

F.No.16-11/2017-KCC/EM
Government of India
Ministry of Agriculture & Farmers Welfare
Department of Agriculture Cooperation & Farmers Welfare
(Extension Division)

Krishi Bhawan, New Delhi
Dated the 22nd February, 2018

ORDER

1. WHEREAS, this Department invited online Bids vide e-tender no. 'RFP/KCC/DAC&FW/2017' Dated 30th May, 2017 under three-Bid System, i.e. Pre-Qualification Bid, Technical Bid and Financial Bid from interested Service Providers/organisations for providing KCC services.
2. WHEREAS, the Agency, M/s CARETEL Infotech Ltd. C-106/7, Naraina Industrial Area, Phase- I, New Delhi-110028 (CIN: U74899DL2000PLC104430) had submitted its bid for the selection of Kisan Call Centre (KCC) Service Provider to Department of Agriculture, Cooperation and Farmers Welfare.
3. WHEREAS, M/s CARETEL Infotech Ltd., claimed in their bid that they were running Call Centres at 11 locations including Hyderabad, Jaipur, Jabalpur and Ahmadabad.
4. WHEREAS, a complaint was received vide email on 18.8.2017 in which the complainant, inter-alia raised the issue of M/s CARETEL claim having call centres operation at 11 locations in 9 states but they do not have operations in Jaipur (Rajasthan), Ahmadabad (Gujarat), Jabalpur (MP) and Hyderabad (Telangana) out of the claimed locations.
5. WHEREAS the Agency, vide this Ministry's letters of even number dated 04.09.2017 and 08.09.2017 was asked to provide documents in support of its claims made in the tender document regarding operating Call Centres in the 4 locations mentioned above but the Agency did not provide any document that supports their claim.
6. WHEREAS, officers of Directorate of Extension were deputed to verify the existence of call centres being run by the M/s CARETEL at 4 centres and the verifying officers reported that:
 - (i) **Jaipur (Rajasthan):** There was no call centre of M/s Caretel Infotech Limited at the given address and it was found that at the given address two companies, namely, IT Voice and Informatics Computech Private Limited, were operational.
 - (ii) **Hyderabad (Telangana):** There was no evidence of call centre of M/s Caretel functioning at given address. The office at the given address did not have any banner/board indicative of the name of the company/agency. The premises had Computers and telephone sets which were sitting idle without functioning. There was no Agent present though it was a working day.

(iii) **Jabalpur (Madhya Pradesh):** There was no office or call centre in the name of M/s CARETEL Infotech Private Limited. At the given address, Aadhaar Registration Centre in the name of Ummid Rozgar Foundation was functioning.

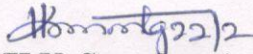
(iv) **Ahmadabad (Gujarat):** There was no office or call centre in the name of M/s CARETEL Infotech Private Limited. At the given address, the office of a travel agency, Hemant Tour & Travels, was running.

7. WHEREAS, the Agency was served with a Show Cause notice vide this Ministry's letter of even number dated 05.12.2017 conveying, as to why suitable action should not be initiated against it for its attempt to procure the tender by furnishing false, misleading and wrong information and action be initiated for the blacklisting the firm.

8. AND WHEREAS, in response to the Show Cause Notice, the Agency has submitted its reply vide letter dated 9.12.2017, stating amongst others, that they have call centres in more than 3 states as against the requirement of centres in at least 3 states, as per clause 3.2(a); have valid licenses and were operational in more than 3 locations and reiterating that their declarations in the tender are correct and valid.

9. WHEREAS the reply given by M/s CARETEL Infotech Ltd., has been considered and it is observed that their claim of having centres in 11 locations including four at Hyderabad, Jaipur, Jabalpur and Ahmadabad were found to be incorrect, false and misleading.

10. Accordingly, the Competent Authority has decided that the Agency namely, CARETEL Infotech Limited is to be blacklisted and debarred for participation in any tender process of the Government of India, Ministry of Agriculture and Farmers Welfare for two years with effect from the date of issue of this order and ordered accordingly.


(H.K. Suanthang)
Director (Extension)

To,
Shri Rajesh Sehgal
CARETEL Infotech Limited
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Copy to:

1. Secretaries to Government of India, All Departments/Ministries of Government of India
2. Sh. Shalendra Saxena, NIC, DAC&FW with a request to upload it on DAC&FW website.