Himachal Pradesh State Electricity Board Limited

Expression of Interest (EoI)

for

Payment Aggregator (PA) for Collection of Energy and Non-Energy Bills of HPSEBL through Online Payment Platforms, including Payment Gateway, BBPS, RTGS/NEFT and Other Digital Payment Channels

Digitally signed by
Rakesh Kumar
Date: 21-09-2026
12:25:18

Chief Engineer (P&M.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.
Email: cepmhpsebl@gmail.com
Phone: 0177-2812500

Himachal Pradesh State Electricity Board Limited

"A State Government Undertaking"

Registered Office	Vidyut Bhawan, HPSEBL, Shimla-171004(H.P)
Number (CIN)	U40109HP2009SGC031255
GST No.	HPSEBL 02 AACCH4894EHZB
Telephone No.	0177-2656485 (Landline & Fax)
Website Address	www.hpseb.in
Email	cepm@hpseb.in

Expression of Interest (EoI)

Invitation for Expression of Interest for Online Payment Aggregator (PA) for Collection of Energy and Non-Energy Bills of HPSEBL through Online Payment Platforms, including Payment Gateway, BBPS, RTGS/NEFT and Other Digital Payment Channels.

HPSEBL intends to engage a reputed, RBI-authorized Payment Aggregator (PA) for end-to-end collection of energy and non-energy bills through a unified, multi-channel digital payment ecosystem. The engagement shall encompass integration of Payment Gateway (PG) services, the Bharat Bill Payment System (BBPS), UPI, IMPS, RTGS/NEFT, debit/credit card and net-banking channels, along with support for POS/QR-based and other emerging digital payment modes. The objective is to explore the latest technologies available in the market to cater HPSEBL's consumers a secure, PCI-DSS compliant, convenient and technologically robust payment experience, while ensuring seamless reconciliation, real-time settlement and MIS reporting for HPSEBL.

Only reputed, financially sound and technically competent Payment Aggregators/Banks/Financial Institutions duly authorized by the Reserve Bank of India (RBI) under the PA/PG framework and holding a valid Certificate of Authorization with demonstrated experience in providing payment aggregation, bill collection and settlement/reconciliation services, preferably to Power Sector Utilities, State DISCOMs and other Public Sector Undertakings in India, are requested to submit their Expression of Interest (EoI) alongwith the Forms mentioned under the Section-5 of EoI, approach documentation, technologies, integration, dashboard functionalities etc. as mentioned under Section-2 of EoI, for the implementation of services proposed for HPSEBL. Payment Aggregator (PA) must further comply with applicable RBI guidelines on data localization, cyber security, and net-worth/capital adequacy norms prescribed for Payment Aggregators. Eligible Payment Aggregators shall subsequently be invited to make a detailed technical and commercial presentation of their proposal before the HPSEBL authorities.

The complete Expression of Interest (EoI) document, includes existing online payment provisions of HPSEBL, scope of work, general terms and conditions, check list of online payment facilities provided by payment aggregator etc. shall be available on the official website of HPSEBL, i.e. www.hpseb.in. Payment Aggregators/Banks/Financial Institutions shall submit their proposals to the office of under signed, and may contact following officer for further clarifications:

Name & Designation	Contact Details
Er. Ajay Ahitan, Sr. Executive Engineer (IT)	Mobile No. 94184-51300
Er. Sandeep Ghai, Assistant Executive Engineer (IT)	Mobile No. 82194-27472
Er. Vinay Sharma, Junior Engineer (IT)	Mobile No. 94598-71756

The Expression of Interest should reach in this office on or before **06.10.2026** till **5:00 PM.**

(Er. Rakesh Kumar)
Chief Engineer (P&M.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.

Section-1 (Expression of Interest)

1. Background and brief detail of existing Online Payment Services:

Himachal Pradesh State Electricity Board Ltd., Shimla is the pan-state power distribution utility in the state of Himachal Pradesh. It mainly caters to the business of electricity distribution to its consumers. The company has its registered office in Shimla and operates in all the 12 districts of the state and serving 30 lacs (approx.) consumers of various tariff categories.

