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ಭಾ.ತಂ.ಸಂ. ಧಾರವಾಡ
भा. प्रौ. सं. धारवाड
IIT DHARWAD

ಭಾರತೀಯ ತಂತ್ರಜ್ಞಾನ ಸಂಸ್ಥೆ ಧಾರವಾಡ
भारतीय प्रौद्योगिकी संस्थान धारवाड़

Indian Institute of Technology Dharwad
Permanent Campus (PC), Chikkamalligawad
Dharwad 580 011, Karnataka

**TENDER FOR PROVIDING PROVISIONAL STORE FACILITY IN
PERMANENT CAMPUS AT IIT DHARWAD**

Tender No: IITDH/C&S/Provisional Store/2025-26/001

Notice Inviting Tender (NIT)

Indian Institute of Technology Dharwad (IIT Dharwad) invites online bids (e-tender) in two bid system from reputed, experienced, and financially sound parties.

1.	Date of Tender Publishing	18/11/2025
2.	Date of Pre-bid Meeting, Time & Venue:	01/12/2025, 04:00 PM Venue: C&S Meeting Hall, Administration Block, Permanent Campus, IIT Dharwad Chikkamalligawad, 580011
3.	Tender submission start date	18/11/2025
4.	Last Date and Time for Submission of Tender	10/12/2025, 5:30 PM Bids received beyond due date and time will not be considered
5.	Opening of Bids	11/12/2025
6.	Address for submission of bid documents	Assistant Registrar, Contracts and Services IIT Dharwad, Permanent Campus, Chikkamalligawad, Dharwad 580011
7.	Venue for opening of Technical Bid	Contracts and Services office, IIT Dharwad
8.	Experience	At least 2 years
9.	Duration of Contract	Maximum 3 years (extension year to year basis with yearly 5% increment in license fee)
10.	EMD	Rs. 5000 /-
11.	Bid Validity	180 days

The Tender Document can be downloaded from the e-Publishing System of the Government of India as well as from the Institute's website. The duly filled Tender Document, along with all requisite supporting documents, must be submitted in a sealed envelope on or before the prescribed last date and time.

The right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason thereto vests with IIT Dharwad without any obligation or liability whatsoever.

1. Introduction

IIT Dharwad, an Institute of National Importance established by an Act of Parliament in 2016, is located at Chikkamalligawad village, Dharwad, Karnataka – 580011. The campus houses approximately 1,560 students and 300 faculty and staff members. The Institute intends to allot space in the Common Amenities Centre (shopping complex) or another suitable location on a license fee basis for opening and operating a department store. Interested firms or individuals with relevant experience may apply. IIT Dharwad will provide appropriately sized space within the campus and expects the service provider to maintain high standards of service quality.

2. Scope of Work and Operational Terms

IIT Dharwad proposes to establish a Provisional Store within its campus to serve as a one-stop solution for residents' daily needs including groceries, vegetables, dairy products, toiletries, FMCG goods and other miscellaneous items.

2.1. General Requirements

- The service provider shall operate the store to cater to the needs of the campus community, always ensuring the availability of quality products at reasonable prices.
- Daily-use items such as groceries, pulses, flours, spices, dairy products, toiletries, packed snacks, beverages, and other essentials must be stocked in adequate quantity and of reputed brands.
- The store shall operate from **7:00 AM to 9:00 PM** with break of **1.5 hours** during the day. It shall remain open on **six days a week**, with **one designated weekly off day**. However, the Institute reserves the right to modify the operating hours and schedule as deemed appropriate.

2.2. Facilities and Operational Arrangements

- The service provider shall arrange shelves, racks, display units, and other fixtures at their own cost with prior approval of the Institute.
- Any alteration or installation work in the premises requires prior written approval from IIT Dharwad.
- Adequate shopping carts/baskets shall be provided and maintained by the service provider.
- Multiple payment options such as UPI, Net Banking, and PoS machines must be available, and **GST invoices** shall be issued for all transactions.
- A billing machine shall be maintained, and **monthly sales reports** submitted to the designated office when required.
- Cleaning charges shall be Rs 200 per month if institute carries the cleaning of common areas. Electricity charges shall be Rs 500 per month (if meter reading is not available) or as per actual meter readings. Internet charges shall be Rs 500 per month if provided by the Institute.

