सत्यमेव जयते
भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS
नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

File No. 11-33/10/2024-COMP-DGS (C-28907) **Date:** 24-11- 2025

OFFICE ORDER 134 of 2025

Subject: Implementation of Electronic Bank Guarantee (e-BG) System for all Tenders and Contracts under Directorate General of Shipping, Mumbai

1. Background:

In pursuance of the Government of India's *Digital India* initiative and the directives aimed at enhancing transparency, efficiency, and security in public financial transactions, the Directorate General of Shipping (DGS), Mumbai, has decided to adopt the Electronic Bank Guarantee (e-BG) facility. The e-BG system, implemented through the National e-Governance Services Limited (NeSL) platform, enables paperless, real-time verification and lifecycle management of Bank Guarantees, thereby eliminating the risks associated with physical Bank Guarantees.

Accordingly, the Directorate mandates the acceptance and use of the e-BG facility for all tendering, procurement, and contractual activities undertaken by DGS and its subordinate offices with immediate effect.

2. Scope and Applicability:

This order applies to:

- All branches, divisions, and offices under the Directorate General of Shipping, Mumbai.
- All bidders, vendors, and firms participating via Government e-Marketplace (GeM) and Central Public Procurement (CPP) portals.
- All scheduled commercial banks authorized and integrated with the NeSL e-BG platform for issuance and management of electronic Bank Guarantees.
- All internal DGS custodians responsible for managing financial securities related to tenders and contracts.

3. Mandate:

a) Henceforth, all bidders and vendors submitting Bank Guarantees as Earnest Money Deposit (EMD), Performance Security, or any other form of financial security to the

9वीं मंज़िल, बीटा बिल्डिंग, आई थिंक टेक्नो कैम्पस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042
9th Floor, BETA Building, I-Think Techno Campus, Kanjur Village Road, Kanjurmarg (E), Mumbai-400042
फ़ोन/Tel No.: +91-22-2575 2040/1/2/3 फ़ैक्स/Fax.: +91-22-2575 2029/35 ई-मेल/Email: dgship-dgs@nic.in वेबसाइट/Website: www.dgshipping.gov.in

Directorate General of Shipping must utilize the electronic Bank Guarantee (e-BG) system via the NeSL Portal.

b) Physical Bank Guarantees in paper/formal format will not be accepted beyond effective date, except where specifically exempted by the competent authority.
c) Tender inviting branches/wings/divisions shall update all Request for Proposal (RFP) and tender documents to specify the requirement of e-BG submission, including the list of NeSL-approved banks (available at https://nesl.co.in/e-bg/).
d) All relevant guidelines on e-BG management, including issuance, renewal, invocation, amendment, cancellation, and closure, shall be strictly followed as per the Digital Bank Guarantee SOP issued by DGS.

Note: A **six-month interim period** shall be allowed from the effective date for smooth transition and system adoption by all stakeholders.

4. Roles and Responsibilities:

- **Tender Inviting Authorities:**
  - Incorporate clear instructions regarding Electronic Bank Guarantees (e-BGs) in the tender documents.
  - Include relevant details in the form of the prescribed challan along with the format for bidders to obtain e-BGs from authorized banks.
  - Monitor compliance with e-BG requirements during the bid evaluation process.
- **Bidders/Vendors:**
  - Obtain e-BGs only from **authorized banks integrated with the NeSL platform**.
  - Submit the e-BGs **as per the tender conditions** within the prescribed timelines.
- **Issuing Banks:**
  - Facilitate **seamless coordination** between the issuing bank and DGS.
  - Ensure the **authenticity and integrity** of all e-BGs issued through the DDE platform.
  - Address and resolve any **technical or authenticity-related issues** arising from e-BG operations.
- **NeSL DDE Platform:**
  - Facilitate seamless coordination between the issuing bank and DGS.
  - Ensure the authenticity and integrity of all e-BGs issued through the DDE platform.
  - Address and resolve any technical or authenticity-related issues arising from e-BG operations.
- **DGS Custodians:**

24/11/2025

- Verify the authenticity and status of e-BGs through the NeSL portal.
- Maintain transparency, confidentiality, and comprehensive digital records for audit and compliance purposes.

5. Implementation and Monitoring:

Effective from the date of this order, all submissions of Bank Guarantees to DGS shall be accepted only in the electronic format through NeSL. Continuous monitoring and review of compliance will be conducted by the Directorate. Non-compliance will be dealt with as per administrative and contractual provisions applicable.

Note: A **six-month interim period** shall be allowed from the effective date for smooth transition and system adoption by all stakeholders.

Issued with the approval of the Director General of Shipping, Mumbai.

(Capt. Anish Joseph)
Sr. DDG (IT & e-Gov.)
Directorate General of Shipping

To:

1. All Branches, Wings, and Divisions of the Directorate General of Shipping, Mumbai
2. All allied Offices of the Directorate General of Shipping
3. All Tender Inviting Authorities under DGS
4. National e-Governance Services Limited (NeSL)
5. All Authorized Banks and Vendors
6. Directorate General of Shipping Website — for wide circulation

STANDARD OPERATING PROCEDURE (SOP)
FOR
ELECTRONIC BANK GUARANTEE (e-BG)
(Issuance, Management, Amendment, and Closure)

Government of India
Directorate General of Shipping, Mumbai
Ministry of Ports, Shipping and Waterways
Beta Building, 9th Floor, I-Think Techno Campus,
Kanjurmarg (East), Mumbai – 400042

Contents

1. Introduction and Rationale

The Directorate General of Shipping (DGS), Mumbai, as a pivotal regulatory authority under the Ministry of Ports, Shipping and Waterways, is continuously advancing toward digital governance. To align with national initiatives like *Digital India* and *Ease of Doing Business*, the Directorate has introduced the **Electronic Bank Guarantee (e-BG)** mechanism via the **National e-Governance Services Limited (NeSL)** platform, effective from _____, 2025.

