

**Expression of Interest (EOI)
for
Empanelment of Agencies
with PNGRB for conducting
Consumer Satisfaction
Survey (CSS) in PNGRB
authorized GAs**

Expression of Interest for Selection of Third-Party Agency

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1. Introduction

1.1 Petroleum and Natural Gas Regulatory Board (PNGRB) is a statutory body constituted under 'The Petroleum and Natural Gas Regulatory Board Act, 2006'. The Board is mandated to protect the interests of consumers and entities engaged in specified activities relating to petroleum, petroleum products and natural gas. The functions of the Regulatory Board include promoting of competitive markets and matters connected therewith or incidental thereto. The board has also been mandated to regulate the refining, processing, storage, transportation, distribution, marketing and sale of petroleum, petroleum products and natural gas excluding production of crude oil and natural gas.

1.2 With a view to protect interests of Consumers, PNGRB regulations inter-alia necessitate conduct of annual Consumer Satisfaction Surveys (CSS) on a scientific sample of consumers by a Third Agency (TPA) approved by PNGRB and after considering findings of the same aggregate, analyze and submit report to the Board.

1.3 PNGRB through an Industry Committee has standardized the Questionnaire for the Survey, designed methodology for the survey and finalized Sample Size in respect of PNG and CNG customers separately for Geographical Areas (GAs). Entities will get the CSS done through the PNGRB empanelled Agencies only. PNGRB through this EOI is inviting interested Agencies to participate in the Technical proposal, so that Competent and experienced Agencies in conducting Consumer surveys can be assessed and suitable Agencies can be empanelled with PNGRB for conducting CSS.

2. Objective

2.1 The objective of this EOI is to solicit proposals from the reputed and competent Agencies interested in Empanelment with PNGRB for undertaking CSS for Entities providing PNG and CNG services to consumers in different Geographical Areas across the country.

2.2 Agencies should have adequate experience of conducting consumer Surveys eliciting opinion of the consumers about their satisfaction level from the PNG and CNG services provided by Entities to them. Interested Agencies may respond to the EOI indicating their capability to conduct surveys on PAN India / Regional basis. Agencies should preferably be ISO Certified. **The eligibility conditions for participation in the empanelment process and technical proposal format are attached as Annexure- I and Annexure-II respectively.**

2.3 The selected Agencies will be placed in the PNGRB panel. The selection of Agencies for CSS will be done by the Entities out of the Panel of Agencies finalized by PNGRB.

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3. Timelines of activities

The tentative schedule and critical dates:

S. No.	Items	Details
i.	EOI Issuing Authority	Petroleum and Natural Gas Regulatory Board, a Statutory Body of the Government of India.
ii.	Details of the Project Work	Request for EOI is for Empanelment of Third-Party Agencies (TPAs) to undertake Consumer's Satisfaction Surveys for the PNG (Domestic, Commercial and Industrial) and CNG services provided by the Entities across length and breadth of the country. The consumer Surveys will be assigned by the Entities to selected agencies out of PNGRB panel. The Agency should be capable of eliciting responses of Consumers through Face-to-face Computer Assisted Personal Interview (CAPI)/ Computer Assisted Telephonic Interview (CATI), Digitally i.e. getting responses through emails or combination of all these modes to capture responses of consumers as per requirement, through pre-designed questionnaire and methodology and on selected sample size to be finalized in consultation with the concerned Entity. The selection of Samples however be done by Survey conducting Agency within the sample size allocated by the Entity in different GAs through random selection of samples following suitable sampling techniques. Sample should cover all the charge areas (CAs) of the GA and all the types of dwelling units etc.
iii.	Date of publishing of EOI	02/05/2025
iv.	EOI Reference No	PNGRB/ConsumerProtection/2/Con.Survey/(02)/2024-Part(1)
v.	Place of availability of EOI Documents	PNGRB's website www.pngrb.gov.in
vi.	Address for Submission of Technical Proposal	Head of Department (HoD), Consumers Protection Division, Petroleum Natural Gas Regulatory Board (PNGRB) E-400, 4 th Floor, World Trade Centre, 'E' Tower, Nauroji Nagar New Delhi- 110029
vii.	Cost of EOI Documents	NIL

