

रेलवे सूचना प्रणाली केन्द्र
(रेल मंत्रालय, भारत सरकार का संगठन)

CENTRE FOR RAILWAY INFORMATION SYSTEMS
(An Organization of the Ministry of Railways, Government of India)

No. CRIS/HQ/PRJT/30/2023-UTS

Dated: 03.06.2024

Chief Commercial Manager (PM/PS)
All Zonal Railways

Sub:- Proliferation of digital payment through QR code scanning at counters.

As per Railway Board instructions, CRIS has floated tender for one year rate contract for procurement of QR display devices for UTS & PRS counters across all Zonal Railways in order to enable QR based payment at all UTS/PRS counters across all Zonal Railways. Zonal Railways have provided total demand of 14313 nos. of devices for UTS & PRS counters (Annexure-E).

Purchase order for procurement of QR display devices has already been issued (Annexure-A) and delivery of same is expected at divisional HQs by mid of July'24. Railways are requested to go through Tender Guidelines related to Service level Agreement, Penalty, Schedule of Delivery, Acceptance Testing Process, Warranty and Payment terms enclosed in Annexure-B.

Escalation matrix to raise complaints is enclosed in Annexure-C and instructions for handling QR display devices are enclosed in Annexure-D.

It is further stated that CRIS is arranging virtual meeting on Jun 13th 2024 (Thursday) at 11:00 Hrs with all Zonal Railways to guide division staff regarding testing of display devices while receiving devices from the vendor. Meeting link will be shared separately by CRIS regional offices. Zonal Railways are requested to coordinate with CRIS regional offices and advise staff to join meeting. Contact Person from CRIS is Mr. Mukesh Kumar Garhwal, PPE/UTS (8130198580).

Zonal Railways are requested to depute the authorized staff nominated (list enclosed) for coordination with vendor for receipt of QR display devices along with additional staff, if any from 11:00-13:00 Hrs on Jun 13th 2024 regarding testing of QR display device.

D.A./As above

MPA
03.06.2024
(Madhusmita Patra)
General Manager/UTS

Copy to:

- 1. PED/PM, Railway Board for kind information.**
- 2. CAO/PTS, Northern Railway for kind information.**
- 3. Director/PS, CRIS for kind information.**
- 4. General Manager, CRIS/Regional Offices for information and necessary action.**

चाणक्यपुरी, नई दिल्ली - 110021
Chanakypuri, New Delhi - 110021

टेलीफोन / Telephone: +91-11-24104525 फैक्स / Fax: +91-11-26877893

CRIS

P.O.No.: 01245041100295 dated 30-MAY-24

PURCHASE ORDER (NON-STOCK)

VISHWAS MULTITECH SYSTEM PRIVATE LIMITED-NEW DELHI L-95 GROUND FLOOR MAHIPALPUR EXTN NEW DELHI, NEW DELHI, Delhi , India, 110037 (vcode::1100092) (Industry type : Other Industries) Ph.: 9560889779,919314190400 Email: madan.gupta@vishwasmultitech.com	From, Chankyapuri New Delhi 110021 Ph.:01124103624 Website: https://www.ireps.gov.in/
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With reference to your Bid Id No.16455087 dated 16/03/24 (LOA No. 01245041 dated 18-05-24 dt.) against this office Tender No.01245041 opened on 18/03/24, please deliver to the Consignee(s) mentioned below, the under mentioned articles free of incidental charges subject to CRIS EGCC (Latest Edition and modifications/addendum, if any) and Tender Conditions applicable to this Contract.