Traditionally, bank guarantees involved physical documentation, manual submission, and cumbersome verification. The e-BG framework replaces these paper-based processes with a secure, paperless, fully automated digital mechanism that ensures authenticity, traceability, transparency, and operational efficiency.

This SOP serves to:

- Outline detailed standard procedures for e-BG lifecycle management.
- Ensure compliance with Reserve Bank of India (RBI) and Ministry of Finance digital banking mandates.
- Define responsibilities of applicants, banks, and beneficiary divisions under DGS.
- Provide guidance to DGS tendering branches for RFP integration.

2. Purpose and Objectives

The purpose of this **Standard Operating Procedure (SOP)** is to establish a comprehensive and standardized framework for the **issuance, utilization, and management of electronic Bank Guarantees (e-BGs)**, specifically for **Earnest Money Deposit (EMD)** and **Performance Security**, through a **fully digital, end-to-end process**.

This digital transformation initiative aims to **simplify, secure, and streamline** the administrative and financial workflows associated with bank guarantees, thereby ensuring **greater transparency, efficiency, and accountability** across all stages of the guarantee lifecycle.

The objectives of this SOP are to:

- Facilitate the **seamless issuance and acceptance** of e-BGs through the **centralised NeSL platform**, eliminating physical documentation.
- **Reduce processing time and manual intervention** by enabling straight-through electronic workflows between banks, bidders, and beneficiary organizations.
- Ensure **legal validity and enforceability** of e-BGs under the provisions of the **Information Technology Act, 2000**.

- Provide **real-time visibility, traceability, and auditability** of each guarantee, from issuance to invocation and closure.
- Promote **uniform practices and compliance** across all DGS divisions and associated stakeholders.
- Minimize **operational risks, delays, and errors** inherent in traditional, paper-based guarantee processes.

Through the adoption of this digital framework, the Directorate General of Shipping (DGS), in collaboration with participating banks and vendors, seeks to create a **transparent, efficient, and legally robust** mechanism for managing EMD and Performance Security instruments.

Key objectives of this SOP include the following:

- **Elimination of Manual Paperwork and Physical Documentation**

  The SOP seeks to completely remove dependence on traditional paperwork, including physical stamp paper and the need for courier or hand delivery of documents. By digitizing the entire bank guarantee lifecycle, delays caused by logistical inefficiencies and human errors are minimized. This ensures a more environmentally friendly and cost-effective process aligned with modern governance standards.

- **Enhancement of Transparency and Efficiency**

  By transitioning to the centralized platform developed by the National e-Governance Services Limited (NeSL), the process ensures greater transparency, efficiency, and traceability across all stages of bank guarantee management. **Stakeholders have access to real-time visibility** on the status of guarantees—**issuance, amendments, renewals, invocations, and closure**—thereby reducing information asymmetry and fostering trust among participants. Furthermore, **process automation significantly reduces turnaround time** for issuance and related activities, contributing to improved service delivery and operational efficiency.
- **Integration of a Real-Time Digital Verification Mechanism**

  The SOP incorporates a robust mechanism enabling instantaneous verification of the authenticity and validity of electronic bank guarantees. Through secure digital signatures, e-stamping, and centralized hosting on certified digital platforms, the system offers a tamper-proof and legally enforceable verification environment. This integration bridges the gap between the Directorate General of Shipping as beneficiary, issuing banks, and vendors (applicants), facilitating seamless communication and validation.
- **Tamper-Proof Data Maintenance with Complete Audit Trails**
  Every transaction pertaining to an e-BG—its creation, modifications, invocations, and

closure—is cryptographically recorded with timestamps and secure audit trails. This feature ensures data integrity and accountability while simplifying audit processes. The SOP mandates adherence to stringent cybersecurity protocols, providing protection against forgery, unauthorized access, or data manipulation.

- **Promotion of Operational Efficiency and Compliance with Legal Frameworks**
  The adoption of the e-BG system drastically reduces procedural redundancies, prevents errors caused by manual interventions, and fosters high productivity among all users engaged in bank guarantee activities. This SOP also ensures that electronically issued bank guarantees carry full legal sanctity and are compliant with the Information Technology Act, 2000. As such, electronic guarantees possess the same enforceability and validity as their conventional paper counterparts, ensuring robust legal protection for all parties.

This holistic approach strengthens the financial and administrative governance of bank guarantees within the Directorate General of Shipping and aligns it with the Government of India's broader digital transformation and good governance initiatives.

3. Scope

This SOP applies comprehensively to all stakeholders involved in the bank guarantee processes within the Directorate General of Shipping (DGS), Mumbai ecosystem and its associated procurement framework. Specifically:

- **All Branches, Offices, and Divisions of DGS, Mumbai:** This includes all the Divisions/Wings/Branches of DGS Mumbai. These internal units act as beneficiaries and custodians of tender-related financial securities, ensuring tender compliance and contract security through e-BGs.
- **All Bidders, Vendors, and Firms Participating via GeM or CPP Portals:** Any entity that bids or participates in tenders floated by the Directorate General of Shipping using the Government e-Marketplace (GeM) or Central Public Procurement (CPP) portals is covered under this SOP. These entities are required to procure and submit their bank guarantees digitally via the e-BG platform as part of their bid security or performance security requirements.
- **All Scheduled Commercial Banks Integrated with the NeSL e-BG Service:** The SOP mandates the use of banks that are onboarded onto the National e-Governance Services Limited (NeSL) electronic Bank Guarantee platform for issuance, renewal, amendment, invocation, and closure of e-BGs. This integration ensures that only recognized and compliant banking institutions issue verifiable and digitally signed guarantees.

