering the tentative volume and setup the following indicative IT items in each office. All the IT components shall be procured from the reputed OEMs providing comprehensive warranty support.

The minimum requirements for hardware given below are indicative and may vary based on the solution offered.



- 1. Branch Router, 16 Port Semi - Managed Switch, 24 Port Semi - Managed Switch, 48 Port Semi - Managed Switch:** Make and model of the Hardware deployed by the Selected Bidder should have been launched in the market by the respective OEM within two years as on the date of deployment on the project and shall not be discontinued by the OEM in the next 5 years. Any replacement on this account shall be the responsibility of the Selected Bidder and IGR shall not bear any cost for such replacements.

Sr. No.	Feature	Requirement
1	WAN Ports	1-4 x Gigabit Ethernet (RJ-45) 4-8 x Gigabit Ethernet (RJ-45)
2	LAN Ports	
3	Firewall	Stateful Packet Inspection (SPI), IPS
4	VPN Support	IPsec, SSL VPN, L2TP
5	Throughput	100 Mbps to 1 Gbps
6	Routing Protocols	Static, RIP, OSPF, BGP
7	Quality of Service (QoS)	Traffic prioritization, bandwidth management
8	Security Features	NAT, DHCP, DNS, URL filtering
9	Management	Web-based GUI, CLI, SNMP support
10	Form Factor	Rack-mountable (1U) or Desktop
11	Power Supply	AC 100-240V, 50/60Hz

Table 52: Branch Router Specifications

2. Branch Router for MPLS

Sr. No.	Feature	Requirement
1	WAN Ports	1-4 x Gigabit Ethernet (RJ-45 or SFP)
2	MPLS Support	Yes, with LDP and RSVP-TE
3	QoS	Advanced Traffic Management, CoS
4	Firewall	Stateful Packet Inspection, Application Layer Gateway
5	Throughput	100 Mbps to 10 Gbps
6	Routing Protocols	Static, RIP, OSPF, BGP, MPLS
7	Security Features	NAT, VPN support, DoS protection
8	Management	Web-based GUI, CLI, SNMP, Netconf
9	Form Factor	Rack-mountable (1U)
10	Power Supply	AC 100-240V, 50/60Hz

Table 53: Branch Router For MPLS

3. L2 Switch - 16 port

Sr. No.	Feature	Requirement
1	Ports	16 x 10/100/1000 Mbps Ethernet (RJ-45)
2	Layer	Layer 2 switching
3	Switching Capacity	32 Gbps
4	Forwarding Rate	23.8 Mpps
5	MAC Address Table	8K entries
6	Jumbo Frame Support	Up to 9K bytes
7	PoE Support	Optional (802.3af/at)
8	Management	Web-based GUI, CLI, SNMP
9	VLAN Support	802.1Q VLAN tagging, up to 256 VLANs
10	Form Factor	Rack-mountable (1U)



11	Power Supply	AC 100-240V, 50/60Hz
----	--------------	----------------------

Table 54: L2 Switch

4. L2 Switch - 24 port

Sr. No.	Feature	Requirement
1	Ports	24 x 10/100/1000 Mbps Ethernet (RJ-45)
2	Layer	Layer 2 switching
3	Switching Capacity	48 Gbps
4	Forwarding Rate	35.7 Mpps
5	MAC Address Table	16K entries
6	Jumbo Frame Support	Up to 9K bytes
7	PoE Support	Optional (802.3af/at)
8	Management	Web-based GUI, CLI, SNMP
9	VLAN Support	802.1Q VLAN tagging, up to 256 VLANs
10	Form Factor	Rack-mountable (1U)
11	Power Supply	AC 100-240V, 50/60Hz

Table 55: Switch -24 Port

5. L2 Switch - 48 port

Sr. No.	Feature	Requirement
1	Ports	48 x 10/100/1000 Mbps Ethernet (RJ-45)
2	Layer	Layer 2 switching
3	Switching Capacity	96 Gbps
4	Forwarding Rate	71.4 Mpps
5	MAC Address Table	32K entries
6	Jumbo Frame Support	Up to 9K bytes
7	PoE Support	Optional (802.3af/at)
8	Management	Web-based GUI, CLI, SNMP
9	VLAN Support	802.1Q VLAN tagging, up to 4096 VLANs
10	Form Factor	Rack-mountable (1U)
11	Power Supply	AC 100-240V, 50/60Hz

Table 56: L2 Switch - 48 port

6. RACK –9U*Server Rack Specifications*

Sr. No.	Feature	Requirement
1	Height	9U (15.75 inches)
2	Width	550 mm (21.65 inches)
3	Depth	450 mm (17.72 inches)
4	Material	Steel with a powder-coated finish
5	Cooling	Ventilated side panels, optional fan kits
6	Weight Capacity	Up to 150 kg (330 lbs)
7	Mounting Rails	Adjustable, with rack units marked
8	Cable Management	Integrated cable management features
9	Doors	Lockable front and rear doors
10	Power Supply	Optional power distribution units (PDUs)

Table 57: Server Rack Specifications

**6 KVA UPS with 4 hrs backup.**

The selected bidder has to survey, identify the requirements, and supply the UPS accordingly. The load may vary from office to office based on the number devices (hardware & network) that needs to be functional. Uninterrupted power supply to be ensured by the Selected bidder. The same can be achieved by a combination of UPS (for short time) and Generators (for longer power shortages). The Bidder shall assess the requirements for each site for the type of power sources required. All the operating costs for this power back up arrangements including fuel cost, maintenance, manpower etc. shall be in the scope of the Selected bidder. Following are indicative requirements.

Sr. No.	Feature	Requirement
1	Rated Capacity	6kVA / 4.8 kw (Minimum), pure sine wave
2	Battery Type	SMF VRLA OR Li-On
3	Input Voltage Range	160 V to 280 V AC
4	Output Voltage and Frequency	230 +- 1% AC 50 Hz
5	Display / Panel	LCD/LED display for input /output voltage, battery level, load level and fault indication.
6	Protection Features	Overload, short circuit, battery deep discharge, surge and spike protection.

Table 58: UPS Specifications

7. 24U RACK (800W x 800D)

Sr. No.	Feature	Requirement
1	Height	24U (42 inches)
2	Width	800 mm (31.5 inches)
3	Depth	800 mm (31.5 inches)
4	Material	Steel with a powder-coated finish
5	Cooling	Ventilated side panels, optional fan kits
6	Weight Capacity	Up to 800 kg (1764 lbs)
7	Mounting Rails	Adjustable, with rack units marked
8	Cable Management	Integrated cable management features
9	Doors	Lockable front and rear doors
10	Power Supply	Optional power distribution units (PDUs)

Table 59: 24 U Rack Specifications

8. Patch Panel - 16 port/CAT 6

Sr. No.	Feature	Requirement
1	Ports	16 x RJ45 (Ethernet)
2	Category	CAT 6
3	Mounting	Rack-mountable (1U)
4	Material	Steel with a powder-coated finish
5	Connector Type	8P8C (RJ45)
6	Cable Management	Integrated cable management features
7	Jumper Compatibility	Supports 110/krone punch-down blocks



8	Dimensions	Standard 19-inch rack width
9	Operating Temperature	-10°C to 60°C

Table 60: Patch Panel

9. Patch Panel - 24 port/CAT 6

Sr. No.	Feature	Requirement
1	Ports	24 x RJ45 (Ethernet)
2	Category	CAT 6
3	Mounting	Rack-mountable (1U)
4	Material	Steel with a powder-coated finish
5	Connector Type	8P8C (RJ45)
6	Cable Management	Integrated cable management features
7	Jumper Compatibility	Supports 110/krone punch-down blocks
7	Dimensions	Standard 19-inch rack width
9	Operating Temperature	-10°C to 60°C

Table 61: Patch Panel

10. All in One Computers

Sr. No.	Feature	Specifications /Requirements
1	OS and Anti-Virus	The latest release of Windows 11 Professional 64 bit and Latest version of Antivirus along with patches & updates for 5 Years
2	Processor	Intel Core i5/AMD Ryzen 5 or higher CPU @ 3.20GHz (12th Generation or latest generation processors, minimum 4 cores) 6MB Cache @ 3GHZ or latest equivalent applicable
3	Motherboard	OEM Motherboard with 2 PCI, PCI Express x16 Downward compatible to PCI Express x1,1-Serial,1-RJ45,1-VGA,4-USB, Line in line out, mic, Integrated graphics, and sound device.
4	Display	23 inches or more LED Widescreen antiglare display, 1920 X 1080 FHD, above TCO 03 Certified, HDMI and C-type input capable.
5	Memory and HDD	16 GB DDR4 or higher @ 3200 MHz or higher expandable up to 32 GB Min.1 DIMM Slot free for future upgrades & 512 GB SSD
6	Ethernet and Ports	(2) USB 3.0 Ports, (4) USB 2.0 ports-, Universal audio jack, Line in/out & mic, (1) VGA Connector, (1) Ethernet Port (RJ45) and Expansion card slots
7	Keyboard & Mouse	Heavy duty Bi-lingual (INSCRIPT) ETCHED Membrane Keyboard & Optical Mouse (USB)
9	Office suite	Latest version of Microsoft Office suite pre-loaded
10	Warranty	5 years on-Site

Table 62: AIO desktop Computer Specification

VC System (Video Conferencing System)

**11. Mono Printer (B/W)**

Sr. No.	Feature	Specifications /Requirements
1	Duplex Printing	Automatic Duplex
2	Print Speed	35 PPM or better
3	Duty cycle / month	100000 or better
4	Resolution in DPI	1200 X 1200 or better
5	Interface	USB 2.0, Ethernet 10/100 Mbps
6	Input capacity and types	250 sheet cassettes, 100 sheet multipurpose tray
7	Toner	Full
8	OS support	Windows
9	Memory Standard	128 MB or better
10	Output capacity and types	100 sheet multipurpose tray, 500 sheet input tray, 250 sheet output tray, 100 sheet output tray
11	Warranty	5 Years on-site

Table 63: Mono Printer Specifications

12. ADF Scanner

Sr. No.	Feature	Specifications /Requirements
1	Type	Sheet fed
2	Monochrome Speed (200 dpi/ LTR/ Portrait)	70 ipm
3	Colour Speed (LTR/Portrait)	30 ipm
4	Output Resolution	600 dpi
5	Optical Resolution	600 dpi
6	ADF Capacity	50 sheets
7	Paper size Minimum (for ADF)	ADF: Maximum 216 x 3100 mm; Minimum 50.8 x 50.8 mm
8	Interface	USB 2.0
9	Dimensions (W X D X H)	300 x 172 x 154 mm
10	Weight	5.3 lb.2.4 kg
11	Bundled Software	PDF,JPEG,PNG
12	Suggested Daily Volume	3500
13	Options	Exchange Roller
14	Other Features	Embossed Card Scanning
15	Compatibility	TWAIN compatibility
16	Warranty	5 Years on-site

Table 64: ADF Scanner Specifications

13. Web Camera

Sr. No.	Feature	Specifications /Requirements
1	Lens	• Wide angle lens
2	Image Sensor	• High quality ¼ CMOS Sensor
3	Effective Pixels	• 4.0 M pixels



4	Video Resolution	• 1280x 1024 pixels or higher
5	Image Resolution	• 1280x1024 pixels
6	Frame Rates	• 1600x1200 pixels or higher
7	Frame Rates	• 1280x1024 @ 30fps or higher
8	Colour Depth	• 24-Bit True Colour
9	Interface	• USB 2.0
10	Focus	• 5 cm to infinity
11	Microphone	• Built-in
12	Night Vision	• Auto lighting LEDs
13	Zoom	• 4x digital zoom
14	Operating System Compatibility	• Must be compatible with Windows 11 or higher
Camera should have Auto Low Light Boost, Auto White Balance, Auto Exposure, Auto Compensation and Auto Face Tracking features		
Warranty: 5 years on-site		

Table 65: Web Camera Indicative Specifications

14. Digital Sign Pad

Table 43. Web Camera Specification

Sr. No.	Feature
1	Display: 4" TFT LCD, monochrome, reflective
2	Pen: Battery-free, Tethered
3	Pen Pressure (Min): 512 (not interpolated)
4	Resolution: 2540 lpi (Lines-per-inch)
5	Data Interface: Full speed USB
6	Power Source: via USB
7	Warranty: 1+4 Years Manufacturer Warranty

Table 66: Digital Sign Pad Indicative Specifications

15. Thumb Scanner

Sr. No.	Feature	Specifications /Requirements
1	Description of Store	• L1 Fingerprint Scanner Registered Device for Aadhaar authentication use with desktop, laptop, tablet, POS device etc. with Minimum 1 Year Warranty
2	Device Type	• Discrete
3	Sensor Type	• Optical
4	Supporting Operating System	• Windows,Android
5	Certification for Device and Extractor Software/SDK	• STQC Certified L1 Registered Device
6	Integrated USB 2 Point 0 and Above Connector	• Type A USB
7	Connector Cable	• Yes, Provided



8	UIDAI Certified L1 Registered Device (Copy of the Certificate to be Furnished When Demanded by The Buyer)	• Yes
9	Conformity to the Terms and Conditions of UIDAI Certified Registered Device	• Yes