Total Order Value: **Rs.2,87,15,713.00** (Rupees Two Crore Eighty-Seven Lakh Fifteen Thousand Seven Hundred Thirteen only)

SVC :NOT APPLICABLE, **PVC** :NOT APPLICABLE, **Safety** : NO, **Option Clause** : NOT APPLICABLE, **Time Preference** : NOT APPLICABLE

PL No : 001 Item Qty : 16783 Nos. Inspection agency : Consignee

Description : Dynamic QR Code Display Devices (as per specifications)

Basic Rate: Rs. 1,450.00 (Rupees One Thousand Four Hundred Fifty only)

Consignee	PO Sr.	DELIVERY SCHEDULE			S.Tax/VAT	Freight Charges	Other Charges II
		Commence	Complete	Ordered Qty.			
GM/UTS	001		18/07/24	16,783.000	GST @ 18 %	--	--

Other Terms and Conditions

01 Inspection: By Consignee

02 Payment Terms: 1. Vendor is required to submit PBG @10% of value of Supply Order within 21 days of issue of Supply Order valid for 39 months from the date of issue of PBG bond. 2. The schedule of payment to the bidder will be as under: a. 80% of the value of complete dynamic QR display device supplied against Supply Order shall be paid by the CRIS on receipt of following documents: i) On receipt of full quantity of dynamic QR display device in good conditions and Preliminary Test Certificate by the Consignees Representative at division HQ in terms of the Supply Order as per Annexure G (Bid Document Part-II). ii) Confirmation of the validity of PBG Bond of 10% of the value of the Supply Order for a period up to 3months beyond the last date of warranty period. b. Balance 20% shall be paid after two months of supply and Power on Test of full quantity of dynamic QR display device against Supply Order, to the satisfaction of the Consignees Representative and upon furnishing the following documents: i) Successful working of complete dynamic QR display devices as per warranty clause. In this regard a successful working certificate will be issued by Consignees representative as per Annexure-H (Bid Document Part-II). ii) CRIS representative will verify the working of devices and countersign the working certificate. iii) In case of delay in providing successful working certificate from Railways beyond 3 months from the date of delivery on account of reasons not attributable to the bidder, the balance 20% of the cost of the dynamic QR display devices may be paid to the bidder against submission of an additional Bank Guarantee of an equal amount valid for minimum 12 months which shall be returned on completion of warranty period.

Digitally Signed by Mrs. Raksha Kaushal, MGR/PURC

kaushal.raksha@cris.org.in

for Managing Director, CRIS

[PO.Key: 5956243; ;]

CRIS**P.O.No.: 01245041100295 dated 30-MAY-24****PURCHASE ORDER (NON-STOCK)**

03 Delivery Schedule Schedule for Delivery, Power on Test (PoT) and Liquidated Damages (LD) - a. Dynamic QR display device shall be delivered within 7 (seven) weeks to the division HQ and power on testing thereafter within one week at division HQ from the date of placement of Supply Order against finalized Rate Contract. During power on testing, QR display device should be tested through a test Desktop (Windows) application provided by CRIS. b. Supply of entire quantity against specific Supply Order, at divisions HQ, shall be treated complete on Supply and Power on Test of full quantity of dynamic QR display device against said Supply Order. c. If the scheduled date falls on holiday/non-working day (at the delivery location), the next working day shall be treated as due date of Power on Test. d. Any delay by the bidder, in Supply of dynamic QR display device, shall render the bidder liable to pay liquidated damages on total value of the specific Supply Order as per clause 21 of CRIS EGCC (Including Modifications). e. On the receipt of the Supply Orders, the Vendor shall obtain all the necessary documents for the State Entry Permit in respective States, wherever required, by them, for complete, safe and timely delivery of the ordered products. f. A Power on Test certificate must be obtained from consignees representative (s). g. The items to be supplied should work under the specified Operating Systems. It shall be the exclusive responsibility of the Vendors supplying the items to provide appropriate device drivers and solutions for these system software platforms. h. LD against a supply order shall not exceed 10% of the total value of individual supply order.

04 Delivery Terms: Destination

05 Mode of Despatch/Delivery: by Road

06 PBG for supply order- In addition to Security deposit for RC, the firm is required to submit within 21 days from issue of supply order, PBG towards performance for an amount equivalent to 10% of the value of each supply order as per the EGCC (including Modifications).