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viii.	EOI processing fee	NIL
ix.	Last date for submission of written queries on EOI for clarification	09/05/2025
x.	Date of Pre-Empanelment conference	16/05/2025
xi.	Last date and time for submission of Technical proposal	23/05/2025 till 05:00 PM
xii.	Validity of Proposal	30 Days from the Last Date of Submission of the Technical proposal.
xiii.	Method of Selection	Technical Evaluation by the Committee constituted by PNGRB.
xiv.	Date and Time of Opening of Technical proposal	26/05/2025 at 10:00 AM.
xv.	Address for communication	Head of Department (HoD), Consumers Protection Division, Petroleum Natural Gas Regulatory Board (PNGRB) E-400, 4 th Floor, World Trade Centre, 'E' Tower, Nauroji Nagar New Delhi- 110029

Note: PNGRB reserves the right to amend the document for EOI, tentative schedule and critical dates. It is the sole responsibility of the prospective Agencies to go through PNGRB's website (<https://www.pngrb.gov.in>) from time to time for any updated information.

4. Scope of Work / Deliverables

The Scope of Work (SoW) contains the expectations of PNGRB and Entities (First Party) from the Agency (Second Party) with respect to conducting CSS through a Pre-designed Questionnaire in respect of PNG and CNG consumers selected randomly to ensure their unbiased responses about the quality of services as per allocated sample size, in time bound manner and submit the detailed report to the First Party in a Period of 3-4 months from the date of award of the Contract for the CSS.

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5. Terms and Conditions

5.1. General

- I. The Agency shall ensure that the enumerators deployed for the Consumer Survey should preferably be minimum a Graduate with good communication skills (including in local languages) and adequate experience of conducting consumer surveys.
- II. The Agencies selected by the Entities would be expected to furnish the documents in support of educational qualification and experience of the Survey personnel to be deployed for the Survey to the First Party (Entity) before the commencement of the work.
- III. The agency should submit the list of professionals / CSS experts along with their credentials, who would be specifically deployed for the study and be responsible for the delivery of the same.

5.2 Time Frame and Responsibility

- I. The Agency (Second Party) shall be responsible for proper conduct of Survey in the Geographical Areas (GAs) assigned by the First Party as per time target and quality agreed by the Second Party as per work agreement signed between the parties.
- II. The Agency will be responsible for good conduct with the respondents. For any misbehavior / misconduct with the respondents or enumerators during the survey, the Agency will be personally and solely responsible.
- III. To ensure adequate training of the entire team of Enumerators and Supervisors deployed for the survey to develop uniform understanding of the objective of the survey and the Questionnaire for eliciting responses aptly.
- IV. Empanelment of Third-Party Agency (TPAs) for conducting CSS – (The fee as per PNGRB Regulations or as amended from time to time would be applicable)
 - (a) First Year – 1,00,000/-
 - (b) Subsequent years- 50,000/-
- V. The survey at each sample unit shall be conducted by the enumerator under the direct supervision of core enumerator/supervisor of the Agency.
- VI. Agency to ensure invariably security and confidentiality of data.
- VII. The Agency on the basis of Survey report will be expected to propose/ recommend measures to improve consumer's Satisfaction in PNG (Domestic, Commercial and Industrial) and CNG segment.
- VIII. The Agency shall identify the quantitative impact of key issues on the overall satisfaction scores or reasons for not opting for DPNG (as the case may be) and on the

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basis of the same identify specific variables and recommend actions which shall help in improving the CSS score / adoption of DPNG.

- IX. To recommend measures for reducing the waiting time in queue at CNG Stations.
- X. Willing to share survey spots with time schedule with Entities to enable Entity representatives to witness/ see ongoing survey work, wherever felt necessary by the Entity.
- XI. Any other suggestion/ Recommendation which Agency wish to make.

6. Job Description and Sample Size

- I. The List of Empanelled agencies will be circulated to Entities and shall be webhosted on PNGRB Website for the knowledge of CGD Entities.
- II. Consumer Satisfaction Surveys will be conducted across the country by the Entities in their respective Geographical Areas (GAs) covering a representative sample in PNG (Domestic, Commercial and Industrial) and CNG Segment.
- III. CSS will be assigned by CGD Entities, to the Agency / Agencies selected by it from the PNGRB Panel for conducting the survey in GAs covered by the Entity.
- IV. Sample Size and methodology for the CSS would be provided by the Entities and to be followed by Survey conducting Agencies.
- V. Agency selected by the Entity would be free to sub-contract work to any other PNGRB empanelled CSS TPA due to genuine reasons subject to consent of the Entity (First Party).

7. Empanelment Process

Only Technical Proposals are invited in physical mode through registered post / courier as per the last date indicated in the timelines of activities. If there is any change in date, time and venue then the same will be updated on the PNGRB website for information of the agencies.