Table 67: Thumb Scanner Indicative Specifications

16. 50-inch Display

SR	Technology	Specification
1	Screen Size	50"
2	Resolution	Full high definition (1080p) or better
3	Viewing Angle	178 degrees (H/V)
4	Brightness	300 nits or higher
5	Control	On Screen, Remote control
6	Ports	Min 2 HDMI, 2 USB

Table 68: Display

17. Iris Scanner

Sr. No.	Feature	Specifications / Requirements
1	Resolution	4K to 8K (3840 x 2160 to 7680 x 4320 pixels)
2	Iris Recognition Accuracy	99 % or higher
3	Capture Speed	Less than 2 second per scan
4	Illumination Type	Near-infrared (NIR) LED or white light
5	Operating Distance	10 cm to 50 cm
6	Image Format	JPEG, PNG, or proprietary format
7	Connectivity	USB, Ethernet, or Wi-Fi
8	Power Supply	AC adapter or rechargeable battery
9	Operating Temperature	0°C to 50°C

Table 69: Iris Scanner

18. VC System

Sr. No.	Feature	Specifications / Requirements
1	Video Resolution	1080p at 30/60 fps
2	Audio	HD Audio with noise reduction
3	Connectivity	HDMI, USB, Ethernet
4	Features	Screen sharing, recording etc.
5	Compatibility	Windows, Mac, Mobile devices
6	Microphone Range	Up to 20 feet
7	Camera Type	PTZ (Pan-Tilt-Zoom) or fixed
8	Control	Remote control and app-based control
9	Power Supply	AC 100-240V, 50/60Hz

Table 70: VC System

**19. Photocopier (B/W)**

Sr. No.	Feature	Specifications /Requirements
1.	Duplex Printing	Automatic Duplex
2.	Print technology	Laser
3.	Print Speed	35 PPM or better
4.	Duty cycle / month	100000 or better
5.	Print Resolution in DPI	1200 X 1200 or better
6.	Copy resolution in DPI	600 X 600 or better
7.	Copy speed	30 cpm
8.	Copy features	Reduce/enlarge : 25 to 200%
9.	Scan size	A3/A4 (ADF)
10.	Interface	USB 2.0, Ethernet 10/100 Mbps
11.	Input capacity and types	250 sheet cassettes, 100 sheet multipurpose tray
12.	Toner	Full
13.	OS support	Windows
14.	Memory Standard	2 GB or better
15.	Input / Output capacity and types	100 sheet multipurpose tray, 500 sheet input tray, 250 sheet output tray, 100 sheet output tray
16.	Warranty	5 Years on-site

Table 71: Photocopier Specifications

20. 55 Inch Display:

Sr. No.	Feature	Specifications /Requirements
1	Screen Size & Matrix Configuration	55" Screen Size
2	Back Light Type	IPS
3	Aspect Ratio	16:9
4	Native Resolution	1,920 X 1,080 (FHD)
5	Brightness	300 NITS or Higher
6	Contrast Ratio (DY/N/S)	1200:1
8	Viewing Angle (H x V)	178 X 178
10	Response Time	8ms (G to G) or lesser
12	Operation Hours	24Hrs
13	Minimum Inputs ports	HDMI -2, DP-1, DVI-D-1, USB-1, RJ45(LAN-1), IR in-1
14	Minimum Output ports	DP -1, RJ45(LAN-1)-1
15	Bezel to Bezel (Gap)	1 mm or less (Even Bezel from all side)
16	Operation Humidity	10 % to 80 %
17	Power Supply	100-240V~, 50/60Hz
18	Power Consumption	200 tts or less
19	CERTIFICATION's	Safety-UL, BIS
20	Installation	Uniform installation with Push Pull Bracket for Easy Maintenance. The installation should be done in the



		manner that bezel to bezel gap should be even from all sides and all the screens should be installed at same level from wall.
--	--	---

Table 72: 55 Inch Display

21. Network Rack (9U)

Sr. No.	Item	Minimum Specification
1	Size	Rack should be 9U wall mount type (Sizing with suffice the related components mounting requirement inside the rack)
2	Fan	Rack must be provided with one fan directly mounted on the roof top as an exhaust from the cabinet. Fan should be of AC 230V.
3	Front	Rack should have Front Toughened Glass Door with lock & Key.
4	Mounting	Bidder to arrange additional Metal frame (without any additional cost) for mounting the rack on wall. If there is no provision of placing rack at wall, the same should be placed on Floor with utmost care and safety measures protecting all the equipment inside, at the respective location
5	Certification	<ul style="list-style-type: none"> Racks manufactured out of steel sheet punched, formed, welded and Powder coated Standard for Racks configuration will be welded frame and vented top cover or better. <p>Manufacturers should have ISO 9001-2015 & 14001-2004 Certifications, and UL/DIN and RoHS certified. Certificate needed to be submitted.</p>
6	Accessories	Rack should be provided with cable management accessories. 1U Cable manager, PDU with 6 Nos. Sockets of 5 Amp.

Table 73: Network Rack Specifications

22. LED Display for Viewing Centre & War Room

Sr. No.	Parameter	Minimum Specifications
1	Technology	Full HD LED Selected
2	Screen Size	50"
3	Resolution	Full high definition (1080p) or better
4	Viewing Angle	178 degrees (H/V)
5	Brightness	850 nits or higher
6	Control	On Screen, Remote control
7	Ports	2 HDMI, 2 USB
8	Operations	Rated for 24 x 7 operations

Table 74: LED Display Specifications

**23. LED Video Wall for CCC**

Sr. No.	Parameter	Minimum Specification
1	Screen Size & Matrix Configuration	55" Screen Size & Matrix Config - 12 Cubes
2	Back Light Type	Back Lit LED Direct
3	Aspect Ratio	16:09
4	Native Resolution	1,920 X 1,080 (FHD)
5	Brightness	850 NITS or Higher
6	Contrast Ratio (DY/N/S)	1,00,000:1
7	Uniformity	91% or more
8	Viewing Angle (H x V)	178 X 178
9	Color Depth	1.0 billion (10 bit) or better
10	Response Time	8ms (G to G) or lesser
11	Lifetime (Typ.)	Min 60,000 Hrs. (Typ.) or high
12	Operation Hours	24Hrs
13	Minimum Inputs ports	HDMI -1, DP-1, DVI-D-1, USB-1, RJ45(LAN-1), IR in-1
14	Minimum Output ports	DP -1, RJ45(LAN-1)-1
15	Bezel to Bezel (Gap)	1 mm or less (Even Bezel from all side)
16	Operation Humidity	10 % to 80 %
17	Power Supply	100-240V~, 50/60Hz
18	Power Consumption	200 Watts or less
19	CERTIFICATION's	Safety-UL, BIS
20	Installation	Uniform installation with Push Pull Bracket for Easy Maintenance. The installation should be done in the manner that bezel to bezel gap should be even from all sides and all the screens should be installed at same level from wall.

Table 75:LED Video Wall Specifications

24. Video Wall Controller

Sr. No.	Parameter	Minimum Specifications
1	Video Wall Controller	• Video wall controller to capable to Drive minimum 12 display units in matrix combination
2	Chassis	• Must be rack mountable
3	Operating System Platform	• Windows 10 Professional 64 bit or Windows Server 19
4	Hard Disk	• 1 TB
5	Networking	• Dual-port Gigabit Ethernet Controller inbuilt • Supports Add on copper/ optical fiber adapters
6	Inputs Supported	• HDMI/DVI/DP - 12 Nos or through Encoders, 12 workstations should be capable of projecting on 12 different
7	RAID	• Minimum RAID 5 support
8	Redundant Support	• (1+1) Redundant hot swappable power supply • HDD



		<ul style="list-style-type: none"> Cooling Fan LAN Port
9	Monitoring options	CPU, FAN, Temperature
10	Voltage	100-240V @ 50/60 Hz

Table 76: Video Wall Controller Specification

25. CCTV Component Specifications

Sr. No.	Parameter	Minimum Specification
1	Image Sensor	1/2.7" 5 MP PS CMOS Image Sensor (0.9407cm
2	Effective Pixels	5 MP minimum
3	Minimum Illumination	0.02Lux/F1.9, 30IRE, 0Lux IR on
4	Shutter Speed	PAL: 1/25s–1/100000s, NTSC: 1/30s–1/100000s
5	Max. Aperture	F1.9
6	Lens Type	Fixed lens
7	Lens	3.6mm (2.8mm optional)
8	Lens Mount	M12
9	Gain Control (AGC)	Auto/Manual
10	Iris Type	Fixed
11	Close Focus Distance	2.8 mm: 0.5 m (1.7 ft) 3.6 mm: 0.8 m (2.6 ft)
12	DORI Distance	2.8 mm: 38.6m (Detect) 15.4m (Observe) 7.7m (Recognize) 3.9m (Identify) 3.6 mm: 49.7m (Detect) 19.9m (Observe) 9.9m (Recognize) 5m (Identify)
13	White Balance	Auto/Manual
14	Back Light Compensation	DWDR/BLC/HLC
15	Pan, Tilt, Rotation	Pan: 0°–360° Tilt: 0°–78° Rotation: 0°–360°
16	Angle of View	2.8 mm: 119° x 101° x 54° (diagonal x horizontal x vertical) 3.6 mm: 100° x 84° x 45° (diagonal x horizontal x vertical)
17	S/N Ration	>65dB
18	Resolution	5 MP with ONVIF support(1928x1088); 720P (1280x720); 960H (960x 576/960x480)
19	Video Output	Video output choices of CVI/TVI/AHD/CVBS by one BNC port
20	Frame Rate	CVI: 2.4MP@25/30fps; 720P@25/30fps; 720P@50/60fps AHD: 2.4MP@25/30fps; 720P@25/30fps TVI: 2.4MP@25/30fps; 720P@25/30fps; 720P@50/60fps; CVBS: 960H
21	Noise Reduction	2D NR
22	Mirror Function	Supported
23	Privacy Mask	Off/On (8 area, rectangle)
24	Defog	Supported (Electronic Defog)
25	ICR	Auto (ICR)/Color/B/W
26	IR	IR Range of 20 Mtr.
27	IR Control	Auto/Manual
28	IR Number	12 (IR LED)



29	Operating Temperature	-40°C to +60°C (-40°F to 140°F); <95% (non-condensation)
30	Storage Temperature	-40°C to +60°C (-40°F to 140°F); <95% (non-condensation)
31	Power Source	12V ±30% DC
32	Power Consumption	Max 3.1W (12V DC, IR on)
33	Weatherproof Standard	IP50
34	Dimension	ø85.4 mm x 70.2 mm
35	Casing	Plastic throughout the whole casing
36	Weight	0.13Kg

Table 77: CCTV Camera Specifications

Network Video Recorder Specifications

Sr. No.	Parameter	Minimum Specification
1	Channels	4, 8, 16, or 32 channels
2	Storage	Surveillance grade HDD of 1 X 10TB or 2 X 5 TB or higher support
3	Resolution	720p or higher recording
4	Connectivity	Ethernet, USB, HDMI, VGA
5	Features	Encrypted streaming and control, Remote access, motion detection, scheduled recording etc.
6	Playback	Multi-channel playback, search by time/date etc.
7	Backup Options	USB, network backup, cloud storage
9	Operating Temperature	0°C to 40°C
10	Power Supply	AC 100-240V, 50/60Hz

Table 78: Network Video Recorder Specifications

LED Monitor

Sr. No.	Parameter	Specifications
1.	Screen Size (Diagonal) (cm)	53.5 - 55.5
2.	Panel Type	Twisted Nematic (TN)
3.	Resolution (Pixels)	1920 x 1080 (Full HD)
4.	Aspect Ratio	16:09
5.	Brightness (Nits)	250
6.	Native Contrast Ratio (Minimum)	1000:01:00
7.	Viewing Angle (Horizontal: Vertical) (Degree)	170:160
8.	Response Time (millisecond)	5 milliseconds
9.	Antiglare Coating	No
10.	Split Screen Feature	Available
11.	Inbuilt Speakers	Available
12.	VGA Port	Available



Sr. No.	Parameter	Specifications
13.	HDMI Port	Not Available
14.	DVI-D Port	Available
15.	Display Port	Not Available
16.	Power Consumption in Operating Mode (Maximum) (Watt)	19.5
17.	Power Consumption in Sleep Mode (Maximum) (Watt)	0.45
18.	Mounting Arrangement	Table Mount
19.	TCO Certification	TCO-07
20.	BIS Registration under CRS of Meity	Yes
21.	Operating Temperature Range (Degree Celsius)	0-40 Degree C
22.	Operating Humidity (%RH)	20% - 80%
23.	Power Supply	230V AC, 50 Hz
24.	Type Of Power Supply	External
25.	On Site OEM Warranty (Year)	5

Table 79:LED Monitor Specifications

Video Management Software

Sn.	Parameter	Specification
1	Support for Cameras	Up to 1000 cameras
2	User Management	1. Role-based access control
3	Video Resolution	Supports 4K and lower resolutions
4	Remote Access	Web and mobile access
5	Features	Live view, playback, alerts, analytics
6	Integration	Supports various camera brands and protocols (ONVIF)
7	Storage Management	Automatic archiving and retrieval
8	Operating System Compatibility	Windows, Linux, Mac
9	Licensing Model	Per camera or per server / perpetual

Table 80:Video Management Software

Microphone Specifications

Sr. No.	Minimum Specification
1.	Omnidirectional Digital Noise reduction microphone with Pickup range of 50 Sq. meter.
2.	Dynamic Range 70dB
3.	SNR- 60 dB
4.	Built-in Electrostatic protection
5.	High quality Audio pickup unit with Active Noise Cancellation
6.	Should be IP POE powered (ONVIF compliant) or 12 VDC powered
7.	Should be compatible with the offered camera model and VMS from Day 1
8.	Microphone should be from Camera OEM or reputed OEM with 5-year OEM warranty. MAF to be provided.