07 Acceptance Testing Process: Physical Inspection and Testing shall be done by the Consignees representative at Divisions HQ in the presence of representative of the bidder and will comprise of the following: i. Physical verification of dynamic QR display devices as per the supply order. ii. Physical inspection of the dynamic QR display device for any physical damage. iii. Power on self-test for all dynamic QR display device to ascertain that no component is dead on arrival. During power on testing, QR display device should be tested for QR code display through a test Desktop (Windows) application provided by CRIS. iv. Successful test certificate will be issued by consignees representative after complete delivery of dynamic QR display device against Supply Order. v. A successful testing certificate as per Performa given in Annexure G will be prepared in 3 copies out of which two copies will be issued by the consignees representative at division HQ. One copy shall be handed over to the supplier and one copy each shall be sent to General Manager/UTS at CRIS, Chanakyapuri. vi. CRIS representative will verify the working of devices and countersign the testing certificate.

Digitally Signed by Mrs. Raksha Kaushal, MGR/PURC

kaushal.raksha@cris.org.in

for Managing Director, CRIS

[PO.Key: 5956243; ;]

CRIS**P.O.No.: 01245041100295 dated 30-MAY-24****PURCHASE ORDER (NON-STOCK)**

08 Warranty : The Performa forgiving this warranty by the bidder is also enclosed in Annexure-B (Bid Documents Part-II). The scope of warranty is given below:- The vendors shall maintain the system in good working order. The devices will be installed at the Zonal Railway stations and for warranty purpose all the faulty/non-working devices will be transported to division HQ by Zonal Railways. Bidder shall provide warranty for repair/replacement of devices at Division HQ only. The warranty services shall include: a.The warranty for dynamic QR display device in a Supply order shall be valid for a period of 03 years from the date of Successful Testing and Acceptance Certificate, issued by consignee's representative of dynamic QR display device for full quantity as per Supply Order. b.The dynamic QR display device shall have Comprehensive Onsite warranty support i.e. the repair/replacement of faulty units during the warranty period at the respective division HQ as per service level agreement mentioned in clause No.11. c.The breach in service level agreement will result in levy of penalties as per clause No. 12. d.The bidder shall provide a complaint Escalation mechanism for escalated complaints during the warranty period. e.Vendor shall maintain their own inventory of devices/spares so as to give fast and efficient service, carry out all necessary repairs and replacements of parts without any additional cost, if any. f.The bidder shall furnish list of his service and support centres as per format given in Annexure 3 of CRIS EGCC (Including Modifications). g. The PBG Bond is liable to be forfeited if the bidder refuses to provide the Warranty Support services against dynamic QR display device quoted in the offer. h. Any kind of visible physical damage will not be covered under warranty.

09 Consignee: Senior Divisional Commercial Manager (Sr DCM) / Divisional Commercial Manager (DCM) of Divisional Railway Managers office of Zonal Railway as per Annexure-F of Bid Document Part-II. Bill Processing will be by GM/UTS, CRIS HQ, Chanakyapuri, New Delhi-21.

10 Security Deposit for RC: The firm has submitted PBG no 0571NDDG00003525 DT-27.05.2024 Amount Rs.5,74,320/- ,PBG issuing Bank Name ICICI Bank Ltd Mumbai ,PBG valid up to 26.05.2025, Claim date-26.08.2025. This amount will be retained till the currency of RC.

11 Other Terms & Conditions- All other terms and conditions will be as per CRIS EGCC (including modifications), Bid Document Part-II (with all corrigendum) and Tender Conditions (with all corrigendum) of Tender no. 01245041 closing date 18.03.2024.

12 Scope of work- The scope of work includes the following activities: a. This tender is for entering into Rate Contract (RC) for Supply and 03 years of Comprehensive Warranty & Support Services of dynamic QR Display Devices at all Division Head Quarters (HQs) of Divisions of Zonal Railways in Indian Railways (Division list available at Annexure F of Bid Document Part-II) as per detailed scope specified in this document and at specified price, terms & conditions (as incorporated in the rate contract). The validity of RC shall be one year from the date of issue of RC. Quantity mentioned is indicative only and there is no minimum quantity drawl guaranteed in the Rate Contract. b. The Warranty will be as per clause No 16, the Service Level Agreement (SLA) requirement will be as per clause No. 11 and the respective SLA breach penalties will be as per clause No. 12. c. After issue of Rate Contract to the vendor, Supply order/s, based on requirement of different Division/Zonal Railways will accordingly be placed by CRIS during the currency of the RC i.e. during one year.