In line with its objective of providing consumers a convenient, secure and technology enabled bill payment experience, HPSEBL has, over the years, progressively adopted multiple digital payment channels in addition to the conventional offline modes of bill payment, i.e., Cash Counters, Lok Mitra Kendras (LMKs) etc.

The digital payment modes presently facilitated by HPSEBL are as under:

a. Payment Gateway (PG) Services:

HPSEBL has integrated Payment Gateway services through **M/s HDFC Bank Ltd.** and **M/s Indiaideas.com Ltd. (BillDesk)**, enabling consumers to remit electricity bill payments online through Credit Card, Debit Card, Net Banking and UPI/QR channels. The transaction count and amount data for Payment Gateway services during May, June and July 2026 is set out below:

Month	Total transaction Count	Total transaction Amount (₹ Cr)
May-26	1,29,164	227.35
Jun-26	1,47,671	248.83
Jul-26	1,51,840	247.93
Total	**4,28,675**	**724.11**

b. Online RTGS/NEFT Facility:

HPSEBL has also enabled electricity bill payment through online RTGS/NEFT modes, currently facilitated through **M/s YES Bank Ltd.** and **M/s HDFC Bank Ltd.** . The transaction count and amount data for Online RTGS/NEFT services during May, June and July 2026 is set out below

Month	Total transaction Count	Total transaction Amount (₹ Cr)
May-26	12,639	257.49
Jun-26	19,475	462.65
Jul-26	14,836	284.27
Total	**46,950**	**1004.41**

c. Bharat Bill Payment System (BBPS):

HPSEBL has been on-boarded onto the Bharat Bill Payment System (BBPS) platform, with BBPS based bill collection services currently facilitated through **Punjab National Bank (PNB)** as the Bharat Bill Payment Operating Unit (BBPOU). Through this channel, consumers are able to pay electricity bills through a wide network of participating banking and non-banking agencies — including major banks such as SBI, ICICI, PNB, HDFC, Yes Bank, Canara Bank, Central Bank of India, IDBI and Bank of Baroda — as well as mobile banking applications and wallets such as Paytm, MobiKwik, Amazon Pay, Airtel Payments Bank, PhonePe and Bajaj Finance, in addition to BHIM/UPI. . The transaction count and amount data for BBPS services during May, June and July 2026 is set out below

Month	BBPS transaction Count	BBPS transaction Amount (₹ Cr)
May-26	7,63,529	85.65
Jun-26	8,54,718	106.34
Jul-26	8,78,161	106.35
Total	**24,96,408**	**298.34**

2. Rationale for Engaging a Payment Aggregator:

At present, HPSEBL's digital bill collection ecosystem operates through multiple, independently integrated service providers i.e. HDFC Bank Ltd. and M/s Indiaideas.com Ltd. for Payment Gateway services, YES Bank Ltd. and HDFC Bank Ltd. for online RTGS/NEFT based payments, and PNB for BBPS payment collection services resulting in a fragmented payment architecture, disparate reconciliation processes and multiple points of integration and maintenance.

In view of the evolving digital payments landscape, increasing consumer preference for unified and seamless payment experiences, and the need for centralized reconciliation, settlement and MIS reporting, HPSEBL intends to engage a common, RBI authorized Payment Aggregator (PA) to consolidate and manage all online bill collection channels including Payment Gateway, BBPS, RTGS/NEFT and other emerging digital payment modes under one integrated, secure and technologically robust platform. Further, HPSEBL also intends to engage more than one payment aggregator, preferably common for Payment Gateway, BBPS, RTGS/NEFT and other emerging digital payment modes.