Table 81:Microphone Specifications



All these specifications are indicative, and these are subject to be changed by the concerned before final approval of the department.

26. Enterprise Management Systems (EMS)

Bidder to propose as per industry standards.

27. High-Security Document Printing

This service would require specialized technology to produce documents with enhanced security features, deterring forgery and ensuring authenticity.

Citizens would get a highly secure, durable copy of Index II of registered documents after document registration.

Mandated Security Features: The printed documents must incorporate all the following features:

1. **Paper Type:** Non-Tearable Paper
2. **Paper GSM:** 110 GSM
3. **Printing:** 4+0 color printing with fast-drying UV Inks
4. **QR Code:** Embedded QR code containing verifiable details of the certificate/document.
5. **Invisible Logo:** UV-fluorescent invisible logo (visible under UV light).
6. **Microline Border:** Border composed of micro-text printing (e.g., "Government of Maharashtra Revenue Department").
7. **Split Line Border:** High-resolution border design with split duct/rainbow printing effect.
8. **Background:** Rainbow/Guilloche pattern background printing.
9. **Embossing:** Blind embossing of the Organization/IGR logo.
10. **Serial Numbering:** Unique serial number printed on each page.
11. **Complex Borders:** Intricate, multi-colour border designs.
12. **Watermark:** Custom watermark logo embedded in the paper (if feasible with non-tearable stock) or printed.
13. **Foil Stamping:** Hot-stamped foil logo.
14. **Hologram:** Secure hologram logo application.
15. **VOID Text:** Pantograph / VOID feature revealing "VOID" text upon photocopying.

High-Security Printing Features Checklist

Feature	Description	Implementation Method (Indicative)	Compliance Check Method
Non-Tearable Paper	Durable synthetic paper substrate	Sourcing specified paper stock	Material verification, Tear test
110 GSM	Paper weight/thickness specification	Use of compliant paper stock	GSM measurement
4+0 Color UV Printing	Full color printing on one side using UV-curable inks	Specialized UV printer	Visual inspection, Ink test
Embedded QR Code	Dynamically generated QR code linked to document data	Software integration with printing workflow	QR code scanning & verification
Invisible Logo	Logo printed with invisible UV ink	UV ink printing capability, UV light source for verification	UV light inspection



Feature	Description	Implementation Method (Indicative)	Compliance Check Method
Microline Border	Border made of micro-text	High-resolution printing, specialized design software	Magnification inspection
Split Line High-Res Border	Border with gradual color transition effect	Security printing press feature or advanced digital printing	Visual inspection
Rainbow Background	Fine-line pattern background with color blending	Security design software, high-res printing	Visual inspection
Blind Embossing	Raised impression of logo without ink/foil	Embossing die and press	Tactile and visual inspection
Serial Numbering	Unique sequential number on each page	Variable data printing software integration	Visual check, sequence tracking
Complex Colour Borders	Intricate border designs using multiple colors	Security design software, high-res printing	Visual inspection
Watermark Logo	Logo embedded during paper manufacture or simulated printing	Custom paper order or specialized printing technique	Transmitted light inspection
Foil Stamping Logo	Metallic foil logo applied with heat and pressure	Hot foil stamping machine and dies	Visual and tactile inspection
Hologram Logo	Application of a secure holographic sticker/foil	Hologram applicator machine	Visual inspection
VOID Text Design	Hidden pattern that reveals "VOID" when copied	Security design software feature (pantograph)	Photocopy test