- **All Internal DGS Custodians Designated for Managing Tender-related Financial Securities:** Specific officers or custodians in charge of financial and contract security matters at DGS units must oversee the management, verification, and monitoring of e-BGs through the secure digital platform. Their role includes validating the authenticity of e-BGs, tracking their status, managing renewal and invocation requests, and ensuring compliance as per this SOP.

In sum, the SOP governs a digital ecosystem where internal administrative units, external bidders, authorized banks, and digital custodians jointly facilitate a unified, transparent, and legally robust electronic bank guarantee process aligned with the Directorate General of Shipping's regulatory framework and national digital governance objectives.

4. Detailed Procedural Framework

4.1 Application and Initiation

The electronic Bank Guarantee (e-BG) shall be issued by the bank **in accordance with the information provided in the prescribed request form**, along with the **Bank Guarantee (BG) format** supplied to the bank.

The process of obtaining an e-BG is initiated by the **vendor or bidder** (hereafter referred to as the *applicant*) through submission of a formal request to their bank, designated as the **issuing bank** for the e-BG. The application must contain **accurate and complete beneficiary details**, including:

- The **Unique Identification Number (UIN)** issued specifically to the **Directorate General of Shipping (DGS)**.
- The official legal entity name: **Directorate General of Shipping, Mumbai**.
- Relevant **tender references**, such as the **Tender ID**, **Work Order ID**, or **Contract Reference Number** pertinent to the financial guarantee.

All the required details shall be provided by the **Tender Inviting Branch/Wing/Division** in the **RFP document**, as per point (8).

The issuing bank shall undertake a **thorough verification** of the applicant's credentials, creditworthiness, and compliance documentation to determine eligibility for the bank guarantee. In case of any discrepancies or deficiencies, the issuing bank shall **promptly notify the applicant** and advise appropriate corrective action before further processing of the application.

4.2 Issuance of Digital Bank Guarantee by the Bank

Upon successful verification and authorization, the **issuing bank shall issue the electronic Bank Guarantee (e-BG) through the centralised platform developed by the National e-**

Governance Services Limited (NeSL). The e-BG is **digitally generated, stamped, and authenticated** using secure electronic technologies that ensure its integrity, authenticity, and legal validity.

This process **completely eliminates the requirement for physical documents**, as **digital signatures are affixed using verified Digital Signature Certificates (DSCs)** of authorized bank officials. The e-BG so issued is **fully compliant with the Information Technology Act, 2000**, and holds **the same legal enforceability as a conventional bank guarantee**.

Each e-BG is assigned a **unique transaction reference identifier**, enabling **real-time tracking, auditability, and online verification** through the NeSL system.

4.3 Hosting and Notification

The finalized e-BG is uploaded to the National e-Governance Services Limited (NeSL) platform, a centralized and secure repository that ensures easy access and long-term storage. Immediate digital notifications are dispatched to:

- The beneficiary, i.e., Directorate General of Shipping (DGS).
- The applicant (vendor or firm).
- The authorities within the issuing bank managing the transaction.

The DDE (Digital Document Execution) platform of NeSL, guarantees tamper-proof storage of the e-BG, providing seamless retrieval capabilities and ensuring comprehensive traceability for audit purposes.

4.4 Access and Verification

Once issued, the e-BG is **made available for secure download from the DDE platform of NeSL** by the authorised representative of DGS only and all participating entities including applicants and issuing banks at any time through secure login credentials. Critical details such as issuance date, guarantee amount, expiry date, documented amendments, and status of closure are available in real-time. The platform supports automated verification mechanisms utilizing encrypted digital signatures that authenticate the document's validity and integrity dynamically.

5. End-to-End e-BG Lifecycle and Beneficiary Request Management

The Directorate General of Shipping (DGS), as the beneficiary, is empowered to digitally manage the entire life cycle of the e-BG and may process the following requests online through the NeSL platform without requiring physical documentation:

a) **Cancellation**: If a Bank Guarantee (BG) is found not to be issued in accordance with the **prescribed format** specified in the RFP, the cancellation process shall be initiated digitally. This provision applies only to **Performance Security**, allowing the selected bidder to reuse the same challan information for reissuing the e-BG in the correct format. The issuing bank shall process the reissued e-BG as per the standard digital workflow, ensuring compliance with the prescribed format and procedural requirements.

   In the case of **EMD**, any deviation from the prescribed format shall lead to **rejection of the bid** and **closure or invocation** of the EMD, as applicable.

b) **Renewal:** Requesting an extension of the existing validity period prior to expiry to ensure uninterrupted guarantee coverage.

c) **Amendment**: Any **electronic modification** to the terms and conditions of the bank guarantee — including but not limited to changes in the **guarantee amount, validity period, or contractual clauses** — shall be carried out within the validity period of the e-BG. All such modifications will be **digitally recorded, tracked, and auditable**, ensuring transparency and accountability for all stakeholders.

d) **Invocation**: In the event of **contract default, breach, or non-performance**, the **DGS** may initiate **full or partial claim enforcement** against the concerned e-BG, including forfeiture of the **Earnest Money Deposit (EMD)** where applicable. Such invocation requests shall be submitted **digitally through the DDE platform of NeSL**, accompanied by the **relevant supporting documents (official Letter to the issuing Bank and any other relevant order)** and the **official bank account details** of the beneficiary organization for credit of the invoked amount. It must be ensured that **no personal or non-official account details** are provided. The DDE platform of NeSL facilitates **secure verification and approval** by the issuing bank, enabling **timely, compliant, and auditable enforcement** of both Performance Security and EMD guarantees.

e) **Closure**: This step **finalizes and discharges all obligations under the bank guarantee** within the **validity period of the e-BG**. Upon closure, **synchronized confirmation notifications** are sent to all relevant stakeholders, including the **issuing bank, beneficiary, and applicant**, by the DDE platform of NeSL, ensuring complete transparency and record of compliance**.**

f) **Extension of Payment Period (Extend of Pay**): For projects requiring additional time to meet financial or contractual commitments, officers may submit a **digital extension request** through the platform. Upon approval, the extension shall be immediately reflected in the e-BG records.