Section-2 (Objective and Scope of Work)

1. Brief Scope of Work:

The objective of this EoI is to explore the market players, their technologies, products and services currently available, rates (if any) etc. for the tender to be floated for providing an integrated, secure and RBI compliant digital bill collection ecosystem, encompassing Payment Gateway (PG) services, Bharat Bill Payment System (BBPS) and RTGS/NEFT based electronic collections, along with any other online/digital payment channel (WhatsApp Payments/ POS/QR) as may be required by HPSEBL from time to time. The briefed scope of work, but not limited to, set out in following sub Clauses shall apply uniformly across all payment channels:

a) **Regulatory Authorization**: The PA shall have obtained, and shall continue to hold and possess throughout the term of the Agreement, a valid Certificate of Authorisation from the Reserve Bank of India (RBI) to operate as a Payment Aggregator under the RBI "Guidelines on Regulation of Payment Aggregators and Payment Gateways" (as amended from time to time), and as a Bharat Bill Payment Operating Unit (BBPOU) duly authorised by NPCI/BBPCU, as applicable to the service(s) being rendered.

The PA shall possess and maintain all licenses, authorizations, approvals, registrations and permissions applicable to the services proposed to be offered under this EoI, including applicable authorization/approval of RBI/NPCI/other competent authorities, as the case may be. Banks shall be eligible to participate subject to the regulatory framework applicable to banks. Non-bank entities proposing to undertake Payment Aggregator activities involving handling/aggregation of funds shall possess the requisite RBI authorization under the applicable RBI framework.

b) **Compliance with Regulatory Framework**: The PA shall, at all times, comply with all applicable rules, procedures, regulations, guidelines, circulars, orders, directions, notices and instructions issued and in force from time to time by RBI, the National Payments Corporation of India (NPCI)/Bharat Bill Payment Central Unit (BBPCU), or any other competent authority, governing Payment Gateway, BBPS and RTGS/NEFT based electronic collection services.

c) **Net worth and Capital Adequacy**: The PA shall maintain, at all times, a minimum net worth as prescribed under extant RBI norms applicable to non-bank Payment Aggregators, and shall submit documentary evidence (audited financials/net-worth certificate from a Chartered Accountant) in support thereof, as and when called for by HPSEBL.

d) **Nodal Collection Account**: PA shall collect the online energy and non-energy bill collection amount to HPSEBL's collection bank account. PA shall settle the HPSEBL's funds designated account as per the timelines specified in the settlement clause.

e) **Transaction Completion and Reconciliation**: Subject to the other terms of the Agreement, a transaction shall be deemed complete only upon (i) receipt of transaction confirmation, (ii) actual credit of the collected amount into HPSEBL's designated Bank Account/Nodal Account, and (iii) reconciliation of payments amongst the Acquiring Bank, the PA/BBPOU and HPSEBL.

f) **Settlement Timelines**: The PA shall remit the collected amount to HPSEBL's designated Bank Account on the same day of collection i.e. T+0 basis in case of RTGS/NEFT, On T+0 and maximum T+1 basis (before 11:00 A.M) for other payment channels, through Standing Instruction/auto-sweep mechanism. Where T+1 falls on a bank holiday, settlement shall be effected on the immediately following working day (before 11:00 A.M). Delay in settlement/remittance shall attract Liquidated Damages (shall be mentioned in the relevant clauses of tender to be floated at later stage) on the outstanding/delayed amount, payable by the PA to HPSEBL within 15 days of presentation of the claim/bill by the concerned section of HPSEBL Or deduction through raised monthly invoice, as the case may be.

g) **MIS Reporting:** The PA shall submit MIS reports of bill payments to HPSEBL, in the prescribed format and at the prescribed interval, on a daily basis, and the same shall also be made available online/through a dashboard. The MIS report shall, at minimum, include Transaction Number, Consumer ID, Amount, Date of Transaction, Payment Mode, Amount Settled, Date of Settlement, Date of Transfer of Amount to HPSEBL's Account, and Payment Channel.

h) **e-Receipt Generation**: On every successful transaction, the PA shall ensure issuance of an online e-receipt of HPSEBL, in the prescribed format, bearing a unique transaction reference number.

i) **Technical Assistance and Grievance Redressal**: The PA shall provide technical assistance to HPSEBL during all business hours and Business Days, and shall attend to and resolve all complaints/queries raised by HPSEBL with respect to the services within 32 Business Hours during Business Days, consistent with RBI's Turn-Around-Time (TAT) framework for resolution of failed/disputed transactions and auto-reversal of failed transactions.