2.3. Staffing and Compliance

- Sufficient manpower must be deployed, and no person below 18 years shall be employed.
- The service provider must comply with all statutory provisions such as the **Minimum Wages Act, Labour Laws, and Child and Adolescent Labour (Prohibition and Regulation) Act.**
- Necessary licenses and approvals (e.g., **FSSAI**, waste disposal permissions, etc.) must be obtained and always maintained.
- All **food safety** and **environmental regulations** must be strictly followed.
- Use of single-use plastic is **prohibited**; only paper, jute, cloth, or biodegradable packaging materials shall be used.

2.4. Maintenance and Conduct

- The store shall remain operational as per the approved schedule and may close only in emergencies with prior approval of the Institute.
- Waste disposal arrangements must be made in accordance with Institute guidelines, and associated costs borne by the service provider.
- The service provider and their staff shall maintain courteous behavior and high service standards.
- Supplies required by the Institute may be provided on **credit basis** upon approval by the competent authority.

2.5. Financial Terms

- The license fee and other applicable charges are subject to revision at the discretion of the Institute and shall be payable from the effective date of such revision.
- All operational and transportation expenses shall be borne by the service provider.

2.6. Standards and Operating Conditions

- All items sold shall, as far as possible, be packed and of standard, reputed brands.
- The vendor shall maintain strict hygiene and sanitation standards in storage, display, and overall shop upkeep. Non-compliance may lead to termination of the contract.
- The premises shall be well-lit, well-ventilated, and free from encroachment or storage outside the allotted area.
- Regular pest and rodent control measures must be undertaken.
- Expired, damaged, or unusable goods shall not be stored or sold; violations will attract penalties.
- All employee-related expenses and liabilities rest solely with the service provider. The Institute shall not be responsible for any accident or mishap.
- Sale of prohibited items within the Institute premises is strictly forbidden.
- A **Suggestion/Complaint Book** shall be maintained at the billing counter for customer feedback and may be reviewed by the Institute at any time.

- All staff must wear a proper uniform during duty hours.
- Sub-contracting of the work will not be allowed otherwise penalty will be imposed.

3. Special terms and conditions

3.1. Infrastructural and equipment related terms

- Major civil and electrical works at the Provisional store site will be attended by IIT Dharwad. Maintenance jobs such as repair and running expenses are the responsibility of the Contractor.
- The Contractor must make all the necessary arrangements to run the Provisional store successfully at the campus. The facility will be vetted by the IIT Dharwad authorities for their quality and fitness before use. Upkeep of all items provided by IIT Dharwad will be the sole responsibility of the Contractor.
- Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the Contractor. Any damage to the Institute Infrastructure by the Contractor's team or caused due to their negligence will be repaired or replaced at Contractor's cost and shall attract penalty as per tender document.

3.2. Terms related to Cleanliness and Hygiene

- Cleaning of Provisional store and its surroundings will be the sole responsibility of the Contractor. The highest possible standards of hygiene are expected. Violations attract financial penalty as laid out in this document. The disposal of the garbage generated is the responsibility of the Contractor.
- IIT Dharwad is a tobacco- and alcohol-free campus. The sale or consumption of such items by the contractor or any of their staff is strictly prohibited and will attract penalties. Accordingly, no staff member deployed on campus shall possess or consume tobacco products (such as bidis, cigarettes, chewing tobacco, gutkha, pan masala, etc.) or alcoholic beverages in any form. Any violation will invite strict penal action

3.3. Miscellaneous Terms

- The contractor must submit medical and fitness certificates for all deployed workers, confirming they are medically fit and free from contagious diseases, along with police verification certificates for each staff member.
- The contractor shall be fully responsible for any accident, injury, or loss of life of workers deployed and shall pay compensation as per law.
- The Institute reserves the right to terminate the contract at any time without assigning reasons; however, a one-month notice may be given where feasible.
- The contractor shall strictly follow all safety procedures and ensure safe working practices.
- The contractor shall provide necessary safety instructions, personal protective equipment, and ensure the safety of all engaged personnel.
- The contractor shall bear all expenses or compensation arising from any injury or loss of life of deployed personnel while on duty.
- The Competent authority of IIT Dharwad shall reserve the right to levy a penalty or cancellation of contract. The contract may be terminated in the event of occurrence of any of the following eventualities: -
 1. The expiry / termination of the contract period - Without any prior notice
 2. On giving one-month notice to the contractor by the Institute. During the period of notice both the parties shall continue to discharge their duties and obligations.
 3. If contractor cancels the contract before the expiry of the contract period, PBG will be forfeited without any clarification.
- The contractor and their staff shall strictly comply with all security procedures and instructions of IIT Dharwad. Workers may be subject to security checks at entry, exit, or any time within the campus. Any security violation by the contractor's personnel shall be his responsibility.
- The contractor shall ensure proper conduct of all personnel. Any worker found engaging in undesirable activities must be immediately withdrawn and replaced as directed by the Institute.
- The Institute reserves the right to deny campus entry to any or all personnel of the service provider without assigning reasons.
- The contractor shall be liable for any damage to Institute property or injury/loss of life of Institute personnel or dependents. Compensation, as assessed by the Institute, shall be recoverable at market value.
- The staff employed by the contractor shall have no claim for permanent or temporary employment with the Institute. Periodic and surprise inspections may be conducted, and in case of default, the contract may be terminated, and the security deposit forfeited.
- Any employee found guilty of misconduct or misbehaviour shall be removed immediately upon the Institute's direction, without dispute.