This **end-to-end digital mechanism** is to be strictly adopted by all DGS officers to ensure **transparency, efficiency, and security** in the management of bank guarantees under the Directorate General of Shipping.

6. Security, Integrity, and Legal Framework

- e-BGs generated through NeSL are legally enforceable under **Section 5 of the IT Act, 2000**, having the same validity as traditional paper guarantees.
- All data is protected under end-to-end encryption and multi-factor authentication systems.
- DGS divisions must ensure user credentials remain secure and all activities comply with **Government of India cybersecurity policies**.
- An automatic, tamper-proof audit history is maintained for each transaction.

7. Compliance Responsibilities

Stakeholder	Responsibilities
Directorate General of Shipping (Beneficiary)	Provides **all required information**, as mutually agreed with **NeSL**, to enable the **issuing bank to process and issue the e-BG** in a timely and compliant manner.
Applicants (Vendors/Firms)	Apply for e-BG issuance, ensure correct input of DGS details, coordinate with the issuing bank, and maintain digital communication records.
Issuing Banks	Verify applications, generate e-BGs electronically, digitally sign guarantees, and notify all stakeholders through NeSL.
Directorate General of Shipping (Beneficiary)	Review, authenticate, and monitor e-BG lifecycle via NeSL; initiate renewals, amendments, closures or other events as needed.
DDE Platform of NeSL	Acts as a national digital repository ensuring secure communication, verification, and long-term digital archiving of guarantees.

8. Format for Tender Documents (RFP Integration)

To be uploaded by Tender Inviting Branch/Wing/Division in the RFP document

The Directorate General of Shipping, Mumbai, has implemented the facility for electronic bank guarantees (e-BGs) via the DDE platform of National e-Governance Services Limited (NeSL), effective from _____ 2025. This applies to all bids published through the Government e-Marketplace (GeM) and Central Public Procurement (CPP) portals.

All bidders, vendors, and firms participating in these tenders are required to obtain e-BGs from banks that are officially integrated with the NeSL e-BG system.

The most updated list of such participating banks is accessible at the following official link: https://nesl.co.in/e-bg/

This inclusion ensures standardization, secure digital transaction management, and seamless authentication of bank guarantees in compliance with DGS digital governance protocols.

Essential information for bidders (to be included in RFP):

Sr. No.	Field	Description	Sample Details	Mandatory / Optional
1	PAN / UIN*	Legal entity's identification number	UIN: NCTGC2518P	Fixed and Mandatory
2	Name	Name of legal entity	Directorate General of Shipping, Mumbai	Mandatory
3	Email ID	Official contact email	dgship-dgs@nic.in	Mandatory
4	Name of Representative	Designated authority representing the branch/division	Custodian's Name (Branch/Wing/Division)	Mandatory
5	Representative Email	Custodian's email address	dgship-dgs@nic.in	Mandatory
6	Mobile Number	Mobile number of authorized representatives only	Mobile No. of Custodian	Mandatory
7	Business Unit Code	Identifier of department/office/zone	As applicable	Mandatory
8	Contract Reference Number	Tender or Purchase Order number	Tender/RFP/Contract Reference	Mandatory

9	Relation to Contract	Beneficiary type	Beneficiary	Mandatory

9. Process Flow for Bidders

All bidders are required to follow the **digital process flow** outlined below for submission and management of **Electronic Bank Guarantees (e-BGs)** through the **NeSL DDE platform**. This ensures uniformity, transparency, and compliance in handling both **Earnest Money Deposit (EMD)** and **Performance Security** instruments under the Directorate General of Shipping (DGS).

Note to Tender Inviting Authorities (TIAs):

All **Tender Inviting Authorities (TIAs)** under the Directorate General of Shipping (DGS) shall ensure that the following section is **mandatorily included in every tender document** issued under their purview.

A. Earnest Money Deposit (EMD):

i. **Obtain Challan Details:**
Bidders shall obtain the **prescribed challan details** and instructions from the respective **RFP document**.

ii. **Issuance of e-BG:**
The bidder shall approach any **bank enlisted and integrated with the DDE platform of NeSL** to obtain the **Electronic Bank Guarantee (e-BG)** corresponding to the EMD amount.

iii. **Submission on Portal:**
The **e-BG number** shall be entered in the **designated field** on the **CPPP or GeM portal**, and the **PDF copy of the e-BG** shall be uploaded along with the bid submission.

iv. **Verification and Record:**
The **DGS** shall verify the **authenticity and details** of the e-BG directly through the **NeSL DDE platform**, ensuring that the instrument conforms to prescribed terms and conditions.

v. **Subsequent Events:**
For any further actions or events related to the e-BG (such as **cancellation, amendment, renewal, invocation, or closure), the Directorate General of Shipping (DGS)** will **directly interact with the issuing bank** through the **NeSL DDE platform.**

vi. **Bank's Action:**
The **issuing bank** shall process the received event requests in accordance with its internal protocol and communicate necessary confirmations to **both DGS and the bidder.**

B. Performance Security:

i. **Obtain Challan Details:**
Upon award of the contract, the successful bidder shall obtain the **prescribed challan details** from the **Letter of Acceptance (LoA)** or the **contract document** issued by DGS.

ii. **Issuance of e-BG:**
The bidder shall approach an **authorized bank integrated with the NeSL DDE platform** to get the **Performance Security e-BG** issued in the prescribed format and amount.

iii. **Submission on Portal:**
The bidder shall enter the **e-BG number** in the **designated field on the GeM portal** (as applicable) and upload the **PDF copy of the issued e-BG** for verification by **DGS**.
For **tenders published on the CPPP**, the **e-BG details** shall be **officially communicated to the respective Tender Inviting Authority (TIA)** for verification and record.

