

## 01- Scope of work

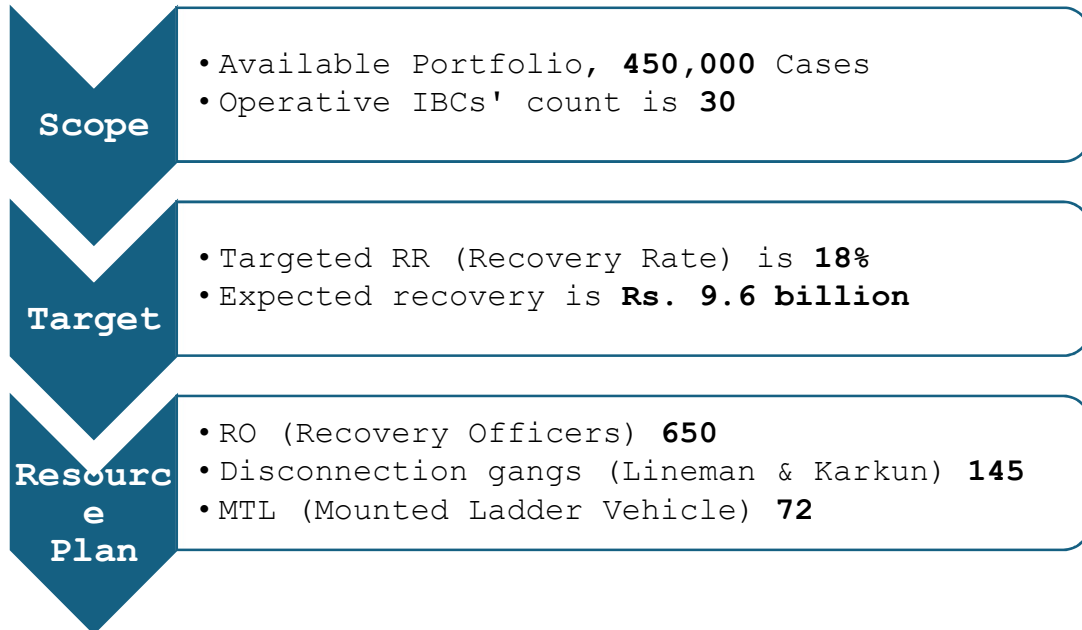
The scope of work is already provided as document attached below.



Recovery Services  
Scope.docx

## 02- Structure expectations

Recovery vendors will be given target in terms of RR%. Portfolio mentioned below can vary +/- 10% but resources requirement will remain same.



## 03- Reward & reprimand

1) Score cards incentive for best performing ROs

2) Consistency

In order to ensure consistent payment from turned up consumers, below mentioned reward and reprimand system will be applicable once consumer turned up from Jul 2024 onwards on quarterly basis.

Criteria	Reward & Penalty
One payment in a quarter	-1% from eligible commission
Two payments in a quarter	Same as eligible commission
Three payments in a quarter	+1% to eligible commission

### 3) Resource penalty

In order to achieve RR% target, Service Provider shall deploy agreed resources by 1st Jul 2024 in totality otherwise penalty on commission rate will be deducted from monthly invoices from Jul 2024 & onwards until unless commitment of resources is not fulfilled as defined below. Once resources are deployed as mutually agreed, CRMC operations team will check availability of mentioned resources via field spot visits IBC wise and in case of unavailability of resources by more than 10% of agreed resources in lieu of turnover, penalty of 1% on commission rate will be deducted from monthly invoices of that IBC commission. If Ops team reported the unavailability of resources by more than 10% multiple times due to turnover, KE can revoke the IBC from vendor or terminate the contract on discretion.

1 <sup>st</sup> Month	• 1% deduction from total payout
2 <sup>nd</sup> Month	• 2% deduction from total payout + Warning
3 <sup>rd</sup> Month	• Termination of assigned portfolio. (One month notice period will be followed).

### 4) Safety and others penalty

Observation	Penalty
Non availability of requisite quality of safety PPEs & SPEs on site of work by vendor resources	1 <sup>st</sup> time: PKE 35,000 2 <sup>nd</sup> time: PKR 50,000 3 <sup>rd</sup> time & onwards: PKR 75,000
Non usage of requisite quality of safety PPEs and SPEs during contracted work by PQC	1 <sup>st</sup> time: PKE 25,000 & advisory warning issue to lineman, karkun and supervisor (if supervisor is available at the time of identification) 2 <sup>nd</sup> time & onwards: PKR 50,000 & terminate lineman, karkun and supervisor (if same resources are not complying at the time of identification)
Poor condition of available PPEs & SPEs on site or during contracted vendor work	1 <sup>st</sup> time: PKE 15,000 2 <sup>nd</sup> time: PKR 25,000 3 <sup>rd</sup> time & onwards: PKR 50,000
Absence of Service Provider supervisor from site during TBT at IBC premises	1 <sup>st</sup> time: PKE 25,000 2 <sup>nd</sup> time: PKR 35,000 3 <sup>rd</sup> time & onwards: PKR 50,000
Minor accident	1 <sup>st</sup> time: PKE 50,000 2 <sup>nd</sup> time: PKR 100,000 3 <sup>rd</sup> time: Delist from project
Major Accident	1 <sup>st</sup> time: PKR 0.5 million 2 <sup>nd</sup> time: blacklist
Fatal Accident	1 <sup>st</sup> time: PKR 1 million 2 <sup>nd</sup> time: blacklist

No company ID display at the time of recovery efforts	1 <sup>st</sup> time: PKE 5,000
No uniform for lineman & Karkun	2 <sup>nd</sup> time: PKR 10,000
Any of item not available with MTL (mentioned in annexure 1, b, 5)	3 <sup>rd</sup> time & onwards: PKR 15,000

#### 5) Mobility Application.

Mobility application will be required as per the scope. The scope is attached.

#### 6) KYC (Know your consumer)

Vendor will be required to complete “know your customer” surveys of all consumers assigned within 1<sup>st</sup> quarter till 30<sup>th</sup> Sep 24. Oct 24 onwards, commission on consumers with incomplete surveys will be deducted from monthly invoices. Survey form is attached.