



REQUEST FOR PROPOSAL

FOR

**“Engagement of Consultant for carry out HR Regulatory
& Statutory Compliances applicable to PNB CSL”**

**(Last date for submission of Proposal:
22.10.2026 up to 1700 Hrs. IST)**

**Sealed envelope by eligible applicants should be
forwarded to:**

**Chief People Officer
PNB Cards & Services Limited, 6th Floor,
PNB Tower, 7 Bhikaiji Cama Place New
Delhi-110067**

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Engagement of Consultant for carry out HR Regulatory & Statutory Compliances applicable to PNBCSL.

PNB Cards & Services Limited ("the Company") ("PNBCSL"), is a wholly owned subsidiary of Punjab National Bank (PNB) incorporated on 16th March, 2021 in terms of RBI approval letter dated 7th December 2020 to undertake the non-financial support services related to credit card business of the Punjab National Bank.

RBI vide letter dated January 13, 2023, has conveyed their approval to PNB for undertaking additional non-financial support services by PNBCSL. As per their approval, PNBCSL may provide the following non-financial support services viz. sourcing, marketing, promoting, publicizing, advertising, soliciting distributing Deposit (Current and Saving Accounts etc.) & Retail Loan Products (Housing Loan, Loan against property, Vehicle Loan, Education loan, Personal loan etc.).

RBI vide letter dated December 05, 2025, has conveyed their approval to PNB for outsourcing additional non-financial support services to PNBCSL. As per their approval, PNBCSL may provide the following services viz sourcing, marketing, promoting leads of Business Loans (including MSME Loans), Agriculture Products (Crop Loans, KCC etc.), Business Correspondent Activities, Data Entry Operations, Manpower Support Services, Regulatory Portal Support for EDPMS/IDPMS and Follow up with bank empanelled recovery agencies for Retail, MSME, Agri and Business Loan.

PNBCSL is looking for an Consultant which shall carry out all the jobs relating to compliance with PNBCSL with the statutory provisions under the Statutory Labour Compliance with the proposed terms and conditions.

Presently PNBCSL have commenced operations in 23 Territories across India through on-roll and outsourced manpower.

1. Scope of Work

To ensure 100% statutory compliance regarding all labour legislations which are applicable to regular & contractual employees. The scope of work will include adherence of all compliances for the location concerned across India, as may be applicable or in force currently or which may be envisaged by the competent Government in future specifically linked to the employment /deployment of the employees /workforce. To provide necessary advice/ consultancy services to PNBCSL for any query or issue within the ambit of the various acts as and when required by PNBCSL authority at PAN India level.

- a) The Consultant shall look after all the applicable Labour Statutory Compliances pertaining to HR matters and maintaining all the required records, registers, display of abstracts, filing of returns etc.
- b) The Consultant shall also look after all the documents with concerned labour department of State/UT department, updating and implementation of all amendments in Labour law required which includes all applicable compliance for obtaining any license, renewal/ amendment / handling hearing and inspection etc.

1.1. RECURRING ACTIVITIES

- a) Ensure availability of display at conspicuous places of statutory notices and abstracts, registration etc. as per legal requirements of the applicable laws. Timely submission of statutory notices.
- b) **Returns & Forms** – Preparation and submission of All statutory forms / returns etc. presently in force or to be enforced / revised by the respective region/state/country from time to time shall be submitted / filed to the authorities by the compliance Consultant as per applicable laws within due dates. Timely remittance of all statutory payments, periodical updation of all statutory registers and timely submission of all statutory returns.
- c) **Register/Records-** Preparation and Maintenance of Registers and documentation.
- d) **Inspections / Notice** – Management of inspection by statutory authorities like inspectors of labour /PF/ESIC/PT/LWF authorities (assistance during inspection, replying to requests for documentation, replying to and closure of show cause notice (if any), assistance in the event of court proceedings, etc.). Further the Consultant shall take utmost care in keeping the company updated about the Employer's responsibilities and liabilities to be observed by the company under the scope of the Act. Any amendment / addition / alteration / deletion etc. issued under the Act shall be immediately brought to our notice. Similarly, any Notice / Circular issued by the government, which concerns as an Employer, shall also be brought to the company's knowledge immediately after issuance of such Notice / Circular. This would require closure of inspection notices.
- e) **Audit-**Assistance during Audit by Statutory Auditors/Internal Auditors.
- f) The company shall provide necessary advice / consultancy services to PNB CSL for any query or issue within the ambit of the labour law matters as and when required by the PNB CSL authority. This would also require providing information on labour law notifications & amendments and providing possible exemptions under labour laws.
- g) Continuous liaison with statutory authorities and compliance support as may be required.

