

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	05-08-2025 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	05-08-2025 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Communications
विभाग का नाम/Department Name	Department Of Posts
संगठन का नाम/Organisation Name	Madhya Pradesh Postal Circle Department Of Posts
कार्यालय का नाम/Office Name	Madhya Praodesh
वस्तु श्रेणी /Item Category	Hiring of Consultants - Per Person Per Month Based - GST Consultant; Financial Services; CA; Yes
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	34 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	840000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	25200

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	15

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and

Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Assistant Director (PMU & Tech)

Madhya Pradesh, Department of Posts, Madhya Pradesh Postal Circle Department of Posts, Ministry of Communications
(Komal Singh Pawar)

विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned

Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1_4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

10. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Specific Experience in Desired Field of Consultancy:TOR ENCLOSED

Extendability of contract requirement:TOR ENCLOSED

Penalties:1. The selected Agencies/Chartered Accountancy Firms will be responsible for timely assisting with any GST related matters as per the required statutory provisions.

2. During the contract period, if any penalty imposed by GST Authority/IT Authority etc. to MP Postal Circle on the issues relates to Firm/Agency, the said amount of penalty will be recovered from the bill preferred by the firm

Last 3 years average business revenue from consulting:34

Number of Consultants on payroll of firms:1

Number of projects completed in India having similar scope & size of proposed project under hiring:5

Scope Of work:[1752581952.pdf](#)

Profile of Consultants:[1752582292.pdf](#)

Hiring Of Consultants - Per Person Per Month Based - GST Consultant; Financial Services; CA; Yes (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Consulting Category/ Stream	GST Consultant
Consultant's Profile	Financial Services
Indicative generic Qualification of consultants/ resources/ SME	CA
Proof of Concept (POC) Required	Yes
Total Experience of Consultants/ Resources (in Years)	1 to 3 Year
Deployment of Consultants/Resource	Hybrid
Certifications	Other Certification as indicated in BID
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Required Expertise of Consultant in the Subject Matter/Sub-Sector	GST Consultant/ GST Act 2017
Required Educational Qualification of Consultants	CA
Position of the Consultant	CA

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Consultants / SMEs	अतिरिक्त आवश्यकता /Additional Requirement
1	Komal Singh Pawar	462027,O/o The Chief Postmaster General, Dak Bhawan, Hoshangabad Road	1	<ul style="list-style-type: none"> Duration of Hiring of Consultant/SME in months During the Contract Period : 12

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

Postmaster CTT Nagar
payable at
Bhopal

. Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Postmaster CTT Nagar
payable at
Bhopal

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

5. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

Postmaster CTT Nagar

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

6. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

7. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

8. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.

2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with 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. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

Profile of Consultant
(To be submitted by Bidders on his own letter head)

1. Name of Firm :
2. Address at **BHOPAL** :
3. Head Office Location :
4. Phone/Fax :
5. e-mail ID/Website :
6. Branches in **Madhya Pradesh**, if available (please mention locations) :
7. Status (Partnership/Proprietorship) :
8. Experience of the Firm :
9. Date/year of establishment :
10. Partnership Firm since :
11. ICAI Registration No. :
12. CAG Empanelment No. :
13. Permanent Account No. (PAN) :
14. GSTIN No. :
15. Partners Details :
16. Strength of Staff/Associates :
17. Regarding partners of the firm :
18. Audit Composition :
19. Present Clients details, if any :

Terms of Reference (TOR)

1.1 Introduction

The Department of Posts (DoP) is a government department under the Ministry of Communications of the Government of India. It is responsible for providing postal services in India, including mail delivery, money orders, and savings bank services. The Circle is headed by the Chief Postmaster General, Department of Posts. The DoP has a network of over post offices across Circle. These post offices are classified into 3 types: Head Post Offices, Sub-Post Offices, and Branch Post Offices. Head post offices are located in major cities and towns. Sub-post offices are located in smaller towns and villages. Branch post offices are located in rural areas. For administrative efficiency, the network is further divided into Postal Divisions.

1.2 Background:

GST Structure and Complexities

The Goods and Services Tax (GST) structure in DoP is uniquely multifaceted. With GSTINs (GST registrations) in the circle, each CDDO (Cheque Drawing and Disbursing Officer) functions as a separate GST-registered person. While the majority of these GSTINs reside within operational Head Post Offices, others belong to accounts or other offices.

This configuration creates inherent complexities:

- **Decentralised Business and Expenditure:** Revenue-generating postal services are delivered by operative post offices, while administrative offices incur associated expenditures. Often, a single administrative office oversees multiple GST-registered locations.
- **Disparate Procurement:** The Postal Stores Depot, without its own GSTIN, procures supplies for operative offices spread across numerous GSTINs.
- **Individual Return Filing:** Each GST-registered person is independently responsible for filing returns.