Table 82: Features of High Security Printing

1. SDWAN

Sr. No.	Required Minimum Specification	Compliance (Yes / No)
Technical Requirement		
General Requirement:		
1	The SD WAN should have the ability to bind multiple links.	
2	The SD WAN should support IPv4 and IPv6 from day one.	
3	The SD WAN should support QOS features.	
4	SD WAN should support streaming telemetry/equivalent and RTP protocol or equivalent for near real time monitoring and report purposes.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
5	The SD WAN must include the ability to support network topologies like Hub and Spoke, Full mesh and Partial mesh.	
6	Based on network analysis of the current setup the solution must select the best path based on link quality, policy, and link capacity.	
7	The solution needs to be a True SD-WAN that is purpose built right from the foundation based on SDN architecture and should not be a simple feature activated through license activation on a generic UTM or router like solution.	
8	The solution should not be leveraging routing protocols over the WAN to exchange overlay routing information, and instead should use pure SDN communication to exchange overlay routing information.	
9	Solution needs to provide real-time streaming analytics like health status, WAN links status, application wise bandwidth utilization status.	
10	The solution should be able to load balance across multiple discrete links simultaneously through per packet or per session load sharing.	
11	The SDWAN solution should support single pane of glass management.	
12	The solution must provide functionality to validate reachability of both WAN and LAN side, Packet Capture, Packet flow CLI tracer etc.	
13	NAT- The branch SDWAN devices should have the ability to do address translation between private and public IP address spaces.	
14	The SDWAN Controller should support integration with third party ITSM tool for the workflow management for audit and compliance to review, approve and audit policy changes from the controller.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
15	There should not be any impact on SDWAN data forwarding capability in case of complete disconnection of controllers for unlimited amount of time.	
16	The software defined network controller should be capable of running as a virtual machine in the data center.	
17	SD WAN Solution shall have a separate data plane, management plane and control plane. The data plane at the branch locations, data center should be programmable from the central software defined network controller.	
18	The architecture should allow for internet break out at the local at branch, centralized location, remote entity (remote location) and cloud based on the application and the policy for the same should be defined in the software defined network controller.	
19	The tunnel creation / path selection should be automatic without any manual configuration / intervention on the edges and the controller.	
20	The WAN path selection should be dynamically selected based on the policy set from the software defined network controller.	
21	The system architecture should allow the use of the most preferred link based upon Link characteristics (Latency, Packet Loss, Jitter) for critical applications as defined in policy.	
22	The SD WAN should be able to build connections dynamically between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching, QOS and dynamic link bonding.	
23	The SD WAN device should have the capability to forward traffic via specific WAN paths depending on predefined	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	application policies and performance needs.	
24	The SD WAN solution should not add any latency for the current traffic path.	
25	The SD WAN should continuously check the link flaps and link quality parameters and traverse the traffic accordingly. i.e., if the link is not stable then put the link in monitor state, once the link is stable then start sending traffic on that link. Link flaps or link up/down must not affect the traffic if another link is available	
26	The SD WAN must integrate transparently into the existing routing infrastructure. The solution must be completely transparent to existing routing protocols (eg:- OSPF, BGP etc.). All routing functions, including “dynamic path selection” or any other network routing decisions. SD WAN solution offered shall be able to communicate with existing SDWAN operational in bank and other Non SD WAN branches. Any extra devices required, if any, for this communication shall be provided by Bidder at no extra cost to bank.	
27	The SD WAN must be able to perform priority queuing to prioritize packet flows for each traffic class.	
28	The SD WAN should support secured connectivity across the WAN i.e Data flowing from DC to Site office devices and within the branch-to-branch communication should be encrypted by using industry standard protocol.	
29	The SD WAN solution should support encryptions for end-to-end communication.	
30	The solution should use standard encryption technology, such as AES256/above to provide secure connectivity over any type of WAN link.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	Rekeying functionality should be available in the solution for encryptions.	
31	It should have the features to ensure network traffic control, enhanced efficiency by eliminating traffic redundancy and reducing server and CPU loads. The solution must be able to dynamically control data packet forwarding decisions by looking at application type, performance, policies, and path status. The solution must be able to forward critical applications over the best performing path based on the defined application policy. It must have the ability to make use of all available uplink paths. It should provide secure site-to-site connectivity - tunneling and VPNs. Ability to support Multiple/Any connection types - MPLS, Internet, LTE, ADSL, etc.	
32	All the components of proposed SD-WAN Solution need to be on premises. None of the Bank's data should go to OEM cloud/premises for any reason. Bidder to submit undertaking/declaration from OEM with the technical bid	
33	The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 4) and leverage the secondary links if the bandwidth required for one application exceeds the available bandwidth on the best link. This lets high bandwidth applications have as much bandwidth as they need to perform optimally.	
34	The proposed SD WAN solution should support Forward error correction/packet duplication for real time applications like Voice and Video application experience optimization. It should also show same for non-real time application without session disconnect.	
35	The proposed SD WAN device should allow creation of multiple end to end	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	segments and per segment topology within network	
36	The proposed SD WAN device should create per transport encryption keys to encrypt traffic.	
37	The proposed SD WAN solution should allow time-based refresh of the encryption key for each virtual private network.	
38	The proposed SD WAN solution should allow for multiple hub destinations (at least 4 active Hub sites) to be created for application specific traffic using a policy defined for it. Traffic destined for a particular hub must be directly routed towards that hub only.	
39	The proposed SD WAN solution should ensure that any change in physical connectivity (change in service provider or IP address) does not require any change in virtual private network configuration in the controller or physical device at location	
40	The Central components of proposed SD-WAN solution including but not limited to Orchestrator, Controller/Manager, Analytic engine or Analytic function ability, Hub/gateway, or any other component should be scalable to support at least 10000 branches.	
	Most of branches having minimum 2 Links but few branches have 3 or more links. Proposed SD WAN solution should be able to support min 3 links which need to work in active-active mode and create tunnel from DC & DR location.If any load balancers are required, bidder should provide without any additional cost to the bank.	
41	The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller. The addition of one or more branch devices into the network	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	should not require any changes in the virtual private network configuration in software defined network controller.	
42	The proposed SD WAN solution should be capable to allow for internet break out at the local at branch, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller	
43	In the proposed SD WAN solution the data plane at the DC& DR should be programmable from the central SD WAN controller/manager	
44	The Proposed SD WAN solution should support Hybrid deployment where Non SD WAN sites and SD WAN enabled sites would interoperate in the SD WAN topology.Any extra device required for communication shall be provided by Bidder at no extra cost to bank.	
45	The proposed SDWAN solution should support defining Application Aware policies.	
46	The proposed SD WAN Solution should support to utilize all the Service Provider Communication Links (MPLS/LTE/4G/VSAT/RF/Broadband) simultaneously and share the traffic among the links.	
47	The proposed SD WAN solution should support seamless application accessibility across DC 's & Branches during auto failover of WAN links and load balancing	
48	The proposed SD WAN solution should recover from link failure – alternate link convergence time without session disconnect. (applications session should not be interrupted during the traffic fail over from one WAN link to other	
49	The proposed SD WAN solution should be capable of selecting path per traffic	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	type (e.g. Voice always on SP-1 link and Application X always on SP-2 link).	
50	The proposed SD WAN solution must be able to allocate a maximum bandwidth usage cap to each class of traffic	
51	The proposed SD WAN solution must support Bandwidth testing on WAN links to check the available bandwidth	
52	The proposed SD WAN solution must have DPI (deep packet inspection) engine to identify applications and apply rules to control how application traffic is handled.	
53	The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different vendors. (eg: - cisco, juniper, checkpoint, D-link, Fortinet, HPE etc.)	
54	The proposed SD WAN solution must not require additional software plugins or agents on client or server host	
55	The proposed SD WAN solution can be integrated with AD, NTP Server, TACACS, TACACS+, PIM, Monitoring tools of Bank like AAA, Syslog, ITSM, SIEM, PUM, NMS tools, BMC Remedy ITSM, BMC Trueisght Network Automation, Entuity Network Analytics, BMC Truesight Capacity Optimization, BMC Discovery, BMC Client Management, BMC Atrium CMDB, BMC Client Managementincident management tool, NAC HP Aruba, etc.	
56	The proposed SDWAN solution should integrate with NAC solution as NAC solution of HP Aruba has already been implemented in Bank	
57	Bidder shall also provide and maintain Backup solution including hardware software & licenses for taking Backup of last 3 months without any additional cost to the bank. Further, the solution	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	must be able to integrate with Bank's Back Up Server.	
58	The proposed SD WAN solution should be able to detect and alert on network congestion incidents with drill down on it up to client, server, and application or user level to identify the root cause of the problem. It should be further able to measure traffic by user or application, identify bandwidth hogs and provide information about sites/URLs which are consuming bandwidth. The Solution must be able to identify the root cause of the problem by pinpointing on the entity.	
59	The proposed SD WAN solution should support integration with Bank's Email, Bank's SMS Gateway.	
61	All the proposed devices, viz, SDWAN Controller, SDWAN Central devices, SDWAN edge devices should be of the same OEM.	
62	All SDWAN components/devices deployed in High Availability should be capable of:	
	a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions.	
	b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions.	
63	The proposed SDWAN solution should allow at least 4 active Hub sites when deployed in multiple hub and spoke topology.	
64	The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth Simultaneous monitoring of	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	the links should be done to avoid congestion on the lower-bandwidth link.	
65	The devices should support Ethernet extender to support 4G and 5G connectivity (4G, 5G devices will be provided by TSP and Ethernet cable will be extended till router).	
66	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device.	
67	The solution should allow automatic and centralised software, patch, version upgrade from the software defined network controller across all deployed devices in the branch offices , data centre and DR Site.	
68	Offered Solution shall have end-to-end visibility and monitoring of devices, connectivity, and application performance	
VPN and Other Security		
1	The system should implement a secure virtual private network that connects the branch locations, and data centers on one single managed network.	
2	The system should allow centralized generation of the encryption policy.	
3	The system should allow dynamic tunnels to be created without any static overlays between branch and the hub.	
4	The system should ensure that any change in connectivity (Link 1 to Link 2 connectivity in case of multiple links being terminated on the branch device) does not require any change in virtual private network configuration in the	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	controller or physical/virtual device at location.	
5	The system should be able to automatically pick the tunnel encapsulation type based on the application and based on the policy specified in the software defined network controller.	
6	The system should ensure that virtual private network configuration and policy is performed in the controller. The addition of one or more branch devices into the network should not require any changes in the virtual private network configuration in software defined network controller.	
7	The proposed SD WAN solution should be able to Secure incoming and outgoing connections with Next Generation Threat Prevention solution including Firewall, IPS from day 1	
8	There has to be authentication mechanism between Controllers and central and branch devices before they established communication with each other. PKI (certificate) based authentication between branch and central concentrator is must	
9	In the proposed solution, the communication between the software defined network controller and the branch device running on the remote entity should be secure and encrypted.	
10	The proposed SD-WAN devices/appliances should not communicate outside bank WAN. All the updates and operations should be carried from DC/DR Controller/Management server/Management Console.	
11	There should be one single centralized management console for proposed SD-WAN solution irrespective of number of controllers, orchestrator, analytics, or	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	any other Head-end devices installed to match Bank's scalability requirement.	
12	In the proposed SD WAN solution, the system should allow automatic and centralized software, patch, version upgrades from the software defined network controller across all deployed devices in the branch offices, data centre, NDC and DR. This including upgradation of all modules of SDWAN including but not limited to Router, Firewall, IPS.	
13	In the proposed SD WAN solution, the system should allow for the automatic failover of the VPN tunnels to the disaster recovery data centre from the branch if the data centre is not reachable from the branch location or if the WAN connectivity to the Data Center is down or if the application hosted in the data centre is not accessible.	
14	The proposed SD WAN Solution should be able to support the following actions based on configurable condition defined: Log Event, Create a Case, Execute a Script, Send Message, Generate Reports, modify a watch list, Trigger an automatic IPS block, etc through API based integration in BMC Remedy/ Truesight Network Automation.	
15	Any vulnerabilities identified in the OS of the devices should be immediately communicated to the Bank and relevant patch should be released for all the affected devices	
16	OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate for the same process is required from the OEM.	
17	OEM of the proposed SDWAN solution should release security patches for any reported vulnerabilities on the deployed	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	devices during the entire contract period.	
18	OEM of the proposed SDWAN solution must certify that their product is free of malware, free from OWASP vulnerabilities and free of any covert channels in the code at the time of deployment in the Bank and throughout the life cycle of the devices.	
19	OEM of the proposed SDWAN solution should assist the Bank's Team in preparation of Secure Configuration Document as well as creating the security alert definitions while integration with Bank's SIEM solution.	
20	Proposed SDWAN devices should pull/push the configuration template from/to orchestrator after authentication and authorization only.	
21	The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed.	-
Centralized Management, Monitoring and Configuration		
1	All central controller & analytics platforms shall be provided, deployed & management by bidder at the data center.	
2	The centralized management appliance installed at DC must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management.	
3	The centralized management platform must have web-based GUI.	
4	The solution must support zero touch provisioning.	
5	The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
6	All network wide configurations shall be from the centralized management platform.	
7	All application forwarding policies shall be configured from the centralized management platform.	
8	The solution must be able to collect and aggregate traffic statistics for all WAN paths in real time. Traffic statistics should include path utilization, application specific utilization and path performance and device health.	
9	The solution must store historical traffic and performance information to assist with trouble analysis, traffic forecasting and SLA compliance.	
10	The solution must support syslog and email/SMS based alarm to notify the administrators when any device/link fault or network performance degradation happens.	
11	The proposed SD WAN solution must be capable of exporting traffic statistics to Net Flow / SIEM collector, excel, text file, etc	
12	The proposed SD WAN solution must include a comprehensive logging capability, integrate to Bank AD & customize user role based facility. Logs must be retained in each individual device for a period of at least 3 months, with inbuilt capability or with external database where storing for longer duration is possible, depending on size of the data without any additional cost to the bank. Bidder shall integrate the proposed solution with Bank's SIEM, Syslog server	
13	The proposed SD WAN solution must support SSH for access to the management Command Line Interface.	
14	The proposed SD WAN solution must provide administrator authentication	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	via TACAS/RADIUS/LDAP or any other standard Authentication software.	
15	The proposed SD WAN solution shall support monitoring using SNMP latest version with backward compatibility.	
16	The proposed SD WAN solution should support user / password management capabilities.	
17	The proposed SD WAN solution must provide summary reporting of user defined Top IP Sources and Destinations with external monitoring server.	
18	The proposed SD WAN solution must support configuration rollback feature to detect and recover from software and configuration errors by reverting to previously active and working software or configuration.	
19	In the proposed SD WAN solution, the software defined controller must be able to monitor, and report top applications by usage across all branch locations, in a branch location along with the data rate and flow usage. This data must be stored by the controller or other components for a minimum of 3 months. Bidder shall integrate the proposed solution with Bank's SIEM, Syslog server.	
20	In the proposed SD WAN solution, the software defined controller must be able to monitor, and report top 20 applications by usage, Top 100 LAN user by bandwidth usage and applications accessed by them across all branch locations, in a branch location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 3 months. Solution should include component needed to suit Bank's requirement. Bidder shall integrate the proposed solution with Bank's SIEM, Syslog server	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
21	In the proposed SD WAN solution, the system should provide a dashboard that provides state of appliances (Online, Offline, Not connected)	
22	The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 50 concurrent login for the admin/management console or GUI without any degradation in services.	
23	All reports should be system generated without human data manipulation.	
24	All reports must be exportable in CSV and PDF Formats.	
26	The Dashboard of the proposed solution should be capable of displaying data over the customized period pertaining to : · Top 20 users by bandwidth utilization. · Top 20 Applications by bandwidth utilization.	
27	The Proposed solution should have monitoring dashboard to provide top talkers (users as well as applications in terms of sessions, bandwidth etc.) for each branch.	
28	The proposed SD WAN solution should support to update the Patch, OS on the branch/DC/DR devices using central management console.	
29	in the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be in HA and should be a managed device.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
SD-WAN Reports and Analytics		
1	The SD WAN should support granular near Real-Time Monitoring and Historical Reporting like:	
	a. Statistical bandwidth usage of all available links, node availability	
	b. Network Statistics include continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization and other network parameters	
2	The SD WAN should be able to generate report for:	
	a. Traffic statistics of all the included path	
	b. Specific application utilization	
	c. Path performance	
3	The SD WAN should be able to generate system events/logs for events that have taken place in the system such as login, changes to configuration and system related errors or warnings.	
4	The SD WAN should have GUI (Graphical User Interface) for report generation.	
5	The SD WAN must provide following reports of Individual link quality/ Virtual link quality on daily, weekly, monthly etc.:	
	a. Packet loss in the links	
	b. Latency of links	
6	The SD WAN controller should contain a single dashboard which includes all other device status like CPU, Link Status, event logs etc.	
7	The solution should provide an option for scheduling reports.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
Operations and Maintenance Services		
1	The Successful bidder shall ensure the maintenance of the connectivity during the contract period and should ensure data security.	
2	Should have 24 X 7 facilities to raise trouble tickets and customer support	
3	Should intimate about planned events and service outages through alerts.	
4	Should provide online performance monitoring reporting indicating bandwidth utilization, network latency, packet loss, jitter, link availability parameters.	
5	The solution needs to be flexible enough to support customization in case of any future requirements with the availability of the OEM engineering/support team in India.	
6	On detection of add / delete of link in the device, there should be an alert functionality and must have option to lock/deactivate the device or to activate the device.	
7	Policy deployment on multiple devices at one time.	
8	Solution should support controller based summarized view of device and link status along with notification.	
SD WAN Management Controller Functional Requirements		
1	The solution should comprise of a centralized single plane of Controller/ Manager system which should be placed in DC/ DRC/ Head Office/ Any other site decided by Bank for	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	automation, device configuration, Policy Orchestration, Software updates etc.	
2	The Controller must support up to 10000 SDWAN devices / locations in a single instance or a single cluster.	
3	The solution should come with a web-based administration interface and GUI Console for Monitor/ Control/ Management.	
4	The centralized controller should support Role Based Access Control that provides only relevant information to the user based on their roles and privileges.	
5	The solution should be able to define the Custom roles in addition to redefined roles.	
6	The upgrade of SD-WAN CPE devices should be centrally done using the Controller/ Management/ Orchestrator platform.	
7	The DC/ DRC/ Head Office management console should have the capacity and scalability to manage all SD-WAN edge devices.	
8	Appliance should be able to integrate with central authentication solutions such as	
	a. Active Directory/ TACACS/ Radius	
	b. Solution should have privilege level of users like L-1, L-2 and L-3 to control and to manage deployed SD-WAN devices.	
9	The solution should be able to perform time synchronization with NTP server.	
10	The appliance should support Real Time telemetry or equivalent to monitor the system Health (CPU, memory utilization, Ethernet port bandwidth, Link utilization) on real time.	
11	The management or Controller shall be able to monitor the Network statistics	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	including CPU, memory utilization, Ethernet port bandwidth, Link utilization, all network paths/ link utilization etc.	
12	Solution should support API enabling easy third-party product and service integration using REST architecture where data can be XML or JSON coded.	
13	The SDWAN controller must have REST APIs available for 3rd party integration or integration with custom automation tools	
14	The controller must be able to be configured in HA mode to avoid a single point of failure.	
15	The solution should provide Customer Dashboard/ Customer Portal for, detailed visibility of the applications being accessed and their usage. Link visualization: Device / Link Up and Down, Link Quality and BW utilization should get captured in the dashboard	
16	The solution will allow administrators to forward alerts from the system using email.	
17	The solution should provide capability of remote diagnostics like Ping, trace route, testing VPN connectivity, Speed test, etc. through a centralized GUI without the requirement of login into CLI of individual branches.	
18	The Controller / Management solution should record and maintain the history of all configuration changes made over time.	
SDWAN Reporting		
1	The SD-WAN should have GUI (Graphical User Interface) for Report Generation.	
2	The SD-WAN controller should contain a single dashboard which includes all	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	other device status like CPU, Link status, event logs etc.	
3	The SD-WAN should support report generation for Network statistics link utilization and path performance including latency, jitter, throughput.	
4	The SD-WAN should support the option to go back in time and check for things like average throughput of the link, latency, jitter, etc.	
5	The SD-WAN should be able to generate system events/ historical logs for events that have taken place in the system such as a login, changes to configuration and system related errors or warnings.	
6	The SD-WAN will provide automated real time event alert mechanism.	
7	The SDWAN solution should have the ability to customize with report selection options and export reports as CSV format.	
8	The solution should have filtering and search capabilities.	
9	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like	
	a. Statistics of bandwidth usage of each application.	
	b. Flow of each application.	
	c. Link Utilization	
SD WAN Hardware/Appliance at DC, DR, HO, ZO, CO and Branches SD-WAN Router for DC / DR		
1	Proposed SDWAN appliance must be rack mountable with minimum	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	a. 8X1/10Gig fiber ports and 20x1Gig ports for WAN and 4x40Gig routable ports for LAN connectivity	
	b. OOB Port for management of Device or Console Ports	
	c. USB port(s)	
2	The appliance should have a hot swappable redundant power supply.	
3	DC and DR must be provided each with dual Hardware for High Availability (HA)	
4	The SDWAN appliance must be able to change the role of any ports using system configurations and without re-imaging the software.	
5	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 3G/4G, PPPoE connectivity.	
6	SDWAN solution must be able to use minimum 2 WAN links together at same time.	
7	The appliance should support a minimum of 10 Gbps SD-WAN throughput from day 1.	
8	Should include the dynamic routing protocols like BGP & OSPF etc.	
9	Should be able to support VoIP traffic.	
10	Should support IPV6 from day one.	
11	Should support the IPsec VPN deployment modes: Gateway-to-gateway, hub-and-spoke, full mesh, redundant-tunnel, VPN termination in transparent mode.	
12	Should include IPsec Configuration Wizard for termination with popular third-party devices.	
13	Should support Built-in DHCP, NTP.	
14	Vendor should have complete R&D Centre & Support Centre in India, and	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	the IPR should be completely owned in India.	
Central Devices Feature		
1	All devices / components provisioned as part of SDWAN solution should support sending logs including but not limited to syslogs, audit logs, debug logs, system events. Audit logs must contain details of all the changes made to the device.	
2	Proposed Central Device should not communicate outside bank environment for any update/ patch release/ bug fixes etc	
3	Proposed Central Device should be able to access only through web based from the Bank network for configuring and controlling. SSH, USB port and telnet should be disabled by default and console should be password protected.	
4	All the functionality and feature license should be pre-installed and it should be usable from day one of operation.	
5	Proposed Central Device should be automatically able to retrieve the network LAN information without running any separate routing protocols like BGP, OSPF between the edge devices	
6	Proposed Device should support multiple VPN solutions like AES256 /IPSEC site-to-site/DMVPN/GET VPN or equivalent	
7	Proposed Central Device should be able to rotate encryption keys periodically , without impacting IPSec network and should cater need of 6500 Branches from day 1	
8	The Proposed solution or Central Device should support minimum 250 VRF or equivalent instances from day one to cater the need of 6500 Branches from day 1.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
9	The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI.	
10	Role based dashboards view should be made available to each HO/ZO/CO circle comprising of the branches pertaining to that specific purview. In addition, a central view dashboard should be available for NOC and Banks HO Team .	
SD-WAN Router for HO/ZO		
1	Proposed SDWAN appliance must be of desktop form factor with minimum of 3 WAN ports and 3 LAN ports, 8GB RAM, and 1 USB ports.	
2	The appliance should be a desk mount, energy friendly with fan-less design with heat sink for heat dissipation.	
3	The SDWAN appliance must be able to change the role of the RJ45 ports using system configurations and without re-imaging the software.	
4	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 3G/4G, PPPoE connectivity.	
5	SDWAN solution must be able to use minimum 3 WAN links together at same time.	
6	The appliance should have a minimum of 200 Mbps of Aggregated SD-WAN licenses from day 1 with all security features enabled and scalable upto 500 Mbps.	
7	Should include the dynamic routing protocols like BGP & OSPF etc.	
8	Should be able to support VoIP traffic.	
9	Should support IPV6 from day one.	
10	Should support the IPsec VPN deployment modes: Gateway-to-	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	gateway, hub-and- spoke, full mesh, redundant-tunnel.	
11	Should include IPsec Configuration Wizard for termination with popular third-party devices	
SD-WAN Router for CO (Circle Office)		
1	Proposed SDWAN appliance must be of desktop form factor with minimum of 3 WAN ports and 3 LAN ports, 8GB RAM, and 1 USB ports.	
2	The appliance should be a desk mount, energy friendly with fan-less design with heat sink for heat dissipation.	
3	The SDWAN appliance must be able to change the role of the RJ45 ports using system configurations and without re-imaging the software.	
4	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 3G/4G, PPPoE connectivity.	
5	SDWAN solution must be able to use minimum 3 WAN links together at same time.	
6	The appliance should have a minimum 100 Mbps of Aggregated SD-WAN licenses from day 1 with all security features enabled and scalable upto 300 Mbps.	
7	Should include the dynamic routing protocols like BGP & OSPF etc.	
8	Should be able to support VoIP traffic.	
9	Should support IPV6 from day one.	
10	Should support the IPsec VPN deployment modes: Gateway-to-gateway, hub-and- spoke, full mesh, redundant-tunnel.	
11	Should include IPsec Configuration Wizard for termination with popular third-party devices	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
SD-WAN Router for Branches		
1	Proposed SDWAN appliance must be of desktop form factor with minimum of 3WAN ports and 2 LAN port, LAN (10/100/1000 RJ-45) Ports, 8GB RAM, and 1 USB ports.	
2	There should be no built-in mapping of a physical port to a WAN or LAN type and purely by software we should be able to map a physical port as a WAN or LAN interface.	
3	The appliance should be a desk mount, energy friendly with fan-less design with heat sink for heat dissipation.	
4	The SDWAN appliance must be able to change the role of the RJ45 ports using system configurations and without re-imaging the software.	
5	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 3G/4G, PPPoE connectivity.	
6	SDWAN solution must be able to use minimum 3 WAN links together at same time.	
7	The appliance(s) should have a minimum of:	
7a	20 Mbps of Aggregated SD-WAN licenses from day 1 with all security features scalable upto 50 Mbps	
7b	30 Mbps of Aggregated SD-WAN licenses from day 1 with all security features scalable upto 60 Mbps	
7c	40 Mbps of Aggregated SD-WAN licenses from day 1 with all security features scalable upto 70 Mbps	
8	Should include the dynamic routing protocols like BGP & OSPF etc.	
9	Should be able to support VoIP traffic.	
10	Should support IPV6 from day one.	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
11	Should support the IPsec VPN deployment modes: Gateway-to-gateway, hub-and-spoke, full mesh, redundant-tunnel.	
12	Should include IPsec Configuration Wizard for termination with popular third-party devices	
13	All SD-WAN branch devices should only use modern REST based API communication for both routing control plane, and management plane.	
Branch/HO/CO/ZO Devices Features		
1	Device should be able to aggregate all the available bandwidth available and use links Application wise as suggested by bank. In case any link goes down application running on that link shall be moved to other link in order of preference defined centrally.	
2	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	
3	The provisioning should be such that if the primary controller is completely down, the branch device should automatically register itself with the next available controller without any manual intervention, considering controllers placed in data centers and DR locations having different IP addresses.	
4	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	
5	The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6	