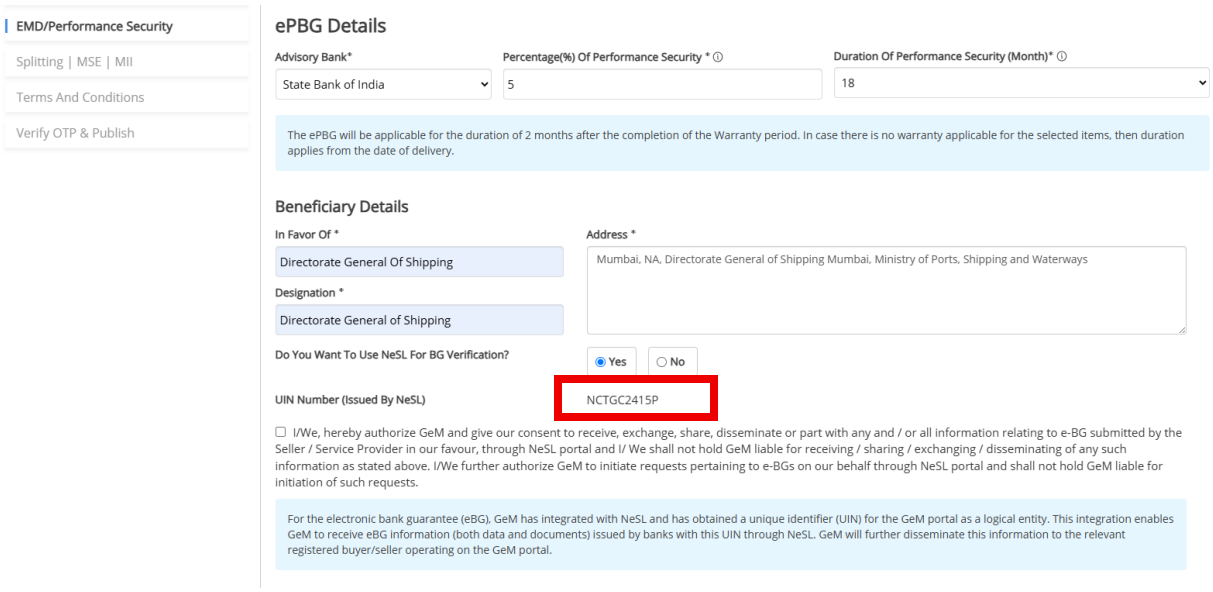
iv. **Verification and Record:**
The **DGS** shall verify the **authenticity and details** of the e-BG directly through the **NeSL DDE platform**, ensuring that the instrument conforms to prescribed terms and conditions.

v. **Subsequent Events:**
Any further actions — such as **renewal, amendment, invocation (full or partial), or closure** — will be initiated and managed **digitally through the DDE platform** by DGS in coordination with the issuing bank.

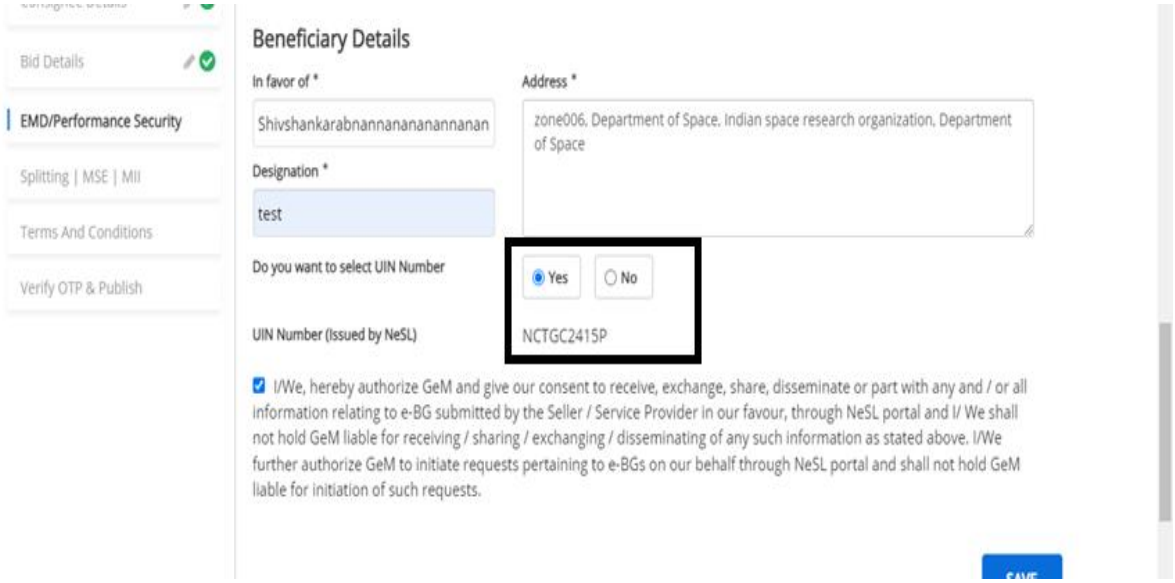
vi. **Bank's Action:**
The **issuing bank** shall process the received event requests in accordance with its internal protocol and communicate necessary confirmations to **both DGS and the bidder.**

10. Process Flow for Buyer on GeM Portal:

1. During the publication of the Bid on the GeM portal, Buyer will get a textbox field where he will Select UIN NUMBER from the dropdown at the time of Bid Creation.