7.1 Opening of Technical Proposals

- I. The Technical Proposals shall be opened on the scheduled date and time at the office of PNGRB, New Delhi, in the presence of representative of the Agencies, if any, who wish to be present at the time of opening the Proposals.
- II. In the event of the specified date of opening of proposals being declared a holiday, the Proposals shall be opened at the same time and location on the next working day or as decided by PNGRB and appropriately communicated.

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7.2 Preliminary examination of Proposals

During opening of proposals, preliminary scrutiny of the Technical Proposals and attached documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the proposals are generally in order.

7.3 Clarification on Proposals

During the evaluation of Proposals, PNGRB may, at its discretion, ask the Agencies for any clarification(s) of its Proposal. The request for clarification and the response shall be in writing, and no substantial change in the proposal shall be sought, offered, or permitted.

8. Evaluation Process

PNGRB shall evaluate the Proposals submitted by the Agencies through its internal mechanism for fair and just evaluation of Technical proposals. The decision of PNGRB towards empanelment of suitable Agencies will be final. No correspondence will be entertained in this regard.

8.1 Technical Proposal Evaluation

- I. PNGRB will evaluate the Technical proposals of the Agencies who clear the preliminary scrutiny.
- II. The Agencies are bound to use the format as included in the EOI document. Technical proposals submitted in different formats shall lead to rejection of proposal.
- III. The Agencies must furnish the necessary documents to establish their eligibility, for each of the items given in the Eligibility Criteria. Relevant portions in the documents should be highlighted. The proposals fulfilling the eligibility criteria mentioned in the EOI document will qualify the Technical Evaluation.
- IV. The Technical Proposal will be evaluated strictly as per weightage / scoring criteria on the basis of Agency's past survey experience, Specific domain experience, National/ Regional presence with number of Offices and trained Survey Manpower, Domain specific turnover of the Company, capability to handle large scale Customer Satisfaction surveys in time bound manner, willingness to adapt, synchronize with suggested methodology with Pre-designed Questionnaire of survey and number of consumer Interviews conducted during last 3 years. (Annexure-II).
- V. **Only those Applicants whose Technical Proposals get a score of 60 (sixty) marks or more out of 100 (one hundred) shall qualify for further consideration.**

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9. Parameters for evaluation of proposals

S. No.	Parameter	Supporting Document	Weightage
1.	<p><u>Past Survey Experience:</u> The Agency should have at least 5 years of experience of conducting Consumer Surveys in Sectors viz. Oil & Gas, FMCG, Telecom, Electricity, Financial services, Govt. Social sector etc. through different modes of eliciting response like Face to face Computer Assisted Personal Interview (CAPI)/ Computer Assisted Telephonic Interview (CATI), Digitally taking responses through emails or combination of all these modes to capture responses of consumers as per requirement.</p>	Proof of Conducting Surveys to be provided.	25%
2.	<p><u>Specific Domain Experience:</u> The Agency should have adequate exposure of conducting Surveys in Oil & Gas Sector and with three years' experience in:</p> <ul style="list-style-type: none"> (i) Conducting consumer Surveys through household approach (ii) Conducting consumer Surveys through establishment approach 	Proof of Client Satisfaction to be provided.	25%

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S. No.	Parameter	Supporting Document	Weightage
	(iii) Conducting Consumer Surveys through market approach (iv) Conducting consumer opinion surveys at petrol pumps/gas filling stations.		
3.	<u>National / Regional Presence with number of offices and trained survey manpower:</u> Agency should have National Presence or Zonal/ Regional Level Presence to be indicated with number of Offices spread across the area of operation with number of well-trained skilled Manpower for conducting Consumer Surveys both primary Enumerators and Supervisory levels.	Documentary proof to be Provided.	15%
4.	<u>Turn Over of Company for Domain Services:</u> The Agency should have average annual Turn Over of 3 (Three) Crore in respect of Consumer Survey alone at least during last Three Years.	Documentary evidence to be attached. (Annual Report of the Company or Audited Balance Sheet duly attested by CA to be attached.)	15%