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
	d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 and vice versa natting	
6	All the branch end devices integrated with the central orchestrator should have capability to get identified based on tags. Each device should support a minimum of 10 such tags.	
7	The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. syslog for at least 1 month. 2. minimum 2 OS images. 3. configuration file up to 5 revision number	
8	All LAN and WAN interfaces of the device should support manual and auto negotiation in terms of speed, duplex, MTU, MSS, bandwidth, etc. with all other OEM devices.	
9	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise	
10	The Devices should support for connectivity more than one independent switches.	
11	Devices should be capable to provide on demand tunnel with any other branch device/other WAN locations	
12	Device should be capable to operate in a Heterogenous network environment and must be able to integrate in Banks existing Network.	
13	Devices must be able to communicate with NON-SD WAN branches/ SD WAN Branches running on other Service Provider.	
14	Device must be capable to provide the routing function.	
Other General Requirement		



Sr. No.	Required Minimum Specification	Compliance (Yes / No)
1	In the Proposed SDWAN Solution, all links including secondary handoff's, extended till the headend devices placed at Data Centre should be deployed and configured in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be a managed device (ex. Managed switch)	
2	in the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be in HA and should be a managed device.	
3	All SDWAN components/devices deployed in High Availability should be capable of: a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions. b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions.	

Table 83: SD-WAN Features



23. Annexure XIV – Indicative Cloud Infrastructure of department

Infrastructure at Primary Site (DC):

A	Cloud Hosting	Unit
A1	vCores 4 RAM 16 GB Disk (800-1200 IOPs/TB) 300 GB	12 No.
A2	vCores 16 RAM 32 GB Disk (800-1200 IOPs/TB) 1000 GB	5 No.
A3	vCores 16 RAM 32 GB Disk (800-1200 IOPs/TB) 600 GB	3 No.
A4	vCores 16 RAM 64 GB Disk (800-1200 IOPs/TB) 1000 GB	7 No.
A5	vCores 16 RAM 64 GB Disk (800-1200 IOPs/TB) 600 GB	6 No.
A6	vCores 4 RAM 16 GB Disk (800-1200 IOPs/TB) 720 GB	1 No.
A7	vCores 32 RAM 64 GB Disk (800-1200 IOPs/TB) 1980 GB	5 No.
A8	vCores 4 RAM 16 GB Disk (800-1200 IOPs/TB) 250 GB	12 No.
A9	vCores 32 RAM 64 GB Disk (800-1200 IOPs/TB) 2520 GB	1 No.
A10	vCores 16 RAM 32 GB Disk (800-1200 IOPs/TB) 250 GB	13 No.
A11	vCores 8 RAM 16 GB Disk (800-1200 IOPs/TB) 350 GB	36 No.
A12	vCores 48 RAM 128 GB Disk (800-1200 IOPs/TB) 2757.6 GB	19 No.
A13	vCores 2 RAM 4 GB Disk (800-1200 IOPs/TB) 100 GB	9 No.
A14	vCores 2 RAM 16 GB Disk (800-1200 IOPs/TB) 100 GB	2 No.
A15	vCores 38 RAM 64 GB Disk (800-1200 IOPs/TB) 1843.2 GB	2 No.
A.1	Addon Resources	
A1.1	Additional CPU (Core)	816
A1.2	Additional RAM (GB)	1724
B	Software Licenses	
B1	MS Windows 2012 SE R2	421 No.
B2	RHEL 7.2	42 No.
B3	MS SQL 2014 Enterprise Edition	28 No.
B4	Monitoring Tools for VM's, Port & Firewall	150 No.
C	Storage & Backup	
C1	Backup (Space + Software)	245.63 No.
C2	Additional (HDD) Storage	7.88814 TB.
C3	Additional (HDD) file Share Drive Storage	109.55 TB.
D	Network & Connectivity Services	
D1	vLoad Balancer (1 Gbps Throughput)	13 No.
D2	Public IP's (IPv6/ IPv4)	35 No.
D3	Cross-Connect +Port Termination	2 No.
D4.1	Unmetered Internet Bandwidth at Datacentre Site	146 No.
D4.2	Unmetered Internet Bandwidth at Datacentre Site	177 No.
D4.3	Unmetered Internet Bandwidth at Datacentre Site	215 No.
E	Security Services	
E1	vFirewall (1 Gbps Throughput)	4 No.
E2	vUTM (1 Gbps Throughput)	1 No.
E3	SIEM Tool	150 No.
E4	DDos As a Service	1 No.
E5	Antivirus & HIPS	146 No.
E6	Vulnerability Assesment test (Yearly Twice)	292 No.
E7	SSL VPN	62 No.
E8	Active Directory Services (AD)	38 No.
E9.1	40,000 IOPs on NVME Storage (Unit in GB)	6213.3 No.



E9.2	2,000 IOPs on NVME Storage (Unit in GB)	6798
E9.3	4,000 IOPs on NVME Storage (Unit in GB)	4015 No.
E9.3	4,000 IOPs on NVME Storage (Unit in GB)	400 No.
F	Managed Hosting Services	
F1	Operating System Management Services	133 No.
F2	Storage Management Services	1 No.
F3	Backup Management Services	150 No.
F4	Database Management Services	36 No.
F5	vFirewall & vUTM Management Services	4 No.
F6	vLoad Balancer Management Services	13 No.

Table 84: Indicative Cloud Infrastructure of Department

Snapshot of Near DR and FAR DR of department:

A	Software Licenses	Unit
A1	Monitoring Tools for VM's, Port & Firewall	5 No.
C	Storage Solution	
C1	Near DR Storage	225 TB.
C2	Far DR Storage	225 TB.
D	Network & Connectivity Services	
D1	Cross-Connect +Port Termination	2 No.
D2	Unmetered Internet Bandwidth at Datacentre Site	100 Mbps.
D3.1	Shared P2P Link from DC to Far DR	51 Mbps.
D3.2	Shared P2P Link from DC to Far DR	103 Mbps.
D3.3	Shared P2P Link from DC to Far DR	100 Mbps.
D4	ILL for Far DR (For Redundancy)	67 Mbps.
E	Security Services	
E1	vFirewall (1 Gbps Throughput)	4 No.
E2	vUTM (1 Gbps Throughput)	1 No.
F	Managed Hosting Services	
F1	Storage Management Services	1 No.
F2	vFirewall & vUTM Management Services	5 No.
	Additional Storage Solution	
	Near DR Storage	21 TB.
	Far DR Storage	21 TB.

Table 85: Near DR Snapshot

The above-mentioned cloud infrastructure is indicative and selected bidder must do sizing based on the then requirement of the department.