13 Title- One Year Rate Contract (RC) for Supply and 03 years of Comprehensive Warranty & Support Services of QR Display Device at all Indian Railway Division Sites.

14 Rate, GST & TUR Unit rate (INR)-1450/- , GST@18% i.e. 261/- , Total Unit Rate with GST @18%=1711/- (INR)

15 Other Charges,if any- Included in the Unit Rate.

16 Payment Mode: RTGS/NEFT

Bank Account No: 02836330000607

IFSC Code: YESB0000283; Bank Name: YES BANK LTD; Bank Address: Ground floor 1st floor Plot no.2 OCF,Sector B Pocket 11 Vasant Kunj New Delhi 110070

Digitally Signed by Mrs. Raksha Kaushal, MGR/PURC

kaushal.raksha@cris.org.in

for Managing Director, CRIS

[PO.Key: 5956243; ;]

CRIS					
P.O.No.: 01245041100295 dated 30-MAY-24			PURCHASE ORDER (NON-STOCK)		
Documents Attached					
S.No.	File Name	Document Description			
1	4956326.pdf	Bid Document Part-II			
2	4956337.pdf	Corrigendum to Tender (Bid Doc Part-II)			
3	4956395.pdf	CRIS EGCC			
4	4956956.pdf	Letter of Advance Acceptance (LOA)			
5	4956357.pdf	Performance Bank Guarantee			
Please acknowledge receipt of this purchase order.					
DEMAND DETAILS					
PL No.	Consignee Bill Passing Officer	PO Sr.	Demand No. & Date	Allocation	Value
BILL PAYING OFFICER : GM/Finance (A1001) - IPAS AU Code: 000-CRIS (PO Cont.No.295)					
001	GM/UTS, CRIS GM/UTS	001	UHRM/QDD/RC/01 dt. 25/01/24	UHRM	2,87,15,713.00
Accrual Accounting Code: NA Description: GST ITC Flag: T4 Description: Full ITC (Input goods or services used exclusively for supplying taxable goods or services)					
Consignee		Postal Address			Contact Nos.
98 UTS GM/UTS		GM/UTS , New Delhi			
Digitally Signed by Mrs. Raksha Kaushal, MGR/PURC kaushal.raksha@cris.org.in for Managing Director, CRIS					
[PO.Key: 5956243; ;]					
Copy to:	1. Consignees. 3. Bill Passing Officer		2. Inspecting Authority 4. *Bill Paying Officer		
	6.GST Jurisdictional Officer: (Designation: Range 67, Address: 2nd Floor, EIL Annexe Building, Plot 2B, Bhikaji Cama Place, New Delhi, R.K. Puram, DELHI, Delhi , India, 110037, Emailld: vk.cgstdelsouth@gov.in)				

Tender Guidelines

Service Level Agreement (SLA)

During the warranty period, support shall cover 24 hours x 7 days a week at divisions. All types of problems in dynamic QR display device should be attended at divisions within 24 hours from the date of lodging of the complaint by division HQ and problem should be rectified within 2 days from the date of lodging of the complaint. Railways shall make arrangement to make the defective device available at the division HQ which will hand over to vendor for repair/replacement. After repair/replacement, QR display device should be tested through a test application provided by CRIS.

Penalty

If (a) problem in dynamic QR display device is not attended within 24 Hours, CRIS will deduct Rs. 25 per day or part thereof. (b) problem is not rectified within 2 days, CRIS will deduct Rs. 50/- per day or part thereof. However, the maximum penalty amount will be 10% of value of individual Supply Order. The penalty amount will be worked out on quarterly basis and demand letter will be sent to the vendor to deposit the same with CRIS within 15 days from the date of issue of demand letter. In case the bidder does not deposit the penalty amount within stipulated time, CRIS reserves the right to recover the due amount as under:

- i. From any other pending bills of the bidder in CRIS,
- ii. From Security deposit/ PBG Bond furnished for this contract or any other contract.

