

No. J-24/48/2020-CPU
Government of India
Ministry of Consumer Affairs, Food & PD
Department of Consumer Affairs

Krishi Bhawan, New Delhi
the 12th January, 2021

E-Tender Notice

Subject: Invitation for Expression of Interest (Eoi) for setting up and running Zonal Consumer Helplines – reg.

CRITICAL DATE SHEET

Date of publication on GEM portal	11.01.2021
Bid Submission Start Date	11.01.2021
Bid Submission End Date	01.02.2021

Online e-tenders are invited by the Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumer Affairs for expression of interest (EOI) for setting up and running zonal consumer helplines (ZCH) at Ahmedabad, Bengaluru, Guwahati, Jaipur, Kolkata and Patna.

2. The tender document (**ID no. GEM/2021/B/965707**) can be downloaded from the website of <http://gem.gov.in> from 11.01.2021.
3. The interested bidders may submit the tender online complete in all respects along with EMD of ₹ 10,000/- (Rupees ten thousand only) (without interest) per location.
4. **Separate tenders are to be submitted for separate locations via online mode through GeM Portal. No hardcopies of the tender will be accepted.** All the documents in support of eligibility criteria, EMD etc. are to be scanned and uploaded along with the tender documents.
5. The competent authority in the Department of Consumer Affairs reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, there for.

Jayashree Narayanan
12/1/2021

(Jayashree Narayanan)
Under Secretary to the Govt. of India
Tele: 2338 4627

1. All Ministries/Departments for circulation among their contract holders.
2. *Tech.Dir.*, NIC, Department of Consumer Affairs with the request to place the aforesaid notice on the website of the Department for wider publicity.