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S. No.	Parameter	Supporting Document	Weightage
5.	<p><u>Capability to handle Large Scale Customer Satisfaction Surveys:</u> <u>i) In Time bound manner</u> <u>ii) with adaptability and synchronization with suggested Methodology; and</u> <u>iii) Good number of interviews conducted during last 3 years</u></p> <p>The Agency should have proven track record of conducting Surveys with Skilled Survey Manpower and finalize reports and submit within stipulated time frame to the satisfaction of Client Department.</p> <p>Agency should be willing to adopt/synchronize with the methodology suggested and ready to cover Sample Size allocated without deviation with variations in combination suggested in the mode of conducting survey i.e CAPI/CATI/ Digital etc.</p> <p>Agencies will be evaluated on the basis of Number of Consumer Interviews conducted during 2024-25.</p>	<ul style="list-style-type: none"> • Documentary Proof / Client Satisfaction with regard to timely submission of Report/ Certificate to be attached. • Willing to adopt/synchronize with the methodology suggested and to cover Sample Size allocated through desired mode to be undertaken. • Certification of number of Interviews conducted to be attached. 	20%

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10. Relaxation

National Accredited Educational Institutes conducting such Consumers surveys may also be considered with waiver in parameter at S. No. 3 & 4 of para 09 above.

11. Tenure of Empanelment

The Empanelment of the Agencies found suitable will initially be for a period of Two (2) years from the date of Empanelment or signing of contract whichever is later. PNGRB, however reserves the right to terminate/scrap the Empanelment at any time after giving one month's notice to the Empanelled Agency owing to any complaint received by the entities or observed suo moto by PNGRB regarding deficiency of service, substandard quality of Report, breach of contract etc. The same will be renewed by PNGRB as per Extant Provisions.

Note - The existing empanelment process intended to carry out empanelment of TPA's for first time. However, on completion of same the empanelment process shall continue as rolling Expression of Interest.

Annexure-I

Eligibility Conditions for Participation in the process of Empanelment

The Agencies should fulfil the following eligibility conditions for participating in the empanelment process / EOI. The Agency should enclose self-certified documentary evidence for fulfilling the eligibility conditions with undertaking that these documents are authentic. It is the sole responsibility of the Agency for the smooth and timely execution of the assigned work. The proposals are liable to be disqualified and contract if awarded is likely to be discontinued immediately if any, Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

Sr. No.	Broad Criteria	Basic Requirement	Specific Requirement	Documentary Proof to be submitted
1.	Registered in India*	Legal Entity	<p>a) Agency should be registered as a Company or as a Partnership Firm (including Limited Liability Partnership) under the Companies Act as amended from time to time, or the Partnership Act as the case may be. (Consortium of Companies not Permitted); and</p> <p>b) Registered with Service tax authorities, Employees Provident Fund, Employees State Insurance and Contract Labour Acts.; and</p> <p>c) Should have been operating profitably for the last three (3) years in India. (For the purpose of this criterion,</p>	<p>a) Copy of Certificate of incorporation.</p> <p>b) Copy of Registration certificate for GSTIN, EPF, ESIC, Labour certificates etc.</p> <p>c) Copy of the Audited Balance Sheets for the last 3 years or Certificate of the Chartered Accountant specifying profits for these years.</p> <p>d) Number and positions of the Core team may be furnished on letter head of the Agency signed by Company's Authorized Signatory.</p>

			<p>profitability of only the participating Agency in respect of Domain specific surveys will be considered. Profitability of any parent, subsidiary, associated or other related entity will not be considered.); and</p> <p>d) Agency must have its core team of resource managers</p>	
2.	Black listing/ No conviction	Mandatory Certificates	<p>Agency should not have been blacklisted by any of the State or Central Government Organisation. Should not have been found guilty of any criminal offence by any Court of Law.</p>	<p>Self-certificate letter undertaking to this effect on Company's letter head signed by Company's Authorized Signatory. Agency must disclose any blacklisting and nature thereof and must provide black listing revocation letter (if applicable). PNGRB reserves the right to accept or reject the Agency supporting proof.</p>
3.	Conflict of Interest	Mandatory certification from Agency	<p>Agency should not have a conflict of interest in the assignment.</p>	<p>Duly signed undertaking from the Authorized representative of the Agency on the Agency's letter head signed by Company's Authorized Signatory.</p>
4.	Financial Worth*	Turnover	<p>The Agency should have an average annual turnover of Rs. 3 Crore during last three years</p>	<p>A certificate in this regard may be given by the Chartered Accountant clearly</p>

			(2022-23, 2023-24 and 2024-25).	specifying the turnover.
5.	Past survey Experience	5 years' Experience of conducting Consumer Surveys in Sectors viz. Oil & Gas, FMCG, Telecom, Electricity, Financial services, Govt. Social sector etc. through different modes as indicated in EOI Document.	The Agency must have at least 5 years' experience of conducting Customer Surveys. Experience of domain specific surveys conducted using different modes would be an added advantage.	Work completion certificate as per the issued work order.
6.	Presence # *	National/ Regional presence	The Agency should have presence either PAN India or at Regional / State levels with adequate number of Offices located in the Zone of Operation.	Proof of existence and presence at that particular zone List of Offices, Contact Person & contact details. Documentary proof of existence of office.

i) National Presence - Agency having physical presence in all regions of the country (North, South, East and West)

ii) Regional Presence – Agency having physical presence in One or Two regions of the country.