The below table illustrates the penalty calculation:

Issue Reporting Time	Issue Attending time	Issue resolution time	Day	Penalty Amount (in Rs.)
Day-1 (10:00 AM)	Day-2 (03:00 PM)	Day-4 (11:00 AM)	Day-1 (10:00 AM) to Day-2 (10:00 AM)	Nil
			Day-2 (10:00 AM) to Day-2 (03:00 PM)	Rs. 25 (for not attending issue)
			Day-3 (10:00 AM) to Day-4 (10:00 AM)	Rs. 50 (for not rectification of issue)
			Day-4 (10:00 AM to 11:00 AM)	Rs. 50 (part thereof portion for not rectification of issue)
Total Penalty:				Rs. 125

Schedule for Delivery, Power on Test (PoT) and Liquidated Damages (LD)

- a. Dynamic QR display device shall be delivered within 7 (seven) weeks to the division HQ and power on testing thereafter within one week at division HQ from the date of placement of Supply Order against finalized Rate Contract. During power on testing, QR display device should be tested through a test application provided by CRIS.
- b. Supply of entire quantity against specific Supply Order, at divisions HQ, shall be treated complete on Supply and Power on Test of full quantity of dynamic QR display device against said Supply Order.

- c. If the scheduled date falls on holiday/non-working day (at the delivery location), the next working day shall be treated as due date of Power on Test.
- d. Any delay by the bidder, in Supply of dynamic QR display device, shall render the bidder liable to pay liquidated damages on total value of the specific Supply Order as per CRIS EGCC (Including Modifications).
- e. A Power on Test certificate must be obtained from consignee's representative (s).
- f. LD against a supply order shall not exceed 10% of the total value of individual supply order.

Acceptance Testing Process

Physical Inspection and Testing shall be done by the Consignee's representative at Divisions HQ in the presence of representative of the bidder and will comprise of the following:

- i. Physical verification of dynamic QR display devices as per the supply order.
- ii. Physical inspection of the dynamic QR display device for any physical damage.
- iii. "Power on self-test" for all dynamic QR display device to ascertain that no component is dead on arrival. During power on testing, QR display device should be tested for QR code display through a test application provided by CRIS.
- iv. Successful test certificate will be issued by consignee's representative after complete delivery of dynamic QR display device against Supply Order.
- v. A successful testing certificate as per Performa given in **Annexure –B1** will be prepared in 3 copies out of which two copies will be issued by the consignee's representative at division HQ. One copy shall be handed over to the supplier and one copy each shall be sent to General Manager/UTS at CRIS, Chanakyapuri.
- vi. CRIS representative will verify the working of devices and countersign the testing certificate.

Warranty

The scope of warranty is given below:-

The vendor shall maintain the system in good working order. The devices will be installed at the Zonal Railway stations and for warranty purpose all the faulty/non working devices will be transported to division HQ by Zonal Railways. Bidder shall provide warranty for repair/replacement of devices at Division HQ only.

The warranty services shall include:

- a. The warranty for dynamic QR display device in a Supply order shall be valid for a period of 03 years from the date of Successful Testing and Acceptance Certificate, issued by consignee's representative of dynamic QR display device for full quantity as per Supply Order.
- b. The dynamic QR display device shall have Comprehensive Onsite warranty support i.e. the repair/replacement of faulty units during the warranty period at the respective division HQ as per service level agreement.
- c. The breach in service level agreement will result in levy of penalties.

Payment Terms

1. Vendor is required to submit PBG @10% of value of Supply Order within 21 days of issue of Supply Order valid for 39 months from the date of issue of PBG bond.
2. The schedule of payment to the bidder will be as under: -