1.2. MIS AND SERVICE GOVERNANCE

- a) Preparation and submission of MIS on monthly or any other frequency on status of labour law related Compliance detailing the adherence to due dates, completeness of records/documentation required to be maintained, issues/challenges.
- b) Services Provider at the end of every month will have to submit a duly signed certificate to PNB CSL, declaring adherence to applicable statutory compliances.

1.3. LABOUR LAW COMPLIANCE

The Consultant shall ensure to timely carry out all activities including but not limited to obtaining of licenses/their renewal /amendments/ approvals etc. under the already applicable enactments as per the list below and/or which may be formulated by the Authorities in future course.

- a) Shops and Establishments Acts
- b) Code on Wages, 2019

- c) Industrial Relations Code, 2020
- d) Code on Social Security, 2020
- e) Occupational Safety, Health and Working Conditions (OSH) Code, 2020
- f) Sexual Harassment of women at workplace (Prevention, Prohibition & Redressal) Act 2013 & She Box Compliance
- g) Employees' Compensation Act, 1923
- h) And all other State and Central Labour laws (as applicable)
- i) Obtained necessary Licenses and Registration applicable to PNB CSL.

1.4. PAYROLL COMPLIANCE ACTIVITIES

- a) Support in Payroll Process
- b) Professional TAX Act ("PT") as applicable to respective states.
- c) Labour Welfare Fund Act ("LWF")
- d) Provident Fund Act ("PF")
- e) Employee State Insurance Corporation ("ESIC")
- f) Preparation and submission of required returns to the authorities before the due dates.
- g) Model Standing orders and approval from regulatory authorities as per IR code 2020.

1.5. MONTHLY AUDIT OF CONTRACTORS: - Monthly or other prescribed frequency audit of the contractor's compliance with all relevant regulations and acts.

2. Completion Period/Timelines:

The Contract Period for the subject RFP is initially 1 years from the date of the issuance of letter of engagement by the Company. Company can further extend up to 1 year or more with mutual agreement of both parties upon satisfactory performance at the same terms & conditions.

3. Subcontracting and Assignment:

- a) You shall have no right to subcontract all or part of services with a third party (sub- Consultant) without the written approval of PNB CSL. Sub-contracting of the assignment will not be allowed. The appointed Consultant shall be solely responsible for all the required final deliverables.
 - b) You shall not assign this Agreement or this work order or any obligations hereunder to third parties without the prior written consent of PNB CSL. Notwithstanding the foregoing, PNB CSL reserves the right to assign, delegate or transfer this Agreement or work order to any of its affiliate for so long as such assignee, delegate, or transferee remains its affiliate. Any assignment, delegation, or transfer in violation of this provision shall be void.
4. In case of any emergent situation, if required by the PNB CSL or any representative of PNB CSL, you shall be required to visit the PNB CSL Office within 1-2 Days of lodging the call.
 5. Currently manpower headcounts at PNB CSL are above 250 and proposed 400 in the next year.
 6. The Bidder directly or indirectly shall not be a dependent Consultant of the Employer.