24. Annexure XV – Common guidelines regarding compliance of Systems / Equipment

- a. The specifications mentioned for various IT / Non-IT components are indicative requirements and should be treated for benchmarking purpose only. The Bidders are required to undertake their own requirement analysis and may propose higher specifications that are better suited to the requirements.
- b. In case of addition/update in number of license for the products, the bidders are required to meet of technical specifications contained in the RFP and for the upward revisions and/or additions of licenses is required be made.
- c. None of the IT / Non-IT equipment's proposed by the Bidder should be End of Life product. It is essential that the technical proposal is accompanied by the OEM certificate, where-in the OEM will certify that the product is not end of life product & shall support for at least 5 years from the date of Bid Submission.
- d. All IT Components should support IPv4 and IPv6.
- e. Technical Bid should be accompanied by OEM's product brochure / datasheet. Bidders should provide complete make, model, part numbers and sub-part numbers for all equipment/software quoted, in the Technical Bid.
- f. Bidders should ensure that only one make and model is proposed for one component in Technical Bid for example all desktop computers must belong to a single OEM and must be of the same model etc.
- g. Bidder should ensure complete warranty and support for all equipment from OEMs. All the back-to-back service agreements should be submitted along with the Technical Bid.
- h. All equipment, parts should be original and new.
- i. The user interface of the system should be a user-friendly Graphical User Interface (GUI).
- j. Critical core components of the system should not have any requirements to have proprietary platforms and should conform to open standards.
- k. For custom made modules, industry standards and norms should be adhered to for coding during application development to make debugging and maintenance easier. Object oriented programming methodology must be followed to facilitate sharing, componentizing, and multiple use of standard code. Before hosting the application, it shall be subjected to application security audit (by any of the CERT-IN empanelled vendors) to ensure that the application is free from any vulnerability; and approved by the OIGR.
- l. All the Machines / Servers shall support static assigned IP addresses or shall obtain IP addresses from a DNS/DHCP server.
- m. The Selected bidder should also propose the specifications of any additional servers / other hardware, if required for the system.
- n. The Selected bidder must provide the architecture of the solution it is proposing.
- o. The system servers and software applications will be hosted on Cloud as specified in the Bid.
- p. The Servers provided should meet industry standard performance parameters (such as CPU Utilization of 60 percent or less, disk utilization of 75 percent or less). In case any non- standard computing environment is proposed, detail clarification needs to be provided in form of supporting documents, to confirm (a) how the sizing has been arrived at and (b) how SLAs would be met.
- q. The bidder is required to ensure that there is no choking point / bottleneck anywhere in the system (end-to-end) and enforce performance and adherence to SLAs. SLA reports must be submitted as specified in the Bid without fail.
- r. All the hardware and software supplied should be from the reputed Original Equipment Manufacturers (OEMs). IGR reserves the right to ask replacement of any hardware / software if it is not from a reputed brand and conforms to all the requirements specified in the tender documents.
- s. Selected Bidder shall place orders on various OEMs directly or through distributor and not through any sub-contractor / partner. All licenses should be in the name of OIGR.



25. Annexure XVI – Other Office Consumables (Stationary)

The following office stationary list is indicative in nature. Bidder should do a careful study and examination of requirements. Following stationary list is for 1 SRO office.

Sr No	Description	Required qty	Requirement Frequency
1	L FOLDER A/4	10	Monthly
2	Stepler Big	1	Yearly
3	Stepler Pins Big	10	Monthly
4	SCISSOR	3	Yearly
5	LONG BOOK	5	Monthly
6	REGISTERs	10	Monthly
7	SHARPENER	5	Monthly
8	ERASER NON DUST	5	Monthly
9	STEEL SCALE 12	5	Yearly
10	MARKER PEN	5	Monthly
11	HIGHLIGHTER	5	Monthly
12	LACE WHITE bundle	2	Monthly
13	LACE RED bundle	2	Monthly
14	PENCIL(10 QTY BOX)	2	Monthly
15	CUTTER	5	Yearly
16	CLEAR TAPE	5	Monthly
17	File Folder	10	Monthly
18	BOX FILE	5	Monthly
19	PEN BALL POINT (10 qty box)	2	Monthly
20	GUM 300 ml bottle	2	Monthly
21	SKETCH PEN PACK	2	Monthly
22	Green Cotton Cloth Box(20 QTY)	1	Monthly
23	STICKIT PROMPT FLAG 3 (Box)	5	Monthly
24	Punching Machine Big	1	Yearly
25	Punching Machine Regular Size	5	Yearly
26	DUSTER CLOTH MICROFIBRE	12	Monthly
27	GLUE STICK 15 GM	5	Monthly
28	Calculator	3	Yearly
29	Small Stepler	3	Yearly
30	INK (Red, Blue, Black)	3	Monthly
31	Ink Pad Small	2	Yearly
32	Ink Pad Big	2	Yearly
33	Medium Stepler	2	Yearly
34	Call Bell	1	Yearly
35	Duster	1	Monthly
36	White Board	1	Once
37	White marker	5	Monthly
38	White Board Duster	1	Yearly
39	U-Pink Box	2	Monthly
40	File Cloth (Gattha Rumal) Box	2	Monthly



Sr No	Description	Required qty	Requirement Frequency
41	Envelop (Green, Brown, White)	6	Monthly
42	Spong	5	Monthly
43	Magnifying Glass	1	Yearly
44	Glass table top (5ft x 3ft)	1	Once
45	Pen Stand	1	Yearly
46	Office Stamp	10	Yearly
47	Notice Board (5ft x3 ft)	1	Once
48	Document Shredder	1	Once

Table 86: Other, Office Consumables

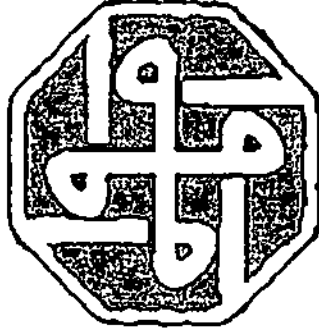


List of Tables

Table 1 : General Details	7
Table 2: Glossary	9
Table 3: Definition	13
Table 4: Registration and Stamps Department Services and Time Limit	16
Table 5: Stakeholder's Expectations	19
Table 6: Eligibility Criteria	23
Table 7: Technical evaluation criteria	34
Table 8: Parameters to judge the presentation outcome	41
Table 9: Indicative List of Applications used by IGRO	57
Table 10: Indicative Manpower List	58
Table 11: Software Development and deployment checklist to be implemented at IGR.....	59
Table 12: Requirement Gathering Phase	59
Table 13: Design Phase	59
Table 14: Development Phase	59
Table 15: Testing Phase	59
Table 16: Integration Phase	60
Table 17: UAT.....	60
Table 18: Capacity Building	60
Table 19: Phase Deployment	60
Table 20: Implementation Phase	60
Table 21: Support and Maintenance.....	61
Table 22: Change Management	61
Table 23: Indicative List of Printing Documents at SR Office.....	68
Table 24: IT Support Team Structure at Districts	72
Table 25: Resource Qualification and Responsibility	75
Table 26:Resource Qualification and Responsibility	83
Table 27: Pre-bid Queries Format	84
Table 28: Bidder Information	85
Table 29:Bidder Information	85
Table 30: Indicative Timelines.....	90
Table 31: Pre-Implementation SLAs	92
Table 32: Post Implementation SLAs.....	92
Table 33: Cloud Implementation SLAs	103
Table 34: Current Turnaround time for IGR activities.....	105
Table 35: Critically Level Classification	106
Table 36: Criticality Levels	107
Table 37: Manpower Availability.....	107
Table 38: Amravati Division - IGR Offices List	117
Table 39: Chhatrapati Sambhaji Nagar Division - IGR Offices List.....	122
Table 40: Latur Division - IGR Offices List	128
Table 41: Mumbai Division - IGR Offices List.....	131
Table 42: Nagpur Division - IGR Offices List.....	138
Table 43: Nashik Division - IGR Offices List	148
Table 44: Pune Division - IGR Offices List	164
Table 45: Thane Division - IGR Offices List.....	172
Table 46: Collector of Stamps Offices List.....	173



Table 47: Town Planning Offices (Valuation) List.....	174
Table 48: Historical Data	194
Table 49: SRO Wise Scanned Pages	212
Table 50: Commercial Bid Format.....	213
Table 51: IT Infrastructure Indicative Specifications.....	214
Table 52: Branch Router Specifications.....	215
Table 53: Branch Router For MPLS	215
Table 54: L2 Switch	216
Table 55: Switch -24 Port.....	216
Table 56: L2 Switch - 48 port.....	216
Table 57: Server Rack Specifications	216
Table 58: UPS Specifications	217
Table 59: 24 U Rack Specifications	217
Table 60: Patch Panel.....	218
Table 61: Patch Panel.....	218
Table 62: AIO desktop Computer Specification	218
Table 63: Mono Printer Specifications	219
Table 64: ADF Scanner Specifications.....	219
Table 65: Web Camera Indicative Specifications	220
Table 66: Digital Sign Pad Indicative Specifications	220
Table 67: Thumb Scanner Indicative Specifications	221
Table 68: Display.....	221
Table 69: Iris Scanner	221
Table 70: VC System	221
Table 71: Photocopier Specifications.....	222
Table 72: 55 Inch Display.....	223
Table 73: Network Rack Specifications	223
Table 74: LED Display Specifications	223
Table 75: LED Video Wall Specifications	224
Table 76: Video Wall Controller Specification	225
Table 77: CCTV Camera Specifications	226
Table 78: Network Video Recorder Specifications	226
Table 79: LED Monitor Specifications.....	227
Table 80: Video Management Software	227
Table 81: Microphone Specifications	227
Table 82: Features of High Security Printing	229
Table 83: SD-WAN Features	257
Table 84: Indicative Cloud Infrastructure of Department.....	259
Table 85: Near DR Snapshot	259
Table 86: Other, Office Consumables	262



Corrigendum A

For

**Selection of a Managed Service Provider for Modernization of
the Offices of the Inspector General of Registration and
Controller of Stamps under Govt. of Maharashtra**

Tender Number: IGR/Desk3/e Tender/Modernization of SR Offices/558/2025



Table of Contents

1. Clause Amendment.....	2
2. Additional Information.....	3
2.1 Application	3
2.1.1 Application Tech Stack.....	4
2.1.2 Property Notice Application.....	4
2.2 Cloud.....	5
2.2.1 Security Audit	5
2.2.2 Server Details	5
2.3 All Manpower	9



1. Clause Amendment

#	RFP Section	Page No.	Clause Number	Original Clause	Amended Clause
1	4 (Definitions)	10	Table 3: Definition - Term - Bidder	Bidder is sole bidder or Lead Bidder, in case of consortium. The bidder can be the holding company and in case the bidder is the holding company then the credentials of the holding company will be considered for all evaluation parameters including turn over or work experiences etc. the credentials of the subsidiary will not be considered. Also, if the subsidiary company is the bidder, then only the credential of the bidding subsidiary company will only be considered for all the evaluation parameters.	Bidder is sole bidder or Lead Bidder, in case of consortium. The bidder can be the holding company and in case the bidder is the holding company then the credentials of the holding company will be considered for all evaluation parameters including turn over or work experiences etc. the credentials of the subsidiary will not be considered. Also, if the subsidiary company is the bidder, then the credential of the bidding subsidiary company and its holding or parent company's credentials will accepted for all the evaluation parameters.
2	7 (Eligibility Criteria)	20	3	Certificate from the Statutory auditor specifying the annual turnover in the last 3 financial years as on date of bid submission with UDIN no.	Certificate from the Statutory auditor / Chartered Accountant specifying the annual turnover in the last 3 financial years as on date of bid submission with UDIN no. In case Chartered Accountant certificate is submitted the said certificate with UDIN number also need to be counter signed by Company Secretary of the bidder's company.
3	7 (Eligibility Criteria)	21	Point no 7	The project submitted should have gone live and is operational for it to be considered for evaluation.	The project submitted should have gone live and is operational / completed for it to be considered for evaluation.
4	7 (Eligibility Criteria)	21	6	A duly certified statement from the Statutory auditor specifying the Net worth in last 3 financial years as on date of bid submission with UDIN no.	A duly certified statement from the Statutory auditor / Chartered Accountant specifying the Net worth in last 3 financial years as on date of bid submission with UDIN no. In case Chartered Accountant certificate is submitted the said certificate with UDIN number also need to be counter signed by Company Secretary of the bidder's company.
5	8.14 Evaluation of Technical Bid	32 & 33	iv - Sr No 5 of Table 7: Technical evaluation criteria - Supporting Documents Column	Certificate from the Statutory auditor specifying the annual turnover in last 3 financial years as on date of bid submission with UDIN no.	Certificate from the Statutory auditor / Chartered Accountant specifying the annual turnover in last 3 financial years as on date of bid submission with UDIN no. In case Chartered Accountant certificate is submitted the said certificate with UDIN number also need to be counter signed by Company Secretary of the bidder's company.
6	8.14 (Evaluation of Technical Bid)	34	v	Bidders who obtain 70% marks will be technically qualified and will be considered for financial evaluation	Bidders who obtain 70% marks will be technically qualified and will be considered for financial evaluation. Additionally, each bidder shall obtain minimum 70 % marks of Max Score for Evaluation of Technical Bid Sr. No. 9 to be considered Technically Qualified.
7	8.16 (Performance Bank Guarantee)	35	i	The selected bidder shall at his own expense, deposit with OIGR, within 30 days of the notification of award (done through issuance of the Work Order), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, payable on demand, for the due performance and fulfillment of the contract by the bidder. Bidder should preferably deposit PBG from nationalized banks.	The selected bidder shall at his own expense, deposit with OIGR, within 30 days of the notification of award (done through Issuance of the Work Order), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, payable on demand, for the due performance and fulfillment of the contract by the bidder. Bidder should preferably deposit PBG from nationalized / Scheduled banks.
8	8.16 (Performance)	35	iv	A fresh PBG shall be furnished to the department every year.	A PBG furnished to the department shall be for the entire duration of contract.