- a. 80% of the value of complete dynamic QR display device supplied against Supply Order shall be paid by the CRIS on receipt of following documents:
 - i) On receipt of full quantity of dynamic QR display device in good conditions and Preliminary Test Certificate by the Consignee's Representative at division HQ in terms of the Supply Order as per **Annexure B1**.
 - ii) Confirmation of the validity of PBG Bond of 10% of the value of the Supply Order for a period up to 3 months beyond the last date of warranty period.
- b. Balance 20% shall be paid after two months of supply and Power on Test of full quantity of dynamic QR display device against Supply Order, to the satisfaction of the Consignee's Representative and upon furnishing the following documents:
 - i) Successful working of complete dynamic QR display devices as per warranty clause. In this regard a successful working certificate will be issued by Consignee's representative as per **Annexure-B2**.
 - ii) CRIS representative will verify the working of devices and countersign the working certificate.
 - iii) In case of delay in providing successful working certificate from Railways beyond 3 months from the date of delivery on account of reasons not attributable to the bidder, the balance 20% of the cost of the dynamic QR display devices may be paid to the bidder against submission of an additional Bank Guarantee of an equal amount valid for minimum 12 months which shall be returned on completion of warranty period.

Annexure – B1: Preliminary Test Certificate

PRELIMINARY TEST CERTIFICATE

SUB: INSPECTION DEMAND NOTE – (for release of 80% payments)

PURCHASE ORDER NO:

DATED

Against the above mentioned purchase order. The items detailed below have been received on ____.

Equipment		Description			
S.No.	Physical Check Verified/Not Verified)	Power On Test (Yes/No)	Ports Working (Yes/No)	QR Display through CRIS Application (Yes/No)	Remarks

It is certified that the above-mentioned items conform to the specifications/requirements of the purchase order and all the items required as per purchase order have been delivered to consignee as per terms and conditions of purchase order. The devices have been successfully tested with application provided by CRIS.

	Vendor	Railways
By	_____	_____
(sign)	_____	_____
Name	_____	_____
Design	_____	_____
Date	_____	_____

The testing of devices as mentioned above have been verified.

(Countersign)
CRIS Representative

Annexure – B2: Successful Working Certificate

WORKING CERTIFICATE

Purchase Order No. _____ Dated ____
Name of site _____
Name of Division of Zonal Railway _____
Name of Item _____
Name of Vendor _____

Against the above mentioned Purchase Order, the items detailed below have been successfully working after installation and tested. All the supply/delivery formalities under the contract have been fulfilled/complied by the supplier.

S.NO	ITEM DESCRIPTION	QTY

Vendor

Railway

By (Sign)
Name
Design.
Date

The working of devices as mentioned above have been verified.