- The contractor shall be solely responsible for all matters arising from trade union membership or activities of their employees, ensuring that such activities do not disrupt Institute operations.
- Personnel deployed shall not engage in any undesirable or unauthorized activities within the campus. Any violation may result in their debarment and termination of the contract with forfeiture of the security deposit.
- Deployed personnel must remain at their assigned work locations and shall not visit other areas without valid authorization.
- No accommodation shall be provided by the Institute unless specifically stated in the contract.

4. Minimum eligibility Criteria

The Institute will evaluate the bids and all supporting documents submitted by the bidders. Failure to provide the required documents, or submission of incomplete or incorrect information, shall render the bid non-responsive and liable for rejection.

The Institute's decision on the evaluation shall be final, and no correspondence will be entertained outside the prescribed process. The Institute may seek clarifications or hold discussions with bidders as deemed necessary and reserves the right to reject any or all bids for deviations from the tender terms. Submission of false information or violation of GFR Rule 175 may result in forfeiture of EMD/PBG and blacklisting of the firm.

Sl. No	Criteria	Documents to be provided
a)	The bidder should have a valid registration certificate/valid license to run the similar outlet	Relevant Registration certificate issued by the competent authority.
b)	The bidder should be in similar business for not less than 02 (two) years before 31.10.2025	The bidder shall attach valid proof of business operations demonstrating the minimum required experience, such as agreement documents, work orders, registration certificates, address proof, or any other relevant evidence, along with the bid document
c)	Bidder should be registered with Income Tax and Goods & Service Tax departments	(a) Copy of PAN Card (b) Aadhar Card Copy (c) Copy of Goods & Service Tax registration certificate.
d)	The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format as per Annexure- 2'
e)	All pages of the bid document shall be duly signed by the bidder, indicating their acceptance and compliance with all terms and conditions specified in the tender document.	Signed bid document on all pages
f)	Turnover: An average annual turnover of at least ₹6.00 lakhs during the last two financial years. i.e. 2024-25 and 2023-24	A valid certificate on the letterhead of the firm duly certified by CA

5. Evaluation Criteria

- The technical bid and financial bid will be submitted in single packet. Only technically qualified bids will be considered for financial evaluation. Technical evaluation will be based on the information and documents submitted, and financial bids of only technically eligible bidders will be opened.
- As per the price bid format, bidders will bid for the License fee, and the H-1 bidder (highest price offering bidder) will be awarded the contract for running the Provisional store.
- **Rs. 10 per sq. ft (exclusive of GST) is the monthly base price for License fee. Bidder is required to quote accordingly.**
- The rate is to be quoted after considering Minimum Wages for Zone 'B', as prescribed by the Central Ministry of Labour & Employment, Govt. of India, as applicable on the date of issue of this Tender. ESI, PF & other statutory requirements and other obligations of this tender document.
- No ambiguity should be there in the quoted price, and the rate must be as per the price bid format. Conditional offer or the proposal not furnished in the format attached at Annexure '4' shall be considered non-responsive and is liable to be rejected.

6. Performance Bank Guarantee (PBG) / Security Deposit/Payment Terms

- The contractor will have to pay towards electricity charges per month as per actuals.
- The contractors will have to bid for license fee for the Provisional store for the first year. For the next and subsequent year, **the fee will be increased @5% Per Annum every year. The "Highest bidder" will be given the offer to start the Provisional store at Common Amenities Center, IIT Dharwad.**
- The Contractor will be required to provide a refundable interest free Performance Bank Guarantee (PBG)/DD/FDR of Rs. 25,000. This Bank Guarantee DD/FDR should be from a scheduled/ nationalized bank and will be held against in default in performance and violations of stipulated terms and conditions. This should be valid for contract period plus two months (60 days). No interest will be paid by Institute on the deposit.
- The bidder should submit license fee in advance every month without fail within seven working days. Delay in payment due to unacceptable reasons will attract the penalty.
- The bills regarding the purchase made by the institute will be settled after due verification from the departments concerned after the approval of the Competent Authority.

