



F. NO.: 4.2(184)/RajCOMP/Tech/09 *H661*

Dated: 14-11-2014

Office Order

RISL had placed an order on M/s Zoom Developers Ltd. to be an SCA for Common Service Centres Project in Bharatpur, Bikaner and Jodhpur Division of the State of Rajasthan to set up, operate and manage 2572 CSCs for a period of four years vide letter no. F4.2(154)/RajCOMP/Tech/2006/2686 dated 23.01.2009. Subsequently MSA was signed with the firm on 02.03.2009.

As per terms and conditions of the MSA, M/s Zoom Developers Ltd. was required to establish and operationalize CSCs in phases as per the time schedule prescribed by the State Government/SDA as under:

- (1) 25% roll out in 5 months from signing of MSA
- (2) 50 % roll out in 7 months from signing of MSA
- (3) 75% roll out in 9 months month from signing of MSA
- (4) 100% roll out in 12 months month from signing of MSA

(A CSC will be deemed to be operational only after being certified by the SDA or its nominated agencies).

M/s Zoom Developers Ltd was also to comply with the terms and conditions of the MSA, but from the very onset the firm has not followed the timeline as prescribed under the Schedule -1 of the Master Service Agreement dated 2.3.2009. Moreover, there has been a breach of various terms and conditions of RFP dated 7.3.2008 & Master Service Agreement dated 2.3.2009 which was agreed by M/s Zoom with respect to rollout and operations under CSC project in Rajasthan. The following are the breaches:

1. Non Adherence of Service Level Metrics:
2. Roll Back from Committed Roll out Plans:
3. Non Deposition of Government Monies with in specified time frame
4. Unethical means
5. Non-payment of revenue support to VLEs
6. Inadequate Manpower

After non-adherence to the terms and conditions of the contract agreement several warning notices were issued to the firm vide letter numbers F4.2(154)/RajCOMP/Tech/2006/1700, dated: 05/10/2009, F4.2(154)/RajCOMP/Tech/2006/3366, dated: 05/03/2010, F4.3(218)/RajCOMP/Tech/10/1571, dated: 23/08/2010, F5(402)/DoIT/Tech/09/2618, dated: 03/11/2010 . Show cause of notice was also issued to the firm vide letter no F4.3(218)/RajCOMP/Tech/10/3247, dated: 10/02/2011 giving the firm a 30-day notice to rectify the irregularities failing



which the agreement between M/s Zoom Developers and RajCOMP would stand terminated. Further, MSA of M/s Zoom Developers Pvt. Ltd. was terminated on June 29, 2011. Several follow ups were made with the firm through registered and speed posts but all letters/notifications returned undelivered to the department.

After considering all the facts and circumstances, M/s Zoom Developers Pvt. Ltd. is hereby blacklisted in the organization and debarred from doing further projects in RajCOMP Info Services Ltd. for a period of three years from date of this order.


(Akhil Arora)
Chairman & Managing Director

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Cope forwarded to:

1. Sr. PA to Secretary, IT&C
2. Sr. PA to Chairman & Managing Director, RISL
3. CEO, CSC e-Governance Services India Ltd, New Delhi-110003
4. Director (Technical), RISL
5. Director (Finance), RISL
6. M/s Zoom Developers (P) Ltd., 703-705, 7th Floor, Chetak Centre, 12/2, RNT Marg, Indore, Madhya Pradesh


(R K Sharma)
SA, DoIT&C