(Countersign)
CRIS Representative

Escalation Matrix		Level-1 (Area Service Manager)				Level-2 (Zonal Service Manager)			Level-3 (National Service Manager)		
		Name	Mail ID	Contact No.	Base Location	Name	Mail ID	Contact No.	Name	Mail ID	Contact No.
North	Delhi	Parmodh	parmodh.k@vishwasmultitech.com	9017438394	L95, Ground Floor, Street No 7 Mahipalpur New Delhi 110037	Mr Dharam Raj (ZSM)	dharam.raj@vishwasmultitech.com	7412044413	Mohammed Danish	m.danish@vishwasmultitech.com	9780566185
	Haryana	Varun Sudan	varun@vishwasmultitech.com	8284922933	SCF 133-134 ground floor, shivalik vihar, zirakpur, Punjab- 140603						
	Punjab										
	J&K										
	HP	Rajkumar	raj.rolaniya@vishwasmultitech.com	9358700716	H23 Tulsi Marg Bani park Jaipur 302016						
	Rajasthan	Kashi Nath Singh	kashi@vishwasmultitech.com	8299663326	F-347, NEAR PARKING NO.-5, TRANSPORT NAGAR, Lucknow, Uttar Pradesh, 226012						
	Uttar Pradesh										
UK											
East	North East	Rupak	rupak@vishwasmultitech.com	7636864800	Vision Technology 1st floor, Nazib Complex, Near Ulubari Fly Over Bridge, OPP Godrej Building, Ulubari, Guwahati-7	Mr Istakhar(ZSM)	istakhar.saifi@vishwasmultitech.com	9716638124	Mohammed Danish	m.danish@vishwasmultitech.com	9780566185
	Orissa	Saumyadeep	saumyadeep.dey@vishwasmultitech.com	8420271422	Crown Building, Gopalpur Battala Bazaar, Ganganagar, Madhyamgram Kolkata-700132						
	West Bengal	Sudip Mondal	sudip.mondal@vishwasmultitech.com	9831801906	Crwan building, gopalpur battala bazer, Ganganagar, MadhyamgramKolkata-700132						
	Bihar	Nabin Kumar	nabin.kumar@vishwasmultitech.com	7903321987	NEAR DEVIN VALLEY SCHOOL, PROPERTY NO.1381883 WARD NO.55, KANKARBAGH, PRATAP NAGAR, JAKRIYARPUR PATNA 800026 BIHAR						
Jharkhand											
West	Gujarat	Mr Imran	service.support@vishwasmultitech.com	9930307868	Office No, A/2, 1st Floor Navyug Nivas, Above Canara Bank, Opposite Minarva Cinema, Plot - 167/262, Lamington Road, Bharat Nagar, Grant Road East, Mumbai, Maharashtra 400007, India	Mr Istakhar(ZSM)	istakhar.saifi@vishwasmultitech.com	9716638124	Mohammed Danish	m.danish@vishwasmultitech.com	9780566185
	MP	Amit B	amit.b@vishwasmultitech.com	7869918082	G4/A, Yeshwant Plaza (opp Railway Station), Chhoti Gwaltoli, Indore, Madhya Pradesh 452001, India(G4/A, Yeshwant Plaza (opp Railway Station), Chhoti Gwaltoli, Indore, Madhya Pradesh 452001, India)						
	Chhattisgarh	Bhupendra	bhupendra@vishwasmultitech.com	7828109495	941/A, Jaiswal Tower, Home Science College Road, Napier Town, Wright Town, Jabalpur - 482002						
	Maharashtra	Kiran Chaudhry	kiran.c@vishwasmultitech.com	9819634422	Office No, A/2, 1st Floor Navyug Nivas, Above Canara Bank, Opposite Minarva Cinema, Plot - 167/262, Lamington Road, Bharat Nagar, Grant Road East, Mumbai, Maharashtra 400007, India						
South	AP	Gaurav Sandeep	gaurav.s@vishwasmultitech.com	9686900771	#65, Eshwari Complex,2st Floor, Dr.Rajkumar Road, Prakashnagar , Rajajinagar - Bengaluru- 560021	Mr Ajeet	ajit.k@vishwasmultitech.com	8527444835	Mohammed Danish	m.danish@vishwasmultitech.com	9780566185
	Telangan										
	Karnataka										
	Kerala	Rajesh	rajesh.r@vishwasmultitech.com	8122035055	1st Floor Hotel Senate , Providence Road , Kacheripady , Kochi , Kerala ,Pin Code 682018.						
Tamil Nadu	Albin Stanly	albin@vishwasmultitech.com	98958 62566	1st Floor Hotel Senate , Providence Road , Kacheripady , Kochi , Kerala ,Pin Code 682018.							
Inventory Management	Good Inventory	Mr Ajeet	ajit.k@vishwasmultitech.com	8527444835	L95, Ground Floor, Street No 7 Mahipalpur New Delhi 110037	Mr Ajeet	ajit.k@vishwasmultitech.com	8527444835	Mohammed Danish	m.danish@vishwasmultitech.com	9780566185
	Defective Inventory	Mr Ankur	iqc@vishwasmultitech.com	7217603067							
	Pickup Request (Defective & Goods)	Mr Sanjeev	sanjeev.k@vishwasmultitech.com	9210759756							
CRM	CRM Correction	Mr Dharam Raj	dharam.raj@vishwasmultitech.com	7412044413	L95, Ground Floor, Street No 7 Mahipalpur New Delhi 110037						
	Any Mapping in CRM	Mr Jitendra	jitendra.sharma@vishwasmultitech.com	9509785146							
Call Center	Customer Care Front End	Miss Manisha	support@vishwasmultitech.com	8800976836	L95, Ground Floor, Street No 7 Mahipalpur New Delhi 110037						
	Customer Care Backend	Miss Arti									

For Vishwas Multitech System Pvt. Ltd.