j) **Grievance Redressal Officer**: The PA shall designate a dedicated nodal Grievance Redressal Officer for HPSEBL related transactions, whose contact details shall be shared with HPSEBL and displayed on the relevant payment interface, in line with RBI's customer grievance redressal norms for Payment Aggregators.

k) **System Integration**: The PA shall integrate its systems/Application Programming Interfaces (APIs) with HPSEBL's Billing/SAP-ISU application/Portal, at no cost whatsoever to HPSEBL, and shall be solely responsible for infrastructure development and provisioning, application development, dashboards and all costs connected therewith.

l) **Transaction and Data Security**: The payment platform shall provide, at minimum, 128-bit SSL (Secure Sockets Layer) encryption, or such higher standard as may be prescribed by RBI/PCI Security Standards Council from time to time, for securing all transactions. The PA's systems shall be certified compliant with the Payment Card Industry Data Security Standard (PCI-DSS) and Payment Application Data Security Standard (PA-DSS), with such certification renewed annually through a CERT-In empaneled auditor, and a copy of the certificate shall be shared with HPSEBL.

m) **Data Localisation:** The PA shall ensure that the entire data relating to payment transactions processed under this Agreement is stored only in India, in compliance with RBI's directions on storage of payment system data.

n) **Safeguarding of Funds:** All amounts collected by the Payment Aggregator ("PA") on behalf of the HPSEBL shall be held, safeguarded and settled strictly in accordance with the applicable RBI directions, NPCI/BBPS requirements and other applicable laws and regulatory instructions. The PA shall not use, appropriate, pledge, encumber, set off, lien, invest or otherwise deal with such funds for any purpose other than the authorized processing and settlement of transactions.

o) **No Financial Loss to the HPSEBL:** The PA shall be solely responsible for ensuring the safety, integrity and timely settlement of all amounts collected on behalf of the HPSEBL. The HPSEBL shall not bear any loss whatsoever arising out of or attributable to the act or omission, fraud, negligence, willful misconduct, system failure, cyber incident, unauthorized transaction, insolvency, bankruptcy, misappropriation, diversion, erroneous accounting, reconciliation failure or failure to settle by the PA or any of its employees, agents, subcontractors, technology/service providers or other third parties engaged by the PA.

p) **Full and Unconditional Settlement:** The PA shall remain liable to the HPSEBL for the full amount due for every successfully collected transaction, irrespective of any subsequent dispute, failure, default or non-recovery from any intermediary, payment instrument provider, acquiring institution, technology provider or other third party, except to the extent that such non-settlement is expressly attributable to the HPSEBL and is established to the satisfaction of the HPSEBL.

q) **Baseline Technology and Risk Management:** The PA shall adopt minimally baseline technology related recommendations issued by RBI for Payment Aggregators/Payment Gateways, including real-time transaction monitoring, fraud detection and risk-scoring mechanisms, and shall maintain a HPSEBL approved Information Security and Fraud Risk Management Policy.

r) **Refund and Chargeback Management**: The PA shall put in place a clearly defined, RBI-compliant mechanism for processing refunds, failed-transaction reversals and chargebacks, and shall ensure that failed transactions are auto-reversed to the consumer's account within the timelines prescribed by RBI, failing which applicable compensation shall be payable to the affected consumer/HPSEBL as per RBI norms.

s) **Right to Audit**: HPSEBL and/or its authorized representative(s) shall have the right, upon reasonable prior notice, to conduct periodic audits/inspections of the PA's systems, processes, security controls, and records relevant to the services rendered under this Agreement.

t) **Business Continuity and Disaster Recovery**: The PA shall maintain a robust Business Continuity Plan (BCP) and Disaster Recovery (DR) setup, with clearly defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO), data backup arrangements, business continuity plan to ensure uninterrupted availability of bill collection services to HPSEBL's consumers., will also submit the detail of same to HPSEBL.

u) **Confidentiality and Data Protection**: The PA shall treat all HPSEBL's consumers and HPSEBL data as strictly confidential, shall not use the same for any purpose other than rendering services to be contracted for, and shall comply with applicable data protection laws, including the Digital Personal Data Protection Act, 2023, and RBI's data protection/localisation norms, as applicable.

v) **Non-Assignment/Sub-contracting**: The PA shall not assign, sub-contract or sub-let, in whole or in part, its obligations under this Agreement to any other organisation/body/company, without the prior written consent of HPSEBL.

w) **Change Management**: Any change in the specifications of the services necessitated by change in law, RBI/NPCI/BBPCU guidelines, HPSEBL's requirements, or technology, shall be discussed by the Parties and implemented in the manner mutually agreed between them.

x) **Publicity**: The PA shall, at its own cost and responsibility, publicize the availability of the online electricity bill payment facility to HPSEBL's consumers.

y) **Insurance**: The PA shall maintain adequate insurance cover, including cyber-insurance, to safeguard against losses arising from fraud, data breach, or operational failure connected with the services rendered under this Agreement.

z) **Exit Management:** Upon expiry or termination of the Agreement, the PA shall provide reasonable transition assistance to HPSEBL or its successor service provider, to ensure continuity of bill collection services, and shall hand over all relevant data/records pertaining to HPSEBL's transactions in a mutually agreed format.

aa) **Unified Dashboard**: The PA shall provide HPSEBL with a single, web-based Unified Dashboard consolidating all payment channels (Payment Gateway, BBPS, RTGS/NEFT and any other digital payment mode) on one interface. The dashboard shall, at minimum, offer real-time and historical data analytics with Infographics, graphical trends and channel performance; mode-wise and provider-wise collection breakup by transaction count and amount for any selected date range; downloadable MIS and settlement reports in standard formats (Excel/CSV/PDF); real-time reconciliation status with drill-down to transaction level; detailed tracking of refund and chargeback defend, chargeback transactions through dashboard, including status, amount, reason and turnaround time for resolution etc.

Section-3 (General Terms & Conditions)

1) The objective of this EoI is to explore the market players, their technologies, products and services currently available, rates (if any) etc. for the tender to be floated for providing an integrated, secure and RBI compliant digital bill collection ecosystem, encompassing Payment Gateway (PG) services, Bharat Bill Payment System (BBPS) and RTGS/NEFT based electronic collections, along with any other online/digital payment channel (WhatsApp Payments/ POS/QR) as may be required by HPSEBL from time to time. The eligibility/ qualification criteria so as to engage the Payment Aggregator with HPSEBL shall be finalized by HPSEBL based on the response to this EoI, or otherwise, case the case may be. After completing the tendering process, award shall be placed to the successful bidder and contract agreement shall be signed after the acceptance of award as per the terms and conditions specified in the tender document, including submission of Performance Bank Guarantee (PBG) as security deposit, amount/calculation to derive the same shall be made available in the tender document. Further, tender/award/contract shall also have provision, where either Party may terminate the contract by giving thirty (30) business days prior written notice to the other Party. Further HPSEBL reserve right to allot the same to any other willing eligible Banker/ Aggregators in case of unsatisfactory performance of the Payment Aggregator (PA).

   Although, PA shall need to meet following minimum conditions/criteria for participating in tendering process at later stage:

   a) Legally incorporated entity in India.
   b) Valid registrations/licenses/authorizations applicable to the proposed services.
   c) Experience in payment gateway/payment aggregation/BBPS/banking integrations, as applicable.
   d) Minimum number/value of transactions handled.
   e) Experience with government/public-sector/large institutional clients, if relevant;
   f) Financial capacity.
   g) No debarment/blacklisting by Government/statutory authorities, subject to your procurement rules.
   h) Compliance with applicable RBI/NPCI/BBPS and other regulatory requirements.

2) **Regulatory compliance**

   Further, PA shall also to ensure regulatory compliance with:

   a) RBI regulations/directions applicable to Payment Aggregators and Payment Gateways;
   b) Applicable NPCI requirements;
   c) BBPS-related regulatory/operational requirements;
   d) Payment Card Industry requirements, where card payments are involved;
   e) Applicable data-protection/privacy requirements;
   f) Cyber-security requirements;
   g) CERT-In directions, where applicable;
   h) Applicable Indian laws and regulations concerning electronic transactions, payments and data.

3) Technology architecture

PA shall indicate whether the proposed architecture is based on proprietary technology, open standards, third-party platforms, or a combination thereof, and shall identify all material third-party dependencies.

a) High-level solution architecture
b) Application architecture
c) API specifications/documentation
d) Integration methodology
e) Cloud/on-premise/hybrid deployment options
f) Hosting location
g) Data flow diagram
h) Transaction flow diagram
i) Authentication mechanisms
j) Encryption
k) API security
l) Tokenization, wherever applicable
m) Web hook/callback architecture
n) Redundancy
o) Disaster recovery
p) Business continuity
q) Scalability
r) Monitoring
s) Logging
t) Audit trails
u) Version management
v) Sandbox/test environment
w) Certification/UAT process.

4) Integration with existing systems

In order to live the PA's services for providing an integrated, secure and RBI compliant digital bill collection ecosystem, encompassing Payment Gateway (PG) services, Bharat Bill Payment System (BBPS) and RTGS/NEFT based electronic collections, along with any other online/digital payment channels, PA shall require integration with HPSEBL's Billing system, Portal/website, Mobile App (Android and iOS)

Ask for sample/API documentation, preferably in a non-confidential form, so your technical team can assess integration complexity.

5) Customer support and grievance/dispute management

PA shall require to share the details of dedicated relationship manager, ticketing system, escalation matrix, integration support, reporting mechanism

6) Implementation methodology

PA shall require completing the API integration as per the specified timelines i.e. tentatively 90 days from approximately the issuance of award, accordingly, PA shall share the following:

a) Timelines to complete the API development/integration with dependency, if any.
b) Timelines for Security testing
c) UAT
d) Date of Go-live

Section-4 (Presentation, Outcome and Disclaimer)

1. Presentation and Proposal:

Besides, EoI submission, Payment Aggregators/Banks/Financial Institutions shall also submit a comprehensive proposal describing their proposed solution, implementation methodology, technical capabilities, industry experience, deployment architecture, integration approach, indicative commercial information, and long-term support model. The proposal submitted shall be sufficiently detailed to enable HPSEBL to evaluate the suitability, maturity, scalability, technical capability and long-term sustainability of the proposed solution. Wherever applicable, documentary evidence shall be enclosed in support of the claims made.

The interested Payment Aggregators/Banks/Financial Institutions will present their proposals before HPSEBL Authorities, covering their capability to onboard, integrate and manage HPSEBL's bill collection ecosystem while ensuring uninterrupted consumer service, secure fund settlement, seamless reconciliation and integration with HPSEBL's existing SAP-ISU billing application. The proposal shall specifically cover the following:

a) Payment Aggregation solution roadmap covering Payment Gateway, BBPS, RTGS/NEFT and other digital payment modes.
b) Integration approach and timelines for onboarding HPSEBL's billing system with the proposed solution.
c) Settlement, reconciliation and Unified Dashboard/MIS reporting capabilities.
d) Commercial model, including Merchant Discount Rate (MDR)/transaction charges, if any, annual recurring costs, and Total Cost of Ownership for a period of Three to Five years.
e) Power Sector/Public Sector Undertaking deployment experience in respect of the proposed solution.

2. Outcome:

The presentations received through this EOI shall assist HPSEBL in:

a) Assessing available Payment Aggregation options for modernizing HPSEBL's bill collection ecosystem.
b) Understanding commercial implications of different Payment Aggregator engagement models.
c) Formulating a long-term digital payment strategy.
d) Preparing a future procurement strategy, if required.

The information collected through this EOI shall be used solely for internal evaluation and planning purposes.

3. Disclaimer:

This EOI is issued solely for the purpose of obtaining information, understanding and to explore the market players, their technologies, products and services currently available etc. for the tender to be floated for providing an integrated, secure and RBI compliant digital bill collection ecosystem, encompassing Payment Gateway (PG) services, Bharat Bill Payment

System (BBPS) and RTGS/NEFT based electronic collections, along with any other online/digital payment channel (WhatsApp Payments/ POS/QR) as may be required by HPSEBL from time to time. The submission of EoI would not be be construed as a solicitation of bids, Request for Proposal (RFP), Request for Quotation (RFQ), invitation to contract or commitment of any nature.

Participation in this EOI does not confer any right or expectation upon any respondent for empanelment, shortlisting, award of work or participation in any future procurement process. HPSEBL reserves the absolute right to:

a) Accept or reject any or all responses
b) Modify, amend or withdraw this EOI at any stage
c) Seek additional information or clarifications
d) Conduct discussions, workshops, demonstrations or proof-of-concept exercises with one or more respondents
e) Issue a fresh EOI, RFP or any other procurement document without assigning any reason.

All costs incurred by respondents in preparation and submission of the EOI, participation in presentations, demonstrations, meetings, workshops or site visits shall be borne solely by the respondents. HPSEBL shall not be liable for reimbursement of any such expenses.

Information furnished by respondents shall be treated as non-confidential unless specifically identified and justified as proprietary. HPSEBL may use the information received for preparation of technical specifications, procurement strategy, market analysis and future tender documents, while respecting applicable intellectual property rights.

Issuance of this EOI does not imply that HPSEBL has finalized the scope, deployment model, technology platform, commercial strategy or procurement methodology. The final procurement, if undertaken, shall be governed by the terms and conditions of the subsequent RFP and applicable Government of Himachal Pradesh and HPSEBL procurement policies.

Section-5 (Formats)

Form-I (Particulars of Payment Aggregator)

(To be in company letterhead)

To

The Chief Engineer (P&M),
HPSEBL, Vidyut Bhawan,
Shimla-171004 (H.P.)

Subject: **EoI for Payment Aggregator (PA) for Collection of Energy and Non-Energy Bills of HPSEBL through Online Payment Platforms, including Payment Gateway, BBPS, RTGS/NEFT and Other Digital Payment Channels.**

Sir,

The detailed profile of firm as per the requirement is given as under:

Sr. No.	Particulars	Bidder's Details
1	Full legal name of the firm/bank.	
2	Year of establishment.	
3	Registered Office Address.	
4	Address for Correspondence.	
5	Telephone No.	
6	E-Mail Address.	
7	Authorized person(s) and other key managerial persons.	
8	Name and address of the Directors.	
9	Type of the firm — Private Limited/Public Limited/Nationalized Bank/Scheduled Commercial Bank/Government.	
10	Whether registered under Companies Act/Banking Regulation Act or any other Act.	
11	Registration No. & Date.	
12	RBI Certificate of Authorisation No. & Date (as Payment Aggregator/BBPOU).	
13	GST No.	
14	TAN No.	
15	PAN No.	

Signature with company seal:

Name :

Designation :

Date :

Form-II

(Performa of Letter of Undertaking)

(To be in company letterhead)

To

The Chief Engineer (P&M),
HPSEBL, Vidyut Bhawan,
Shimla-171004 (H.P.)

Subject: **EoI for Payment Aggregator (PA) for Collection of Energy and Non-Energy Bills of HPSEBL through Online Payment Platforms, including Payment Gateway, BBPS, RTGS/NEFT and Other Digital Payment Channels.**

Sir,

We are submitting our proposal with complete set of enclosures. We, the undersigned, declare that:

a) We have examined the EOI and have no reservations to the Bidding Document, including Addendum (if any).

b) We offer to provide Payment Aggregator (PA) services comprising Payment Gateway, BBPS, RTGS/NEFT and other digital payment channels, for collection of energy and non-energy bills of HPSEBL, in conformity with the EOI.

c) We confirm that our firm/bank holds a valid Certificate of Authorisation from the Reserve Bank of India (RBI) to operate as a Payment Aggregator (PA) and Bharat Bill Payment Operating Unit (BBPOU), as applicable, alongwith applicable regulatory compliances and that the same shall remain valid throughout the term of the contract, to be signed after the tendering process and placing of award.

d) We confirm that our firm/bank has not been blacklisted/debarred by any Regulatory Authority (including RBI), Agency, State Government or Central Government, or by HPSEBL or any other State Electricity Board/Utility.

e) We shall abide by all terms and conditions mentioned in the EOI including the Scope of Work, terms and conditions, RBI's extant Guidelines on Regulation of Payment Aggregators and Payment Gateways.

Signature with company seal:

Name :

Designation :

Date :

Form-III

(Experience and Performance Certificate)

(To be in company letterhead)

To

The Chief Engineer (P&M),
HPSEBL, Vidyut Bhawan,
Shimla-171004 (H.P.)

Subject: **EoI for Payment Aggregator (PA) for Collection of Energy and Non-Energy Bills of HPSEBL through Online Payment Platforms, including Payment Gateway, BBPS, RTGS/NEFT and Other Digital Payment Channels.**

Sir,

This is with reference to the EOI for Payment Aggregator published by HPSEBL. The necessary details regarding the requisite qualification/experience are given as under:

Sr. No.	Scope of Work	Name of Client/ Organization	Work Order No. & Date	Experience in Years & Months
1				
2				
3				
4				
.	.	.	.	.
N	.	.	.	.

The copies of work order(s) and client certificate(s) regarding execution of works/services as Payment Aggregator/BBPS/Payment Gateway/RTGS-NEFT collection services rendered to Power Sector Utilities/PSUs/Government Departments) are annexed herewith.

Signature with company seal:

Name :

Designation :

Date :

Form-IV (Financial Proposal Submission Sheet)

(To be in company letterhead)

To

The Chief Engineer (P&M),
HPSEBL, Vidyut Bhawan,
Shimla-171004 (H.P.)

Subject: **EoI for Payment Aggregator (PA) for Collection of Energy and Non-Energy Bills of HPSEBL through Online Payment Platforms, including Payment Gateway, BBPS, RTGS/NEFT and Other Digital Payment Channels.**

Sir,

This is with reference to the EoI for Payment Aggregator published by HPSEBL. The proposal wise proposal for mode wise proposed is given as under:

<table>
<tr><th colspan="4">Payment Aggregator services for collection of electricity bills through online</th></tr>
<tr><td>Bank/Firm's Name:</td><td colspan="3"></td></tr>
<tr><td>EoI No.</td><td colspan="3"></td></tr>
<tr><td>Date</td><td colspan="3"></td></tr>
<tr><td colspan="2">Payment Mode</td><td>Service provisioning (Yes/No)</td><td>Remarks , If any</td></tr>
<tr><td>AMC</td><td rowspan="11">Payment Gateway (PG)</td><td rowspan="11">(Yes/No)</td><td></td></tr>
<tr><td>Integration Fee</td><td></td></tr>
<tr><td>UPI</td><td></td></tr>
<tr><td>Debit Card ≤ ₹2,000</td><td></td></tr>
<tr><td>Debit Card > ₹2,000</td><td></td></tr>
<tr><td>Credit Card (Visa/Master)</td><td></td></tr>
<tr><td>Net Banking</td><td></td></tr>
<tr><td>Wallet</td><td></td></tr>
<tr><td>Prepaid Card</td><td></td></tr>
<tr><td>UPI QR</td><td></td></tr>
<tr><td>UPI CC</td><td></td></tr>
<tr><td>ONLINE RTGS/NEFT</td><td>Online RTGS/NEFT</td><td>(Yes/No)</td><td></td></tr>
<tr><td>BBPS</td><td>BBPS</td><td>(Yes/No)</td><td></td></tr>
<tr><td>Remarks if any</td><td colspan="3"></td></tr>
</table>

Signature with company seal:

Name :

Designation :

Date :