7. Consortium bids/proposals will not be accepted.
8. **Pre-Bid Meeting:** A pre-bid meeting shall be held on **19.10.2026 at 11:30 AM** at the **PNBCSL Corporate Office, New Delhi**. Interested bidders may attend either physically or virtually. The meeting link will be shared upon receipt of a request for virtual participation from the interested bidder through email at **hr@pnbcsl.co.in**.
9. Bidding will be accepted through Speed post/Courier/ Personal submission only till 22.10.2026 (5.00 PM).
10. Applicants may seek clarifications, queries, questions etc. through e-mail i.e hr@pnbcsl.co.in on and before 16.10.2026
11. PNBCSL reserves the right to reject or accept or withdraw the tender/bid without assigning reasons thereof.
12. **TIME - LINE FOR SUBMISSION OF THE PROPOSAL:**

Proposal should be submitted during office hours (10.00 AM to 5.00 PM) but not later than 5:00 pm IST on 22.10.2026, in hard copies with separated financial Bid in a sealed cover superscribed as "Engagement of Consultant for carrying out HR Regulatory & Statutory Compliances applicable to PNBCSL" within the stipulated timeline to

**Chief People Officer,
PNB Cards & Services Limited,
PNB House,6th Floor,7 Bhikaiji Cama Place New Delhi -110067**

Through speed-post, courier, Regd. AD. PNBCSL will not be responsible for delays in postal or courier delivery.

13. Eligibility Criteria

S. No.	Criteria	Documents Required
1	The Registered Partnership/LLP/Registered in Company Act 1956/2013 should be practicing for at least preceding five years and should be based in Delhi -NCR. In the case of firms, it should be registered and incorporated in India.	Certificates of incorporation OR Registration certificates (Authenticated self-attested copies to be submitted) Along with self-attested copies of KYC documents of the Proprietor(s)/ Partner(s)/Director(s)
2	The Consultant/Company must have worked with at least 2 Central Government/ Autonomous Society/Ministries/Departments/PSU's/Listed Company in the last three years, handling HR	Copy of engagement letter/Work Order/Contract Agreement

	statutory compliance and managing a workforce of more than 100 personnel.	
3	The applicants should not have been blacklisted by any Central /State Govt. /PSU /Autonomous body of the Govt in last 03 years as on the last date of submission of proposal	Self-Declaration on Applicant's letterhead.
4	The Consultant should have an average annual receipt of Rs 25 lacs and above from HR consulting works during the last 3 financial years, 2023-24,2024-25 & 2025-26.	Certificate from Statutory Auditor indicating the annual receipts of the applicants or Audited Balance Sheet for these Financial Years.
5	Other required documents	a. Goods & Service Tax Registration b. Copy of Registration & Incorporation in India c. PAN No. (Firm or individual)

14. Evaluation Process:

The Applicant must meet all the eligibility criteria as mentioned para 13 along with all supporting documents for pre – qualification evaluation and a presentation on HR compliance related to the scope of work, to be conducted by eligible applicants prior to the opening of the financial bids.

The Evaluation Committee reserves the right and therefore may waive any insufficiency, non-conformity or irregularity which is not material in nature in the response to the Engagement.

15. Award of Work

The offers from the Consultant/Company who fulfil the eligibility criteria will be evaluated on the basis of quoted rates. The lowest of total amount quoted by Consultant/Company will be considered as L1 and may be awarded the mentioned assignment relating to compliance of PNB CSL with the statutory provisions under the Statutory Labour Compliance to fulfilment of other conditions.

16. Terms and Conditions

- i. The bid documents must be submitted strictly in the prescribed format. Failure to comply with the prescribed format shall render the bid ineligible for further evaluation and the bid process.
- ii.
- iii. No TA/ DA or out of pocket expenses will be admissible to attend any meeting, Submission of offer or during completion of job.
- iv. The interested parties to submit their offer/quotes through registered post in the Performa along with relevant documents in support.

- v. No request for extension on the date of submission of the offer will be considered.
- vi. PNBCSL will not consider any request for an increase in the price quoted by Firm for the defined job during the empaneled period.
- vii. Offers not received as per prescribed form will be summarily rejected.

17. Payment Terms

The payment for the work will be released on a monthly basis post completion of assigned tasks.

18. Settlement of Disputes

19.1 All disputes or differences whatsoever arises between the parties out of or in relation to the work /agreement, or effect of this contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to the Delhi International Arbitration Centre (DIAC), formerly Delhi High Court Arbitration Centre upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration proceedings shall be at New Delhi, India. Any appeal will be subject to the exclusive jurisdiction of Courts/Tribunal(s) at Delhi. All arbitration proceeding shall be conducted in English and a daily English record of such proceeding shall be maintained.