7. Statutory Obligations

- a) The Bidder shall abide by and comply with the provisions of all the Acts, Rules and notifications issued by Central / State Govt. as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk.
- b) Liability arising due to failure to adhere to statutory or other legal provisions attributable to the Bidder shall be borne by the Bidder himself.
- c) The Bidder shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Govt.as applicable from time to time in respect of the contracted work.
- d) If a bidder is found violating any statutory provisions concerning labour laws or has given incorrect / false / misleading information, affidavit or documents at any stage of the tender or contract, necessary action as per the tender document shall be initiated, that may include debarring / Blacklisting of the bidder as well as forfeiting of PBG.

8. General Terms of Contract

- A. **Indemnity and Agreement:** The successful bidder shall enter into an agreement with IIT Dharwad, on a non-judicial stamp paper of appropriate value at their own cost, indemnifying the Institute against any unforeseen liabilities arising from the contract. The terms and conditions of this tender shall form part of the contract agreement.
- B. **Compliance and Liability:** The contractor shall abide by all rules, regulations, and instructions issued by the Institute and will be solely responsible for any breach thereof. The Institute shall not be liable for any claims, accidents, or injuries involving the contractor's personnel during the contract period.
- C. **Dispute Resolution:** In case of any dispute or legal proceedings, the decision of IIT Dharwad shall be final and binding.
- D. **Confidentiality:** The contractor shall not disclose any contract-related information, documents, or specifications to third parties without prior written consent. A Non-Disclosure Agreement (NDA) shall be executed on a judicial stamp paper.
- E. **Inspection and Monitoring:** The contractor or their authorized representative shall meet IIT Dharwad officials monthly for contract review. The Institute reserves the right to inspect the store at any time, and non-cooperation or deviation will attract penalties.
- F. **Contract Period and Extension:** The initial contract shall be for one year, extendable annually for up to two additional years with a 5% annual increase in license fee, subject to satisfactory performance and at the discretion of the Institute.
- G. **Confidentiality.** The Contractor and their personnel shall not, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the Institutes business or operations without the prior written consent.
- H. **Force Majeure.** During the pendency of the service agreement if the performance in total or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.
- I. **Termination for Default:** - The Institute may, without prejudice to any other remedy for breach of agreement, may terminate the work order as a whole or in part, by written notice of default sent to the Contractor and the performance bank guarantee (PBG) shall stand forfeited if: -
- J. The Contractor fails to deliver any or all the obligations within the time period(s) specified in the work order / Agreement, or any extension thereof granted by the

Institute.

- K. The Contractor fails to perform any other obligation(s) under the work order/agreement and fails to rectify it within the notice period for the rectification of the same.
- L. **Termination for Insolvency.** The Institute may at any time terminate the work order by giving written notice to the Contractor without any compensation, if the Contractor becomes bankrupt/insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.
- M. **Suspension.** The Institute may suspend payment of bills under the work order, if the contractor fails to perform any of their obligations under the work order/agreement.
- N. **Jurisdiction of Courts.** In all matters and disputes arising hereunder, the appropriate Courts at Dharwad Karnataka only shall have jurisdiction to entertain and try them.

9. Submission of Bids

The bids must be submitted to the address mentioned below through **India Speed Post on or before the specified deadline**. The Institute is not responsible for any postal delays. Bids shall be submitted under a **single-packet system**, enclosing all documents establishing minimum eligibility, duly signed and stamped pages of the bid document, all annexures (including the price bid), the EMD, and any other relevant supporting documents.

The envelope should be **superscribed** with:

“TENDER FOR PROVIDING PROVISIONAL STORE FACILITY IN PERMANENT CAMPUS AT IIT DHARWAD”

Address for Submission:

Assistant Registrar (Contracts and Services)

Indian Institute of Technology Dharwad

Permanent Campus, Chikkamalligawad

Dharwad – 580011, Karnataka

STATUTORY DOCUMENTS

Name of the firm/Individual		
Email ID		
Date of Incorporation / Establishment (if applicable)/ License and it should be valid / renewed as necessary		
PAN		
GST Registration Number		
Registered Office Address/ Address of the individual		
Name of the bank, address, account number, IFSC code.		
EMD (Transaction ID and Date) (if applicable)		
Aadhaar Number		
Number of years of experience in running similar outlet		
Average Annual turnover of last 2 years		
Self-declaration for Non blacklisting		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Remarks: Valid supporting documents are to be attached along with this Annexure.		