1.3 Key Challenges

The Circle faces a range of challenges in interpretation and implementation in compliance to GST, as summarized below briefly:

- **Day to day Operational GST issues:** GST registration person within the circle faces day-to-day GST issues.
- **Input Tax Credit (ITC) Issues:** Complexities in claiming ITC against administrative expenditures, assessing ITC applicability, and calculating eligible ITC amounts.




The Need for a GST Consultant

- A consultant will bring the expertise required to support Circle level GST committee and DDO's on day-to-day operational activities to streamline the GST compliance, optimise processes, and mitigate risks.

1.5 Objective

The objective of engaging a GST Consultant at the circle level is to ensure comprehensive GST compliance, optimize GST Process and provide strategic support in resolving GST related issues within Postal Circle. The consultant will:

- **Provide Operational GST Support:** Support to Circle level GST committee/GST registration person within the circle for day-to-day GST issues & also help to DDOs/NCDDOs in Troubleshooting. Assist GSTRPs in verifying vendor invoices for GST compliance, Monitoring timely filing of GST return etc.
 - **Guide about the GST Refunds:** Guide GSTRPs/DDOs through the GST refund process, including documentation, filing, and follow-up with authorities.
 - **Liaison & Communication:** Maintain regular communication with the central GST consultant. Providing updates on circle-level compliance status and seeking guidance as needed.
 - **Build GST knowledge and capacity:** Deliver GST training at various levels of DoP staff under the Circle and conduct regular refresher workshops to maintain staff expertise. Assist the central consultant in tailoring training materials for circle-level needs and potentially deliver local training sessions or workshops in line with the centrally designed curriculum.
 - **Provide Advisory Services:** Interpret and provide practical guidance to DDO's on GST circulars and notifications issued by both central and state-level authorities. Identify GST related policy issues and escalate them to the central-level GST consultant with comprehensive analysis and relevant documentation for in-depth advisory support.
 - **Offer dispute resolution and litigation support:** Provide expert analysis and assistance in GST disputes and audits, facilitate communication with tax authorities, and analyse past disputes for proactive risk mitigation.
 - **Ensure Knowledge Development & Implementation:** Share relevant GST updates and insights with DDOs to enhance their understanding.
 - **Best Practice Adoption:** Collaborate with the central GST consultant to implement best practices, process improvements at the circle level. Ensure implementation of policies created at Directorate.
 - **Monitoring Service tax related matters:** Assist DDOs issues pending in connection with Service Tax related matters.
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The Consultancy firm is expected to work on the following broad areas within the timeframe defined by the Department to overcome the key challenges and achieve the objective as pointed above:

Activity	Activities (in brief) to be performed
Operational GST Support to DDOs	<ul style="list-style-type: none"> • Support to GST registration person/DDOs & help in Troubleshooting related to GST: Provide direct support to GSTRPs within the circle for day-to-day GST issues, including: GST registration queries, updates, and maintenance of records, Timely GST return preparation, filing, and resolving filing errors, Addressing short payments or non-collection of GST & ITC calculation, reconciliation, and utilisation guidance etc.
	<ul style="list-style-type: none"> • DDO-Wise Analysis: Conduct a comprehensive DDO-wise review of existing DoP GST registrations.
	<ul style="list-style-type: none"> • Risk Analysis: Assess risk related to existing registrations, pinpointing areas of non-compliance or vulnerability to dispute
	<ul style="list-style-type: none"> • Vendor Invoice & Reconciliation: Assist GSTRPs in verifying vendor invoices for GST compliance, reconciling purchase records with GST filings, and identifying ITC discrepancies.
Compliance Monitoring & Escalation	<ul style="list-style-type: none"> • Circle-Level Compliance Monitoring: Conduct periodic GST compliance checks for DDOs within the circle, proactively identifying potential issues.
	<ul style="list-style-type: none"> • Risk Assessment: Flag potential compliance risks like incorrect tax rates, ITC mismatches, or procedural errors to mitigate penalties or future disputes.
	<ul style="list-style-type: none"> • Issue Escalation: For policy level issues, escalate to the central GST consultant with comprehensive analysis and relevant documentation.
Conduct GST training to staff on field as prescribed by Directorate level committee	<ul style="list-style-type: none"> • Training Resources: Develop training materials, including presentations, FAQs, and online resources for ongoing reference.
	<ul style="list-style-type: none"> • Knowledge Updates: Conduct regular refresher sessions and workshops to update staff for various levels of DoP staff under the Circle on changes in GST