19.2 The cost of arbitration shall be paid as provided by the Delhi International Arbitration Centre (DIAC) (Administrative cost and Arbitration Fee) Rules 2018. Notice of the demand for arbitration shall be served in writing with the other party to this agreement.

19.3 The Service provider shall continue to perform work under the contract during the arbitration proceedings unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained. However, during such a contingency, the PNBCSL shall be entitled to make alternative arrangements to tackle the situation in any manner as it deems fit, at the cost of the Service provider which may also be adjusted by the PNBCSL from the Payable Dues, being treated as default so that the business of the PNBCSL is not disrupted.

19. Corrigendum to tender

The bidder has to keep track of any changes by referring to the addendum / corrigendum's issued on the website i.e <https://pnbcsl.in> . The Company inviting tender shall not be responsible for any claims / other issues arising out of this.

Annexure 1

Sr.No	General Particular/ Details of the Bidder	
1	Name of the Bidder	
2	Address of the Bidder	
3	Name of the Contact person of the Bidder (attached Authorization documents)	
4	Designation of the Contact person of the Bidder	
5	Contact person mobile no. Phone No	
6	Official Email id	
7	GST Registration No & PAN No.	
8.	Contact Details of Proprietor(s)/ Partner(s)/Director(s)	
9.	Details of similar work carried out (Attach Copies)	
10.	Total year of experience	
11.	Additional Information: Additional information may be provided if any.	
12	Name & address of local representative, if any:	

Signature (Authorized Signatory) with Stamp

Date

Full name

Address

Note:

DOCUMENTS REQUIRED TO BE SUBMITTED FOR FULFILLING – ELIGIBILITY CRITERIA

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1	The Registered Partnership/LLP/Registered in Company Act 1956/2013 should be practicing for at least preceding five years and should be based in Delhi -NCR. In the case of firms, it should be registered and incorporated in India.	Certificates of incorporation OR Registration certificates (Authenticated self-attested copies to be submitted) Along with self-attested copies of KYC documents of the Proprietor(s)/ Partner(s)/Director(s)
2	The Consultant/Company must have worked with at least 2 Central Government/ Autonomous Society/Ministries/Departments/PSU's/Listed Company in the last three years, handling HR statutory compliance and managing a workforce of more than 100 personnel.	Copy of engagement letter/Work Order/Contract Agreement
3	The applicants should not have been blacklisted by any Central /State Govt. /PSU /Autonomous body of the Govt in last 03 years as on the last date of submission of proposal	Self-Declaration on Applicant's letterhead.
4	The Consultant should have an average annual receipt of Rs 25 lacs and above from HR consulting works during the last 3 financial years, 2022-23,2023-24 & 2024-25.	Certificate from Statutory Auditor indicating the annual receipts of the applicants or Audited Balance Sheet for these Financial Years.
5	Other required documents	a. Goods & Service Tax Registration b. Copy of Registration & Incorporation in India c. PAN No. (Firm or individual)

Note:

- Supporting documents must be attached wherever applicable.
- All pages of bid documents must be signed by authorized person.
- All bid documents should be numbered in serial no i.e 1,2,3 and so on.
- The Technical and Commercial Bids should be submitted in hard copies, each placed in a separate sealed cover, clearly marked as "Engagement of Consultant for HR Regulatory and Statutory Compliance Applicable to PNBCSL."

Format for Financial Offer/Quote

Amount quoted for HR Regulatory- Statutory Compliance.

Consultancy Charges	Amount (In ₹) Per Month
Cumulative Cost as per Scope of the Work	
Taxes if any	
Total	

Amount in words _____

Signature with Stamp

Date

Full name

Address

- In case of difference in words & figures, the price quoted in words will be entertained.
- Any bid containing conditional terms or additional service charges not specifically sought in the tender shall be rejected and will not be considered for further evaluation under the bidding process.