* Not Required for National Institutions.

Annexure-II

Technical Proposal Format

Sr. No.	Particular	To Be filled
1	Name of the Agency	
2	Profile of the Agency	
3	Name of proprietor/ Director of Agency	
4	Full Address of Registered Office	
	a. Telephone No.	
	b. Fax No.	
	c. E-Mail Address	
5	Full Address of Operating/ Branch Office/ contact person	
	a. Telephone No.	
	b. Fax No.	
	c. E-Mail Address	
6	Banker of Agency with Full Address (certified copy of Account statements for the last three years issued by the Bank)	
	Telephone No. of the Bankers	
7	Whether registered as a Company or as a partnership firm (including Limited Liability Partnership) under the Companies Act, 1956 or partnership Act as the case may be (Attach attested copy of the registration)	
8	Registration and License No. of Agency under Contract Labour (Regulation and Abolition) Act, 1970 (Attach attested copy of the registration)	
9	PAN No. of the Company (Attach attested copy of the PAN Card of the Agency)	Attach copy of PAN Card of the agency attested by **
10	GST Registration No. (Attach Attested copy of the registration Certificate)	**
11	EPF registration No. (Attach attested copy of the registration certificate)	**
12	ESI registration No. (Attach attested copy of the registration certificate)	**

13	The list of Clients/ Organizations for which agency has conducted similar surveys (Attach documentary proof)	Award letters/ Successful completion letters to be attached.
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14. Financial turnover of the Agency during last Three Financial Years. (Copies of the IT returns filed during three financial years and copies of the turnover statements of the three years duly certified by the Chartered Accountant to be attached)

Financial Year	Amount (Rs. In Crore)	Remarks, if any
2022-23		
2023-24		
2024-25		

(Attached separate sheet if space provided is insufficient)

15. List of States/cities/stations where the company has the Head office/branch offices with core survey manpower at each center during last 3 years (attach documentary proof).

Financial Year	Location of Offices	*Core Manpower
2022-23		
2023-24		
2024-25		

* Regular Enumerators / Surveyors on the roll of the Agency.

16. List of States/cities/stations where conducted Domain specific Surveys using CAPI /CATI/Digital Modes in the past through various approaches viz, Household/Establishment/Market and at Service Stations etc. (attach documentary proof).

17. Total number of Consumers Interviewed during last three years towards Consumers Surveys (Certification attached).

18. Details of major contracts handled by the Agency for conducting similar Surveys during the last three years in the following format (attested copies of the last three years work award may be enclosed) ** Copy of supporting papers along with certificate about the performance of the agency, if any, should be enclosed:

Sl. No.	Details of client along-with address, telephone and FAX numbers	Amount of Contract (Rs. In Lacs)	Duration of Contract		Nature of Contract		Remarks, if any
			From	To	Type of manpower provided	No. of persons deployed	% of Successfully completed projects within Time Target
1.							
2.							
3.							

(If space provided is insufficient, a separate sheet may be attached)

19. Willingness to Adapt and synchronize with the Methodology suggested by entity.

20. Any other information which agency wish to highlight.

Declaration

I, _____ Son/ Daughter/Wife of Shri _____
Partner/ Director/ Authorized signatory of the Agency / Institute
M/s....., is
competent to sign this declaration and execute this EOI document.

2. I have carefully read and understood all the terms and conditions of the EOI and undertake to abide by them.

3. I undertake to ensure that entire survey work would be carried out under the supervision of core manpower of the agency.

4. The information /documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my technical proposal at any stage besides liabilities towards prosecution under appropriate law.

5. It is also certified that the Agency / Institute is not Blacklisted by any entity at any time/ the details of blacklisting is as follows and blacklisting revocation certification is enclosed.

6. It is certified that the Agency / Institute is not convicted or facing any criminal case in the Court of Law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

Certification of Consumers Interviewed

Details of consumer surveys conducted by the entity in last 03 years and total no. of interviews conducted to collect data / information.

Year	Number and Type of Consumer Surveys Conducted	Total no. of Consumers Interviewed
2022		
2023		
2024		

Signature of authorized person

Date:

Full Name:

Place:

Seal: