

**Amendment No. 1 for TER-44/CSCC/R-APDRP/2020 dated 30.06.2020**

Sr. No	Page No./ section	Clause No.	RFP Term	Amendment
1	30 (1) and 35	Form-1 (Covering Letter)  Form-6 (Schedule of Price)	Appointment of a Call Center Agency for Providing Single Window Centralized Customer Services to DHBVN Customers by Operating & Maintaining a Customer Services Call Center (CSCC) in Haryana, preferably in Delhi/NCR-Gurugram	Appointment of a Call Center Agency for providing Single Window Centralized Customer Services Call Center (CSCC) to DHBVN.
2	41	Form-10 (Performa of Agreement)	WHEREAS DHBVN desirous invited bids for Providing Single Window Centralized Customer Services to DHBVN Customers by Operating & Maintaining a Customer Services Call Center (CSCC) in Haryana, preferably in Delhi/NCR-Gurugram under DHBVN	WHEREAS DHBVN desirous invited bids for Providing Single Window Centralized Customer Services Call Center (CSCC) to DHBVN Customers.

All Other terms & conditions of RFP shall remain unchanged.

*Ans*  
9/7/2020  
**Superintending Engineer/R-APDRP  
For CTO, DHBVN, Hisar**