	Bank Guarantee)				
9	9.9 (Supply of Manpower (Office Assistant) & Operations)	69	III. f)	The personnel deputed to offices shall not be changed by the Selected Bidder in any circumstances unless there is a specific request for so from department in writing or written request of the concerned person.	The personnel deputed to offices shall not be changed by the Selected Bidder in any circumstances unless there is a specific request for so from department in writing or written request of the concerned person or by the bidder
10	14. Annexure V – Self Certification	86		I/We hereby declare that my company/firm is not debarred / blacklisted by any Government / Semi Government organizations / Institutions in India or abroad.	I/We hereby declare that our company/firm has not been blacklisted, debarred, banned, or otherwise restricted from participating in any tendering process by any Government, Semi-Government organization, Public Sector Undertaking (PSU), Local Government Body, or Government Institution in India or abroad
11	16 (Annexure VII – Service Level Agreements)	92	Post-Implementation SLAs Note:	Overall penalty shall not be more than 100% of the total Project Value.	The total penalties applicable in any given quarter shall not exceed 100% of the invoice value for that quarter.
12	17 (Annexure VIII – Format for Performance Bank Guarantee)	108		The Company has agreed to furnish OIGR in Guarantee of the Nationalized Bank for the sum of Rs (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms, covenants, and conditions of the said AGREEMENT. We Bank Registered in India under Act and having one of our Local Head Office at do hereby guarantee to OIGR in Department.	The Company has agreed to furnish OIGR in Guarantee of the Nationalized / Scheduled Bank for the sum of Rs (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms, covenants, and conditions of the said AGREEMENT. We Bank Registered in India under Act and having one of our Local Head Office at do hereby guarantee to OIGR in Department.
13	SD-WAN Hardware/Appliance at DC, DR, HO, ZO, CO and Branches SD-WAN Router for DC / DR	249	1	Proposed SDWAN appliance must be rack mountable with minimum of 8x1/10Gig fiber ports and 20x1Gig ports for WAN and 4x40Gig routable ports for LAN connectivity	The specification for the SD-WAN Router for DC/DR has been revised to Rack-mountable, min 8x1/10Gb fiber WAN, 8x1Gb WAN, 4x40Gb routable LAN, OOB/Console/USB ports
14	SD-WAN Router for HO/ZO	252	1	Proposed SDWAN appliance must be of desktop form factor with minimum of 3 WAN ports and 3 LAN ports, 8GB RAM, and 1 USB ports.	The specification for the SD-WAN Router for HO/ZO has been revised to: 2 x SFP+ , 3 x WAN , 8 xGE TX , 1 xUSB, 8 GB RAM, 64GB or More Storage
15	SD-WAN Router for CO (Circle Office)	253		Proposed SDWAN appliance must be of desktop form factor with minimum of 3 WAN ports and 3 LAN ports, 8GB RAM, and 1 USB ports.	The specification for the SD-WAN Router for CO (Circle Office) has been revised to: 2 x SFP+ , 3 x WAN , 8 xGE TX , 1 xUSB, 8 GB RAM, 64GB or More Storage
16	SD-WAN Router for Branches	254		Proposed SDWAN appliance must be of desktop form factor with minimum of 3WAN ports and 2 LAN port, LAN (10/100/1000 RJ-45) Ports, 8GB RAM, and 1 USB ports.	The specification for the SD-WAN Router for Branches has been revised to: 2 x SFP+ , 3 x WAN , 4 xGE TX , 1 xUSB, 8 GB RAM, 32GB or More Storage

2. Additional Information

2.1 Application

At this stage, the department has outlined the broad scope of the project. However, detailed functional requirements and module-wise specifications will be finalized in consultation with the selected bidder during the System Study and Requirement Analysis phase. The selected bidder is expected to carry out a comprehensive assessment of the existing systems, workflows, and user requirements. This assessment should include detailed analysis through stakeholder interactions, system reviews, and process evaluations to accurately define and document the functional requirements. The documentation must be thorough, clearly outlining the current challenges, user expectations, and system capabilities.



Furthermore, the selected bidder shall propose a robust and comprehensive Single Sign-On (SSO) application that integrates all the applications listed in the scope of work. The proposed SSO solution must ensure secure, seamless, and unified access for users across all integrated systems using a single set of credentials. The solution should comply with applicable government standards and security protocols and be scalable to accommodate future enhancements or additional applications.

Please find below list of existing applications related to document registration ecosystem.

#	Application Name
1	i-SARITA (Computerized web-based Registration)
2	e-Registration (Online registration without visiting to SRO)
3	e-Filing (Online Filing Notice of Intimation)
4	Marriage Registration
5	e-Search (online Property Transactions search)
6	Public Data Entry
7	e-Stop-In (for online timestamp booking for i-SARITA)
8	e-Valuation (for online calculation of property Valuation)
9	e-ASR (Online Annual Statement of Rates)
10	Pay2IGR (for payment of DHC, stamp duty and registration fees)
11	Document Handling Charges (DHC)
12	Refund (for cases related to refund of stamp duty and registration fees)
13	Adjudication
14	GSO (stock management of physical stamps)
15	IGR website
16	CRM (Citizen relationship management application for Call Centre)
17	My Sarita (Mobile application)
18	Dashboard (for monitoring and reporting of document registrations)
19	Physical Filing
20	Court Case Tracking System
21	Section 10D
22	Aaplo Sarkar (RTS)
23	Scanning Application
24	Inspection Client Application
25	e-Proman

2.1.1 Application Tech Stack

Since 2012, the National Informatics Centre (NIC) has served as the dedicated technical partner for OIGR, providing end-to-end support in the design, development, deployment, and maintenance of all digital applications. Over the years, NIC has developed a suite of applications as per requirement of the OIGR. The legacy applications, categorized under version 1.9, were primarily developed using the Microsoft .NET framework, offering web-based functionalities. In alignment, the newer generation of applications, classified under version 2.0, have been developed using PHP.

- a. 1.9 applications
 - I. Frontend – HTML, CSS, Bootstrap
 - II. Backend – Programming Language C# and VB.NET, Framework ASP.NET 2.0, 4.0, 4.5
 - III. Database – PostgreSQL 9.6, 13
- b. 2.0 applications
 - I. Frontend – HTML, CSS, Bootstrap, JQuery
 - II. Backend – Cake PHP 2.0,
 - III. Database – PostgreSQL 9.6, 13, 15

2.1.2 Property Notice Application

Existing Digital Infrastructure for AI/ML Integration:

As of now, the department does not have any active AI/ML integration within its digital infrastructure. While certain foundational components such as document repositories and metadata storage exist, there is no dedicated data lake or API gateway currently implemented for AI/ML use. The selected bidder is expected to assess the existing infrastructure and propose suitable enhancements or integrations to meet RFP requirements.

Types of Data Available for AI/ML Use Cases:

The bidder will be responsible for conducting a comprehensive assessment.

Expected Document Volume for Semantic Search:

The department does not currently have semantic search capabilities in place. The selected bidder is expected to assess the volume and structure of digitized documents and propose a scalable semantic search solution accordingly to meet RFP requirements.

Tender Number: IGR/Desk3/e Tender/Modernization of SR Offices/558/2025

As of now, the department does not prescribe a specific technology stack for frontend development (web or mobile). The selected bidder is free to propose a suitable technology stack based on industry best practices, scalability, security, and ease of integration with existing systems.

2.2 Cloud

The current vendor (ESDS) serves as the designated Cloud Service Provider (CSP) for the department, the primary Data Center (DC) is located in Mumbai, while the Disaster Recovery (DR) site is situated in Nashik. Hosting and management of all applications developed and maintained under the OIGR framework. These applications, inclusive of both legacy and modern platforms, are securely hosted on the vendor's cloud infrastructure, ensuring high availability, data integrity, and compliance with government standards. The hosted environment encompasses critical document metadata and scanned images associated with registered documents. Following the ongoing digitization initiative of historical records, all corresponding metadata and scanned documents will be systematically migrated to the cloud, thereby centralizing access and enhancing operational efficiency across the department.

Note: The selected bidder will be responsible for securely storing all data associated with the Department on OIGR cloud.

In current infrastructure, virtual machines (VMs) are hosted using industry-standard hypervisors like VM ware and Citrix. The environment primarily consists of Windows and Linux-based systems. And all data related to OIGR is available in electronic format. Currently, user account provisioning and de-provisioning are performed manually. The current Cloud Service Provider (CSP) utilizes a shared Security Operations Center (SOC) model for monitoring and managing security incidents.

The selected bidder can propose a new Vulnerability Management solution as part of the engagement. The solution should be capable of scanning all internal and external IP within the infrastructure. During assessment the selected bidder find out all IP details. Penetration Testing is in scope for the selected bidder. It is expected to be conducted twice a year. The selected bidder to provides managed services support for continuous monitoring and reporting.

2.2.1 Security Audit

1. Frequency of VAPT and Security Audits

All deployed applications under the OIGR framework are required to undergo Vulnerability Assessment and Penetration Testing (VAPT) and Security Audits on half yearly basis. The selected bidder shall ensure compliance with this schedule and submit audit reports accordingly.

2. Scope of Security Audit

The scope of the Security Audit shall include, but is not limited to, the following components:

- o Application-level security (including web and mobile interfaces)
- o Infrastructure and hosting environment
- o Network security
- o Data storage and access control mechanisms
- o Compliance with relevant government cybersecurity guidelines and standards

The bidder shall engage a CERT-IN empanelled agency for conducting these audits and ensure timely remediation of any vulnerabilities identified.

2.2.2 Server Details

The department having metadata of 110 TB and File share having 250 TB

#	Server Type	Operating System	Count
	Application Server		
		Windows	56
		Linux	48
	Subtotal		104
	Database Server		
		Windows	3 (MS SQL)
		Linux	38 (Postgres)
	Subtotal		41

Tender Number: IGR/Desk3/e Tender/Modernization of SR Offices/558/2025



	Load Balancer	Linux	14
	Proxy Server	Linux	1
	Grand Total		160

APP/DB/LB	OS Type	CPU (Core)	RAM (GB)	HDD (GB)
DB	Red Hat Enterprise Linux 7 (64-bit)	80	256	3500
APP	Ubuntu	2	32	250
DB	Red Hat Enterprise Linux 7 (64-bit)	96	256	5356
DB	Red Hat Enterprise Linux 7 (64-bit)	96	178	4844
DB	Red Hat Enterprise Linux 7 (64-bit)	104	256	8213.251
DB	Red Hat Enterprise Linux 7 (64-bit)	16	64	2074
APP	Microsoft Windows Server 2012 (64-bit)	16	32	950
DB	Red Hat Enterprise Linux 8 (64-bit)	100	256	3100
APP	Microsoft Windows Server 2012 (64-bit)	8	32	250
APP	Microsoft Windows Server 2012 (64-bit)	8	32	250
DB	Red Hat Enterprise Linux 7 (64-bit)	32	64	1100
APP	Microsoft Windows Server 2012 (64-bit)	8	16	350
APP	Microsoft Windows Server 2012 (64-bit)	16	32	400
APP	Microsoft Windows Server 2012 (64-bit)	16	32	200
APP	Red Hat Enterprise Linux 7 (64-bit)	8	16	250
DB	Microsoft Windows Server 2012 (64-bit)	56	128	4016
APP	Microsoft Windows Server 2012 (64-bit)	32	32	350
APP	Microsoft Windows Server 2012 (64-bit)	32	32	350
APP	Microsoft Windows Server 2012 (64-bit)	32	32	250
APP	Microsoft Windows Server 2012 (64-bit)	4	16	500
DB	Microsoft Windows Server 2012 (64-bit)	4	16	500
APP	Cent OS	2	16	100
APP+DB	Red Hat Enterprise Linux 7 (64-bit)	4	16	2236
APP	Microsoft Windows Server 2012 (64-bit)	8	16	250
APP	Microsoft Windows Server 2012 (64-bit)	8	16	250
APP	Microsoft Windows Server 2012 (64-bit)	8	16	250
DB	Microsoft Windows Server 2012 (64-bit)	8	16	250
DB	Cent OS	8	16	250
APP	Red Hat Enterprise Linux 7 (64-bit)	4	16	250
APP	Cent OS	2	4	100
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	8	16	300
DB	Red Hat Enterprise Linux 7 (64-bit)	56	252	8200
APP	Microsoft Windows Server 2012 (64-bit)	8	16	300
APP	Microsoft Windows Server 2012 (64-bit)	8	16	300
APP	Microsoft Windows Server 2012 (64-bit)	12	16	300
APP	Microsoft Windows Server 2012 (64-bit)	8	16	300
APP	Microsoft Windows Server 2012 (64-bit)	16	32	250
APP	Red Hat Enterprise Linux 7 (64-bit)	32	64	500
APP	Microsoft Windows Server 2012 (64-bit)	8	16	300
APP	Microsoft Windows Server 2012 (64-bit)	8	16	300
APP	Microsoft Windows Server 2012 (64-bit)	8	32	150
APP	Microsoft Windows Server 2012 (64-bit)	4	16	250
APP	Microsoft Windows Server 2012 (64-bit)	4	16	250
APP	Red Hat Enterprise Linux 7 (64-bit)	16	32	1050
APP	Red Hat Enterprise Linux 7 (64-bit)	16	64	1000