Signature with Seal of the Bidder:

Name in Block Letter:

Designation:

Contact no.**Date:****Full Address:**

Non-Blacklisting declaration

(To be given on Company Letter Head)

Date:

To,

Registrar

IIT Dharwad

Sub: Declaration for Non-Blacklisting.

Tender Reference No: _____

Name of Tender: - Tender for providing Provisional store facility in permanent campus at IIT Dharwad

Dear Sir,

We hereby declare that we are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(on Company Letterhead)

I /We, the authorized signatory of M/s_____, participating in the subject.

Tender No: _____, for the job of _____, do hereby declare that in the event:

I / We withdraw / modify our bid during the period of bid validity.

OR

I/We commit any other breach of tender conditions/ contract which would have otherwise attracted forfeiture of EMD.

OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of the Contract.

Then I / We could be suspended from being eligible for bidding / award of all future tender(s) for a period as applicable per the Incident Management Policy of GeM.

Signature and seal of authorized signatory of bidder

Name of authorized signatory:

PRICE BID

Sl. No.	Description	Approx. area for Provisional Store	Rate offered per Sq Feet in ₹ (Exclusive of 18% GST)
	Monthly license fee for the space allocated for running provisional store	630 sq. ft	

Note:

- a) **Rs. 10/- per sq ft (Exclusive of GST, 18% is the GST for commercial Spaces) is the monthly base price for License fee. Bidder is required to quote accordingly.**
- b) **The area of 630 sq. ft is indicative and may be increased or decreased as per the requirements of the Institute. Accordingly, the total monthly license fee shall be revised proportionately based on the quoted rate of the bidder.**
- c) **The bidder is to acquaint himself with the scope of work, all terms and conditions and penalty details etc. of the tender document before quoting the rates. The highest bidder will be given the contract to run the Provisional store.**

Signature of the Contractor with seal

FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT HUBLI / DHARWAD OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT HUBLI / DHARWAD OR ANY SCHEDULED BANK SITUATED AT HUBLI / DHARWAD. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.

To,

The Registrar,
Indian Institute of Technology Dharwad, Karnataka-580011.

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology, Dharwad (Buyer) has invited Tenders vide Tender No. _____ Dt. _____ for 'Providing Provisional store services at IIT Dharwad' ANDWHEREAS the said tender document requires that any eligible successful Contractor (seller) wishing to supply the service in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of "Registrar, Indian Institute of Technology, Dharwad" in the form of Bank Guarantee for Rs. 25,000/- and valid till one year or up to warranty period whichever is later from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said Contractor (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the catering service this Bank shall pay to Indian Institute of Technology, Dharwad on demand and without protest or demur Rs. (Amount of PBG)

This Bank further agrees that the decision of Indian Institute of Technology, Dharwad (Buyer) as to whether the said Contractor (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We,(name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Contractor(Seller) and/ or Indian Institute of Technology, Dharwad (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs.
 2. This Bank Guarantee shall be valid up to (date) and
 3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Dharwad serves upon us a written claim or demand on or before (date).
- This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Date and place with seal

Name, signature of the authorised representative of the bidder.

DETAILS OF PENALTIES

<u>Violation</u>	<u>Penalty per complaint</u>
Three or more violation of any other tender term not mentioned below.	Rs.2,000/-
Selling substandard / spurious/prohibited or expired items.	Rs.2,000/-
Three or more instances of poor maintenance/tampering with institute property.	Rs.1,000/-
Three or more instances of reported use of plastic / polythene bags.	Rs.2,000/-
Three or more complaints related to cleanliness in a day/ week.	Rs.1,000/-
Three or more non adherence to the timings mentioned in the tender.	Rs. 500/-
Three and more noncompliance with workers dress Code / Uniform	Rs.500/-
Damage to Institute infrastructure	Asset Value
Possession / consumption of alcohol / tobacco products as mentioned in RFP	Rs.5,000/- and seizure of the products
Deliberate non submission or delay submission of Monthly License Fee and water & electricity charges within the stipulated time.	Rs 100 per week of delay
Violation of not keeping feedback register at the counter.	Rs. 1,000 /-
Non availability of required items in Department store.	Rs. 300/-
Not providing bills to the customers	Rs. 1,000 /-
Selling of items more than MRP	Rs. 5,000 /-