

NOTICE INVITING QUOTATIONS (NIQ)

MITL/Electrical/CGRF/NIQ/234

Date: 20.07.2026

Maharashtra Industrial Township Limited (MITL) invites sealed, competitive web development quotations from qualified, experienced IT vendors and software development firms for the design, development, and integration of a **Consumer Grievance Redressal Forum (CGRF) Web Portal** on the official website of MITL.

Reference:

- e-Office Note No. MITL/SBIA/CGRF/2026-27/ 340 dated 01.07.2025

1. Scope of Work

The selected agency will be responsible for the end-to-end design, backend development, database management, and deployment of the CGRF portal as per the **MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020**. The key functional deliverables include:

- CGRF Core Portal Integration:** Integration of an escalation web interface connecting seamlessly with the current internal consumer complaint registration system (<https://www.mitl.org.in/cgrf>).
- Automated Escalation Index (Regulation 3.11(e)):** Programmatic tracking and automated aging alerts based on the time elapsed from a complaint's initial registration date to flag unresolved grievances.
- Web-Portal Based Feedback Mechanism (Regulation 3.11(g)):** Developing a secure consumer feedback module to collect user ratings and satisfaction insights post-resolution.
- Automated Regulatory Reporting (Regulation 3.11(h)):** Generating automated system layouts for quarterly reporting compliance to be submitted to the Electricity Ombudsman, compiling all digital feedback data logs.
- Interactive Digital Schedules (Regulation 13):** Development of responsive, fillable digital forms for **Schedule A** (Application to Forum for Redressal of Grievance) and **Schedule B** (Representation before Electricity Ombudsman) allowing consumers to attach digital supporting evidence.
- Regulatory Content Management:** Designing dedicated web fields for publishing localized SOPs, Forum rights, operational procedures, and the specific contact profiles of the Forum Chairperson (Mr. Vyankatrao Bibhishan Tambade) and the appointed Nodal Officer (Mr. Abdul Rab Ansari).

2. Eligibility Criteria

- The bidder must be a registered IT/Software Development firm with a minimum of 3 years of proven corporate experience in developing transactional web portals or grievance management systems.
- Prior experience in developing utility web systems, state/central government e-governance applications, or power sector IT automation will be highly preferred.

3. Submission Timelines & Requirements

Interested firms are requested to submit their competitive commercial quote along with a brief technical proposal outline containing:

1. **Technical Approach:** A brief architectural brief on how the requirements will be fulfilled.
 2. **Commercial Bid:** A comprehensive financial breakdown including development costs, server-side integration support, and one (1) year of post-go-live maintenance.
- **Last Date of Submission:** July 28, 2026, by 5:00 PM
 - **Submission Mode:** Sealed envelopes clearly marked "*Quotation for Development of CGRF Portal on website of MITL*" must be delivered to the Electrical Division, MITL Office, AURIC Hall, Chhatrapati Sambhajanagar or emailed securely to **eelec@mitl.org.in**.

MITL reserves the ultimate right to accept or reject any or all quotations without assigning any justification thereof.

Encl: Schedule A & Schedule B

Sd/-

**GM, Electrical (PRA)
MITL**