



INDRAPRASTHA GAS LIMITED
IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18074

ENGAGEMENT OF AGENCIES FOR COLLECTION OF BILL PAYMENT OF DOMESTIC PNG CUSTOMERS THROUGH VARIOUS PAYMENT MODES

REPLIES TO BIDDERS' QUERIES - 2

Sr. No.	Tender Page No.	Tender Section & Clause No.	Clause Description	Bidder's Query	IGL's Reply
1			In the case of Chargeback the 7-day period is it the resolution time or response time.		Resolution Time
3			Point 1.12 - Please elaborate on how many systems do we have to integrate the PG, please confirm is APIs will be provided by the IGL in case of any customization		PG integrations required for IGL Website, IGL Connect App, Whatsapp Payment and Vendor portal. Standard API (customer identification and outstanding amount) provided by IGL.