2. UIN number will be shown on the basis of organization which will be stored in database as sent by NeSL



3. UIN number will be displayed in Bid doc under Advisory details (EPBG section)

के अंतर्गत केवल वस्तुओं के लिए विनेमाता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र है। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। /EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

test
zone006, Department of Space, Indian space research organization, Department of Space (Shivshankarabnannananananannananananaannanan Sharma)

UIN Number NCTGC2415P

विभाजन/Splitting

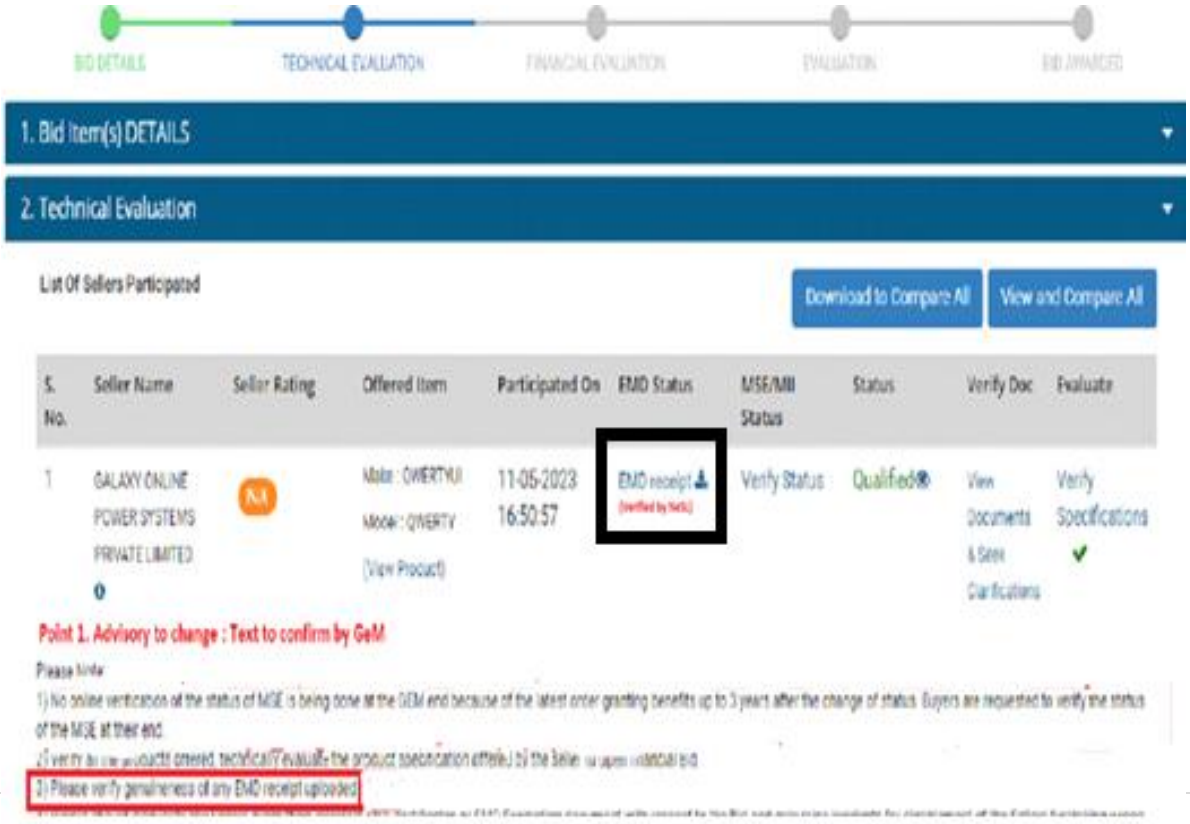
बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

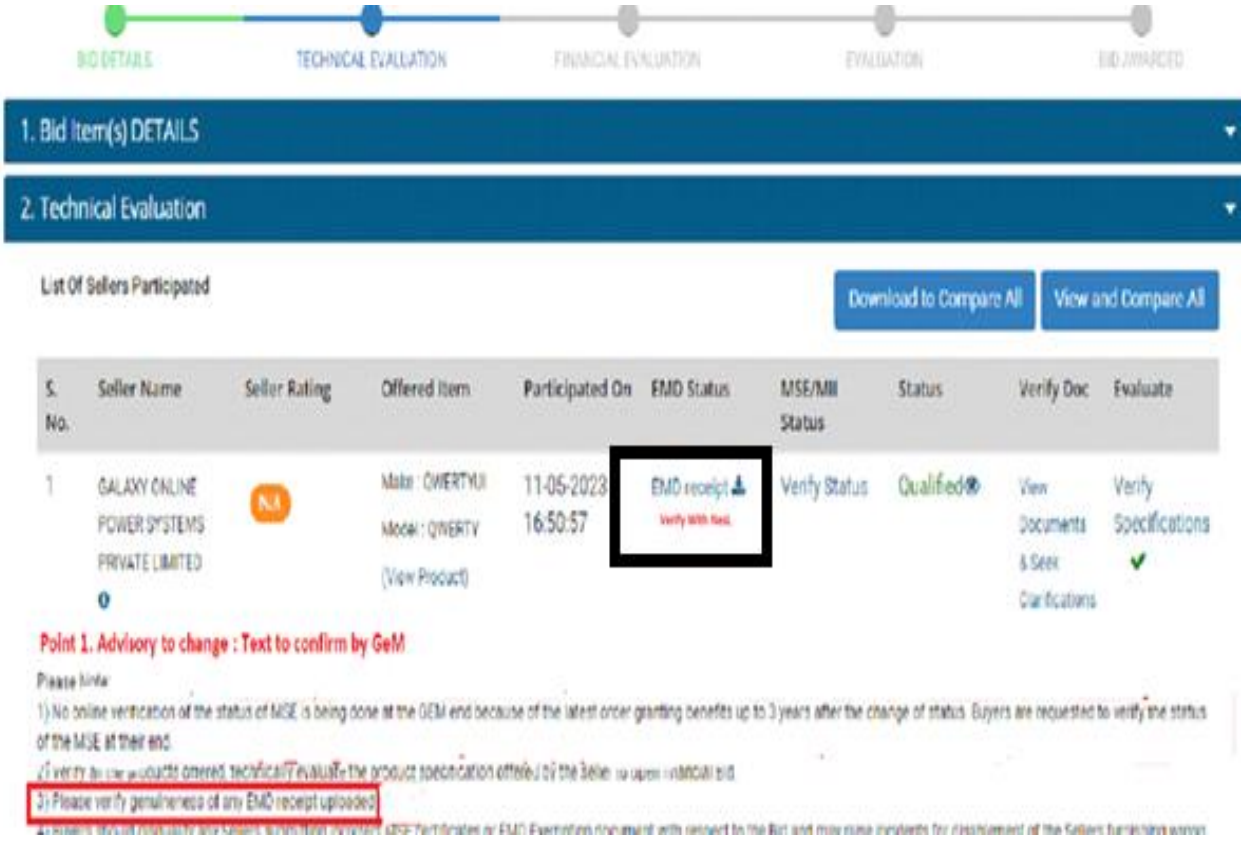
Desktop Computers (500000 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