Tender Number: IGR/Desk3/e Tender/Modernization of SR Offices/558/2025



APP	Microsoft Windows Server 2012 (64-bit)	94	256	350
DB	Red Hat Enterprise Linux 7 (64-bit)	80	256	1650
APP	Microsoft Windows Server 2012 (64-bit)	16	32	250
APP	Microsoft Windows Server 2012 (64-bit)	16	32	250
APP	Microsoft Windows Server 2012 (64-bit)	4	16	100
APP	Microsoft Windows Server 2012 (64-bit)	4	16	250
APP	Microsoft Windows Server 2012 (64-bit)	4	16	250
APP	Microsoft Windows Server 2012 (64-bit)	4	16	250
APP	Microsoft Windows Server 2012 (64-bit)	16	16	100
APP	Ubuntu	2	4	250
APP	Ubuntu	2	4	250
APP	Ubuntu	2	4	1100
DB	Ubuntu	2	4	250
DB	Ubuntu	2	4	250
DB	Ubuntu	2	4	250
APP	Red Hat Enterprise Linux 7 (64-bit)	8	32	299
APP	Microsoft Windows Server 2012 (64-bit)	4	16	250
APP	Red Hat Enterprise Linux 7 (64-bit)	40	98	400
DB	Red Hat Enterprise Linux 7 (64-bit)	6	16	100
APP	Red Hat Enterprise Linux 7 (64-bit)	6	16	100
DB	Red Hat Enterprise Linux 7 (64-bit)	12	24	2024
LB	CentOS 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
APP	Microsoft Windows Server 2012 (64-bit)	4	16	150
LB	CentOS 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
LB	Red Hat Enterprise Linux 7 (64-bit)	0	0	0
LB	CentOS 7 (64-bit)	0	0	0
LB	Red Hat Enterprise Linux 7 (64-bit)	0	0	0
APP	Red Hat Enterprise Linux 7 (64-bit)	16	32	1050
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
APP	Microsoft Windows Server 2012 (64-bit)	4	16	300
FW	NA	0	0	0
FW	NA	0	0	0
FW	NA	0	0	0
FW	NA	0	0	0
APP	Red Hat Enterprise Linux 7 (64-bit)	16	64	250
APP	Microsoft Windows Server 2012 (64-bit)	16	32	500
APP	Microsoft Windows Server 2012 (64-bit)	32	32	350
APP	Microsoft Windows Server 2012 (64-bit)	32	32	250
APP	Microsoft Windows Server 2012 (64-bit)	32	32	350
APP	Microsoft Windows Server 2012 (64-bit)	32	32	350
DB	Red Hat Enterprise Linux 7 (64-bit)	4	16	250
LB	CentOS 7 (64-bit)	4	4	200
DB	Ubuntu	16	32	100
DB	Ubuntu	16	32	600
DB	Ubuntu	16	32	600
APP	Microsoft Windows Server 2012 (64-bit)	8	16	400
APP	Red Hat Enterprise Linux 7 (64-bit)	16	64	500
APP	Red Hat Enterprise Linux 7 (64-bit)	16	32	250
DB	Red Hat Enterprise Linux 7 (64-bit)	32	64	2024
DB	Red Hat Enterprise Linux 7 (64-bit)	16	64	600
APP	Cent OS	48	128	500
APP	Ubuntu	16	16	500



APP	Ubuntu	16	16	500
APP	Ubuntu	16	32	1000
APP	Ubuntu	16	32	1000
APP	Ubuntu	16	32	1000
APP	Ubuntu	16	16	500
APP	Ubuntu	16	16	500
APP	Ubuntu	16	16	500
APP	Ubuntu	16	16	500
APP	Ubuntu	16	16	500
APP	Ubuntu	16	16	500
DB	Red Hat Enterprise Linux 7 (64-bit)	32	64	2250
DB	Cent OS	96	128	2795
App	Microsoft Windows Server 2012 (64-bit)	4	8	100
DB	Red Hat Enterprise Linux 7 (64-bit)	32	128	2300
DB	Cent OS	64	128	3098
DB	Red Hat Enterprise Linux 7 (64-bit)	56	128	2300
APP	Red Hat Enterprise Linux 7 (64-bit)	8	16	250
LB	CentOS 7 (64-bit)	0	0	0
APP	Microsoft Windows Server 2012 (64-bit)	8	16	500
DB	Red Hat Enterprise Linux 7 (64-bit)	64	128	2600
DB	Red Hat Enterprise Linux 7 (64-bit)	16	32	3500
APP	Red Hat Enterprise Linux 7 (64-bit)	8	16	500
App	Microsoft Windows Server 2012 (64-bit)	32	32	350
APP	Red Hat Enterprise Linux 7 (64-bit)	32	64	500
APP	Red Hat Enterprise Linux 7 (64-bit)	32	64	500
DB	Red Hat Enterprise Linux 7 (64-bit)	64	256	2074
APP	Cent OS	16	32	500
APP	Cent OS	16	32	500
APP	Microsoft Windows Server 2012 (64-bit)	8	32	700
DB	Red Hat Enterprise Linux 7 (64-bit)	16	64	2548
APP	Red Hat Enterprise Linux 7 (64-bit)	8	32	300
DB	Red Hat Enterprise Linux 7 (64-bit)	32	128	2548
APP	Linux	16	64	550
DB	Red Hat Enterprise Linux 7 (64-bit)	8	32	600
App	Microsoft Windows Server 2012 (64-bit)	44	112	2350
LB	CentOS 7 (64-bit)	0	0	0
DB	Red Hat Enterprise Linux 7 (64-bit)	128	256	4800
APP	Microsoft Windows Server 2022	4	16	400
APP	Red Hat Enterprise Linux 8	4	8	400
DB	Red Hat Enterprise Linux 8	4	8	450
DB	Red Hat Enterprise Linux 8	8	32	450
APP	Ubuntu 20.04.4 LTS	4	8	100
APP	CentOS 7.9	32	64	500
APP	CentOS 7.9	32	64	500
APP	CentOS 7.9	32	64	500
APP	CentOS 7.9	32	64	500
DB	Red Hat Enterprise Linux 9	32	64	1000
APP	Red Hat Enterprise Linux 9	16	32	500
APP	Red Hat Enterprise Linux 9	16	32	500
APP	Red Hat Enterprise Linux	16	32	1050
DB	Red Hat Enterprise Linux 9 (64-bit)	16	32	3048
DB	Red Hat Enterprise Linux 9 (64-bit)	16	32	3048



2.3 All Manpower

#	Manpower	Location	Quantity	Responsibility	Minimum Qualifications	Experience (in Years)
1	Project Manager (Technical)	OIGR	1	<ul style="list-style-type: none"> Project Execution Technology Integration Operations Management Stakeholder Coordination Risk & Compliance Management Reporting & Documentation Training & Capacity Building Emergency Response Coordination Documentation 	<ul style="list-style-type: none"> B. Tech/ B.E in IT/Computer/Electronics and Telecommunication, Master of Business Administration (MBA), master's in project management Certification like PMP, PRINCE2, Agile Certified Practitioner. Relevant Experience At least 5 years of experience in handling government IT projects Ability to coordinate with government officials, technical teams, and end-users effectively. Languages known: Marathi, English 	15
2	Project Manager (Coordination)	ICC at OIGR	1	<ul style="list-style-type: none"> Coordination Responsibilities Act as the primary point of contact between the central implementation team and division-level team leads as well as JDR level System Administrators System Administration Support - Assist in configuration, deployment, and maintenance of IT systems as per project requirements Government Initiatives Coordination - Stay updated on upcoming government digital initiatives and ensure timely integration into existing systems Prepare documentation and reports for new initiatives and their implementation status. 	<ul style="list-style-type: none"> B. Tech/ B.E in IT/CS/E&Tc, MBA, master's in project management Certification like PMP, PRINCE2, Agile Minimum 10 years of overall experience in IT project management, system coordination, or enterprise-level application deployment At least 5 years of experience in handling government IT projects Ability to coordinate with government officials, technical teams, and end-users effectively. Experience in conducting training sessions and capacity-building workshops Languages known: Marathi, English 	10
3	Network Specialist	OIGR	1	<ul style="list-style-type: none"> Refer a) from RFP section 9.4.6 	<ul style="list-style-type: none"> B. Tech/ B.E in IT/Computer/E & Tc, MBA in relevant field, Certification like CCNA, CCNP advanced routing, switching, and troubleshooting. Oversee all Network related operations related to OIGR Languages known: Marathi, English 	15
4	System Administrator	ICCC at OIGR	5	<ul style="list-style-type: none"> Proven experience in managing teams, stakeholder communication, and cross-functional coordination Must have experience of maintaining server room, troubleshooting Data Centre equipment, Repair servers (replace hard drives; replace bad sticks of RAM, MoBos, etc.) e-Office Support Implementation Application and Server Administration 	<ul style="list-style-type: none"> B. Tech/ B.E in CS/IT/E& Tc/MCA Additional certificates like ITIL 4, MCSE/RHCE or equivalent, RHEL. Previous Experience of NIC e-Office Application Relevant Exp.: 3 yrs. Languages known: Marathi, English Relevant Experience 	8
5	Team Lead (per division)	Call Center at OIGR	8	<ul style="list-style-type: none"> Project Support & Coordination Monitoring & Reporting Stakeholder Communication Resource & Inventory Management Training & Support Data Analysis & Documentation 	<ul style="list-style-type: none"> B. Tech/ B.E in CS/IT/E& Tc/MCA, certificates like ITIL 4 Familiarity with government norms, data privacy regulations, and IT security standards Ability to manage timelines, resources, and deliverables in a multi-stakeholder environment. Familiarity with e-Governance platforms such as e-Office, Service Plus, Digi Locker, etc. Experience in working with helpdesk user support systems. Languages known: Marathi, English 	8
6	System Administrator	At all JDR (39), GSO(1)	40	<ul style="list-style-type: none"> Manage Desktops, Printers, Laptops, Tablets related issues Microsoft, Mac, Linux Operating System, Installation, 	<ul style="list-style-type: none"> B. Tech/ B.E in CS/E& Tc/MCA Additional Certificates like Diploma in Computer Hardware and Networking 	4-5



				<ul style="list-style-type: none"> configuration, and troubleshooting; Activities like data backup/restore, antivirus update, patch management etc. Managing Office Applications, productivity applications like MS Office, email, etc. Coordination with OEMs for call logs and resolution. Any other IT support related work as per Provide Technical support to Sub Registrar offices on daily basis regarding registration application Any other IT support related work as per department's requirement. 	<ul style="list-style-type: none"> with course duration of minimum 1 year from Govt. Recognized institution E-Governance experience: 3 yrs Languages known: Marathi, English 	
	Network / System Engineer	At all JDR (39), GSO(1)	40	<ul style="list-style-type: none"> Network Monitoring & Troubleshooting Troubleshoot connectivity issues, latency problems, and outages Provide Level 1/2 support for network-related issues Work with SD-WAN and virtualized network functions Any other IT support related work as per department's requirement. 	<ul style="list-style-type: none"> B.E./B.Tech in E&Tc/Computer/ IT Preferred Certifications CCNA Relevant Government experience Languages known: Marathi, English 	3-4
7	Office Assistant	At SRO	1000	<ul style="list-style-type: none"> Refer RFP Section 9.9 	<ul style="list-style-type: none"> Full Time Graduate from any stream and recognized university or above with working knowledge of Microsoft Office, Microsoft word, and other Windows-based software Languages known: Marathi, English 	2
8	Technical Team (Development)	At OIGR		<ul style="list-style-type: none"> Refer RFP section 9.7.1 Development and Maintenance of IGRO applications - Table 10: Indicative Manpower List 		

(Ravindra Binwade, IAS)

Inspector General of Registration
And Controller of Stamps,
Maharashtra State

3/11/2025



Organisation Chain :	Department of Registration and Stamps Inspector General of Registration and Controller of Stamps Deputy Inspector General of Registration Pune
Tender ID :	2025_DRS_1226612_1
Tender Ref No :	IGR/Desk3/e Tender/Modernization of SR Offices/558/2025
Tender Title :	Modernization Of Offices Under IGR
Corrigendum Type :	Date

Corrigendum:1

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Date Corrigendum	Corrigendum 2 Date Corrigendum	24-Nov-2025 11:52 AM	Modernization_Corrigendum2_Date_24_Nov_2025.pdf 	32.87

Critical Dates

Publish Date	10-Oct-2025 05:30 PM	Bid Opening Date	08-Dec-2025 03:30 PM
Document Download/Sale Start Date	10-Oct-2025 05:30 PM	Document Download/Sale End Date	05-Dec-2025 03:00 PM
Clarification Start Date	10-Oct-2025 05:30 PM	Clarification End Date	27-Oct-2025 03:00 PM
Bid Submission Start Date	10-Oct-2025 05:30 PM	Bid Submission End Date	05-Dec-2025 03:00 PM
Pre Bid Meeting Date	28-Oct-2025 11:00 AM		

Details Before Corrigendum

Critical Dates

Publish Date	10-Oct-2025 05:30 PM	Bid Opening Date	25-Nov-2025 03:30 PM
Document Download/Sale Start Date	10-Oct-2025 05:30 PM	Document Download/Sale End Date	24-Nov-2025 03:00 PM
Clarification Start Date	10-Oct-2025 05:30 PM	Clarification End Date	27-Oct-2025 03:00 PM
Bid Submission Start Date	10-Oct-2025 05:30 PM	Bid Submission End Date	24-Nov-2025 03:00 PM
Pre Bid Meeting Date	28-Oct-2025 11:00 AM		