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	legislation, evolving best practices, and key learnings from past disputes or audits.
	<ul style="list-style-type: none"> • GST Training Support: Assist the central consultant in tailoring training materials for circle-level needs and potentially deliver local training sessions or workshops in line with the centrally designed curriculum.
GST Compliance Assistance	<ul style="list-style-type: none"> • Policy level issues raised by Circle level committee may communicate to Directorate via Lead PAO
	<p>Filing of returns and other compliances shall continue at DDO Level. However, Circle level Consultant is required to provide assistance in relation to computation of tax liability and guidance in relation to discharge of liabilities under the following legislations:</p> <ul style="list-style-type: none"> • 1. Goods and Services Tax • 2. Accounting issues related to GST involving both accrual and cash-based accounting as applicable. • 3. Any other Indirect Taxes Assistance on issues raised during filing of GST Returns, as detailed below:- <ul style="list-style-type: none"> ○ GSTR-1A ○ GSTR-2 ○ Review of GSTR 2A and communicating with suppliers of inward supplies in order to get input credit as per accounts of IR. ○ Review of GSTR-1A and communicating with the receivers of outward supplies of Port. ○ ITC-1 for input credits under GST, SGST and IGST. ○ GSTR 7 for TDS under GST. ○ GSTR 9 for annual filing under CGST, SGT and IGST. • Any other Returns/Documents, if any, as notified by Government of India with respect to GST.
Liaison & Communication	<ul style="list-style-type: none"> • Central Consultant Coordination: Maintain regular communication with the Directorate GST consultant, providing updates on circle-level compliance status and seeking guidance as needed. • Any Policy level issues which are sent by Circle Level Committee to Directorate Level Committee should contain opinion of the Circle Level GST Consultant on the issue.
	<ul style="list-style-type: none"> • GSTRPs Communication: Establish clear communication channels with DDOs, ensuring prompt

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	responses to queries within the agreed-upon Service Level Agreement (SLA).
Audit Compliance	<ul style="list-style-type: none"> • Provide Assistance: Assistance during audit process initiated under GST law by other authority
	<ul style="list-style-type: none"> • Expert Analysis of GST Audit Findings: Provide in-depth opinions on complex GST issues raised during audits undertaken by various authorities. Deliver actionable guidance to resolve these matters effectively.
Knowledge Development & Implementation	<ul style="list-style-type: none"> • Local Updates: Stay updated on state-specific GST circulars and notifications that may impact DoP operations within their circle.
	<ul style="list-style-type: none"> • Knowledge Sharing: Share relevant GST updates and insights with DDOs to enhance their understanding.
	<ul style="list-style-type: none"> • Best Practice Adoption: Collaborate with the central GST consultant to implement best practices, process improvements at the circle level.
Legal Advisory services	<ul style="list-style-type: none"> • To assist and advice to DDO's for preparing proper response to the queries raised by the Tax Administration from time to time under the GST law in connection with any of the above activities or any other related matter.
	<ul style="list-style-type: none"> • Provide legal opinion / advice on queries raised by Circle GST Committee related to the transactions and activities carried out by DDO's from GST perspective in order to ensure appropriate compliances under the GST regime.
	<ul style="list-style-type: none"> • Identify complex GST scenarios (e.g. issues with high-value transactions, potential for disputes, or requiring policy clarification) and escalate them to the central-level GST consultant/Directorate for in-depth advisory support.
	<ul style="list-style-type: none"> • Assist to Circle level committee/DDOs in respect of issues pending in connection with Service Tax related matters.
	<ul style="list-style-type: none"> • Advise Circle level committee on proper course of action to be adopted in respect rules/laws mentioned in GST Act to avoid any future adverse implications. • Any other incidental work related to above.
Litigation	<ul style="list-style-type: none"> • Coordination with the GST Department: Facilitate



Support services	smooth resolution of Department of Posts (DOP) related GST issues. Act as the critical liaison between the Circle DOP and the State GST authority.
	<ul style="list-style-type: none">• Preliminary Assessment: Conduct an initial assessment of notices or summons related to GST issues received by Circle Offices or GSTRPs.
	<ul style="list-style-type: none">• Documentation & Evidence: Assist the GSTRPs in gathering relevant documentation and evidence to address audits, notices, or disputes.
	<ul style="list-style-type: none">• Central Liaison: Coordinate with the central-level GST consultant for litigation support. Facilitate communication, documentation transfer, and strategy alignment on GST litigation matters.
	<ul style="list-style-type: none">• Review Show cause Notices: Review of show cause notices orders issued by Commissioner, Commissioner (Appeal) and tribunals to guide way forward, in respect of GST.
	<ul style="list-style-type: none">• Any other incidental work related to above.



ATC (Additional Terms & Conditions)

1. Local Office – Consultant must have local office at the state capital i.e. Bhopal city for easy correspondence / communication time to time.
2. Consultant have to visit the DDO at their own cost, whenever any queries or issue arises regarding the matter. No additional payment will be paid for any kind of visit at CO Bhopal / DAP Bhopal or any DDO placed in MP.