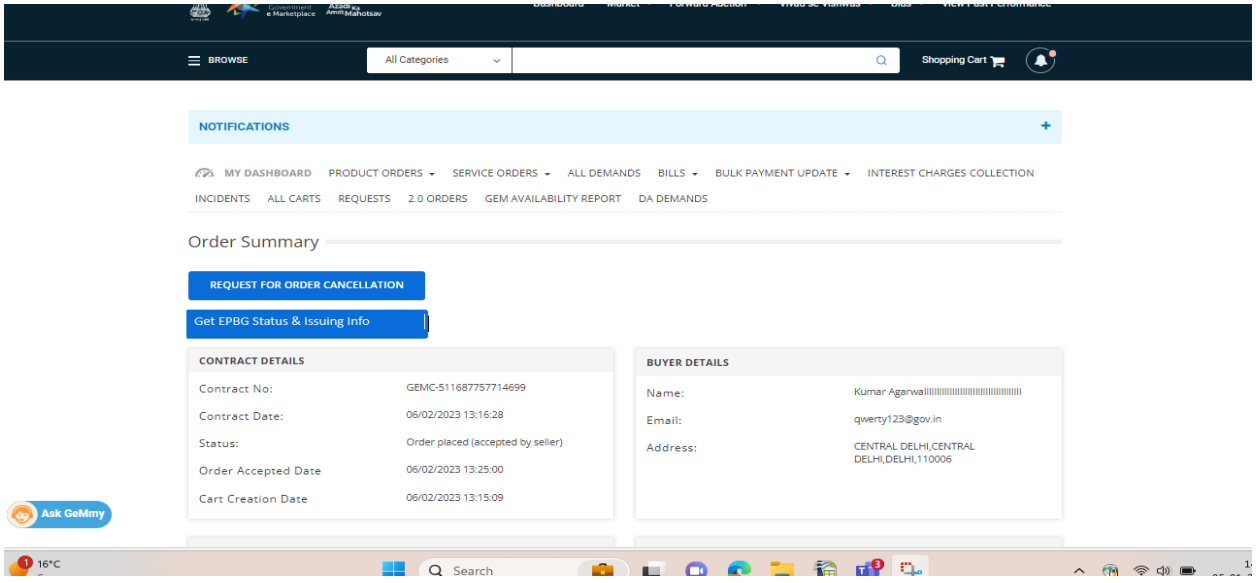
* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

4. During technical evaluation, buyer will get the seller EMD status as **"Verified by Nesl"** if its verified by NeSL during seller participation phase and if seller EMD status is pending buyer can view seller's EMD status using **"Verify with NesL"** button.