Director

Do and don't list for DQ11 (Dynamic QR Code Display Device)

Do	Don't
Plug in device in right USB Type A Port	Don't plug in Device to any other port
Plug Device into PC/Computer Port only	Don't plug in Device to any kind of Power Adaptor/charger/power bank, it can damage device hardware due to high current or Voltage
Keep the wire steady or straight	Don't twist the wire and try pull the wire from device, it's not removeable & applying force can damage the internal hardware and wire.
Always use a microfiber towel or a soft cloth to clean device	Don't Spray of liquid cleaning solution directly on the device, Moisture or drop of the solution may get inside and damage the internal circuit
	Direct application of hot air can damage their delicate components, don't apply direct hot Air to clear it
Any Hardware problem, inform to Service center for solution	Don't open or repair device by unauthorized person or service center
If any kind of electrical hazard like high voltage, or ESD current remove the device from PC	Volage fluctuation can damage PC/ Compute so don't plug device if voltage is unstable
When it is necessary to handle equipment that is plugged in, be sure hands are dry.	Don't store highly flammable liquids or material near to device.
	Don't place device directly under sunlight

क्या करें	क्या न करें
डिवाइस को सही USB टाइप A पोर्ट में प्लग करें डिवाइस को किसी अन्य पोर्ट में प्लग न करें	डिवाइस को केवल PC/कंप्यूटर पोर्ट में प्लग करें
	डिवाइस को किसी भी तरह के पावर एडॉप्टर/चार्जर/पावर बैंक में प्लग न करें, यह उच्च करंट या वोल्टेज के कारण डिवाइस हार्डवेयर को नुकसान पहुंचा सकता है
डिवाइस वायर को स्थिर या सीधा रखें	वायर को मोड़ें नहीं और डिवाइस से वायर को खींचें नहीं, यह डिवाइस से हटाने योग्य नहीं है, इसलिए बल लगाने से आंतरिक हार्डवेयर और वायर को नुकसान हो सकता है।
डिवाइस को साफ करने के लिए हमेशा माइक्रोफाइबर तौलिया या मुलायम कपड़े का इस्तेमाल करें	डिवाइस पर सीधे लिक्विड क्लीनिंग सॉल्यूशन का छिड़काव न करें, नमी या सॉल्यूशन की बूंदें अंदर जा सकती हैं और आंतरिक सर्किट को नुकसान पहुंचा सकती हैं
	सीधे गर्म हवा का इस्तेमाल उनके नाजुक घटकों को नुकसान पहुंचा सकता है, इसे साफ करने के लिए सीधे गर्म हवा न लगाएं
किसी भी हार्डवेयर समस्या के लिए, समाधान के लिए सर्विस सेंटर को सूचित करें	अनधिकृत व्यक्ति या सर्विस सेंटर द्वारा डिवाइस को न खोलें या उसकी मरम्मत न करें
यदि किसी प्रकार की इलेक्ट्रिकल समस्या/ विद्युत खतरा जैसे कि उच्च वोल्टेज, या ESD करंट हो तो डिवाइस को PC से हटा दें	वोल्टेज में उतार-चढ़ाव PC/कंप्यूटर को नुकसान पहुंचा सकता है, इसलिए यदि वोल्टेज अस्थिर है तो डिवाइस को प्लग न करें
जब प्लग लगे उपकरणों के साथ काम करना आवश्यक हो, तो सुनिश्चित करें कि हाथ सूखे हों।	डिवाइस के पास अत्यधिक ज्वलनशील तरल पदार्थ न रखें
	डिवाइस को सीधे सूर्य की रोशनी में न रखें

**Zone wise demand received from Zonal Railways for QR
display devices for UTS & PRS counters**

S No	Zone	No of QR Display Devices
1	CR	1060
2	ECR	1350
3	ECoR	484
4	ER	1320
5	NCR	735
6	NER	615
7	NFR	809
8	NR	1358
9	NWR	736
10	SCR	1136
11	SER	531
12	SECR	500
13	SR	1092
14	SWR	518
15	WCR	537
16	WR	1532
Total demand		14313

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