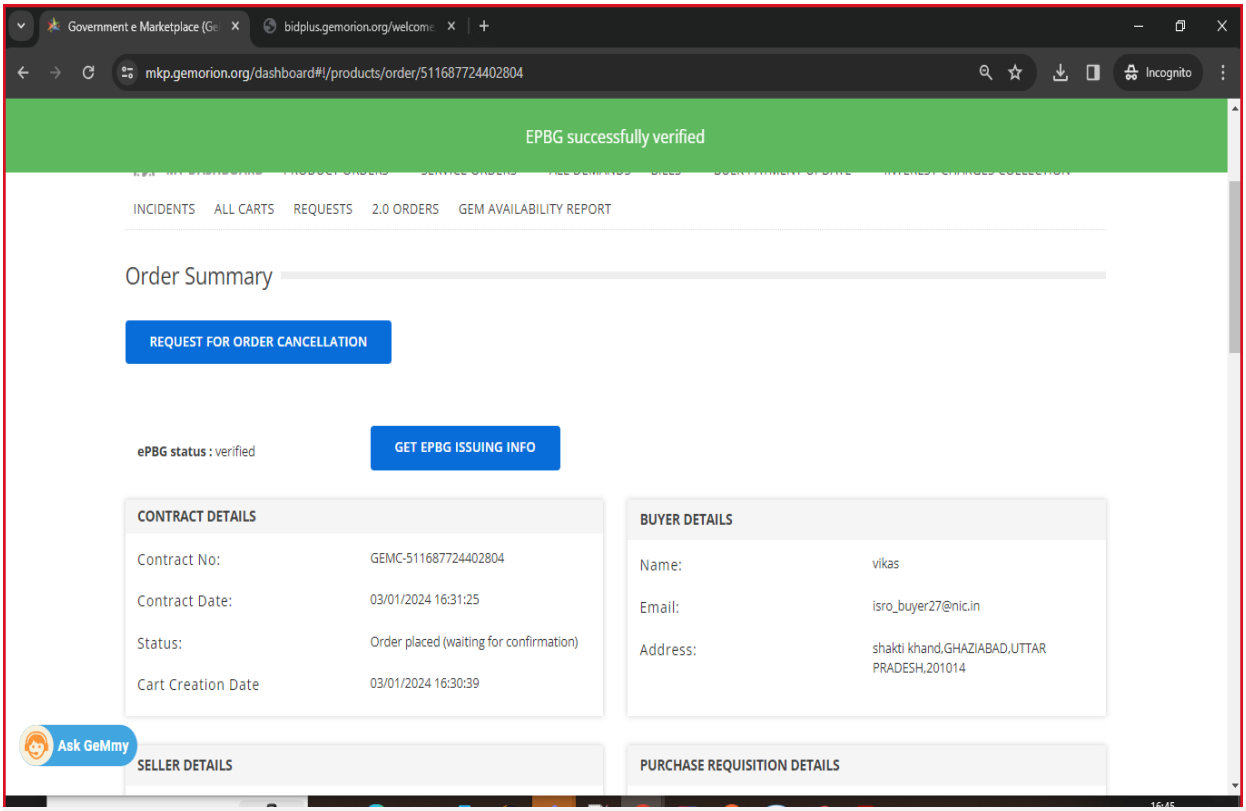


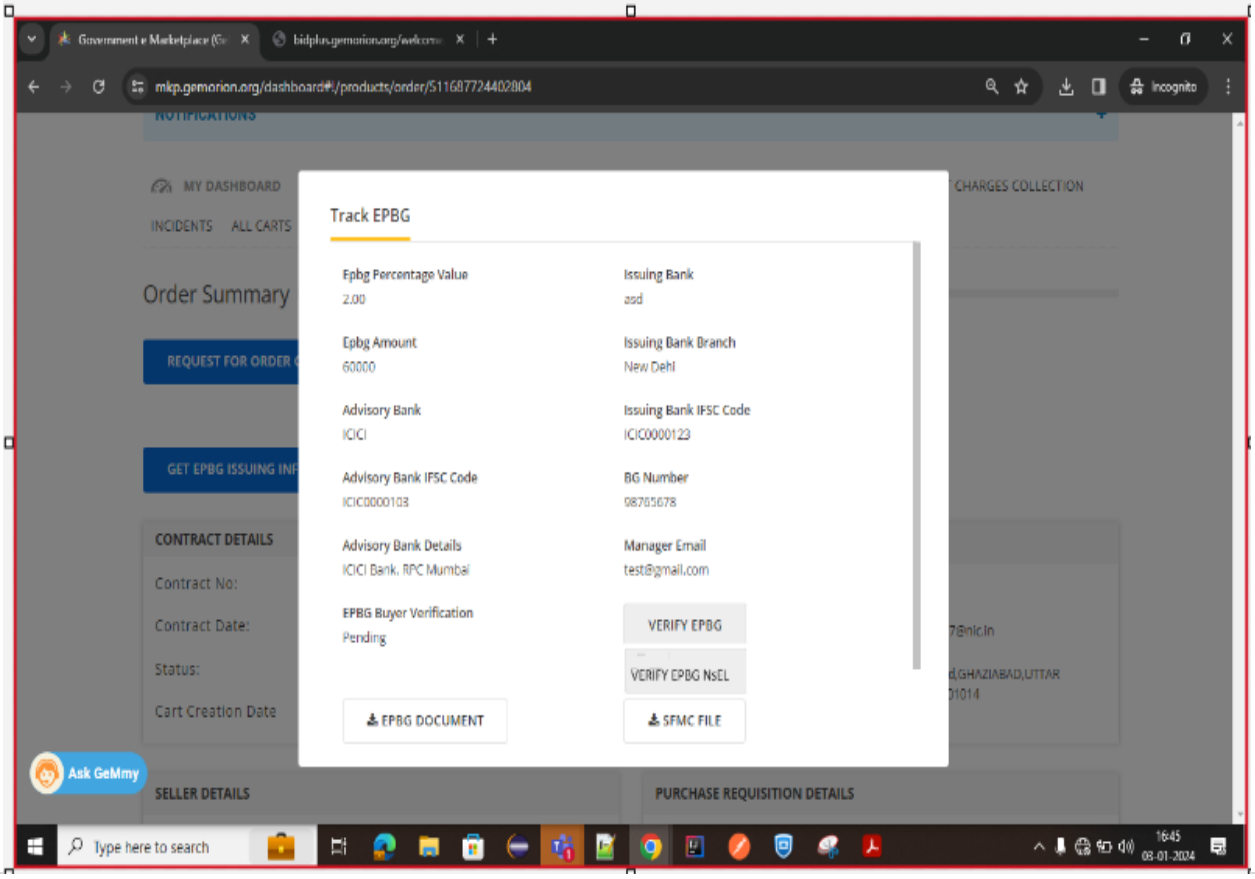


5. Buyer should be able to verify ePBG status and document uploaded by the seller if in case it is not verified, they can click on verified option shown in image



6. After successful verification, Buyer should be able to download the ePBG document





11. Process Flow for CPP Portal

1. The Tender Inviting Branch/Wing/Division shall ensure that all necessary information related to the e-BG process is incorporated in the RFP document, in accordance with point (8) of the Standard Operating Procedure (SOP).
2. The Tender Inviting Branch/Wing/Division shall ensure that the Bank Guarantee (BG) option is enabled at the time of tender publication.
3. During the Technical Bid Opening, the designated Custodian shall log in to the NeSL Portal to view and download the electronic Bank Guarantee (e-BG) for verification, as prescribed in **Annexure V**.

12. Annexures

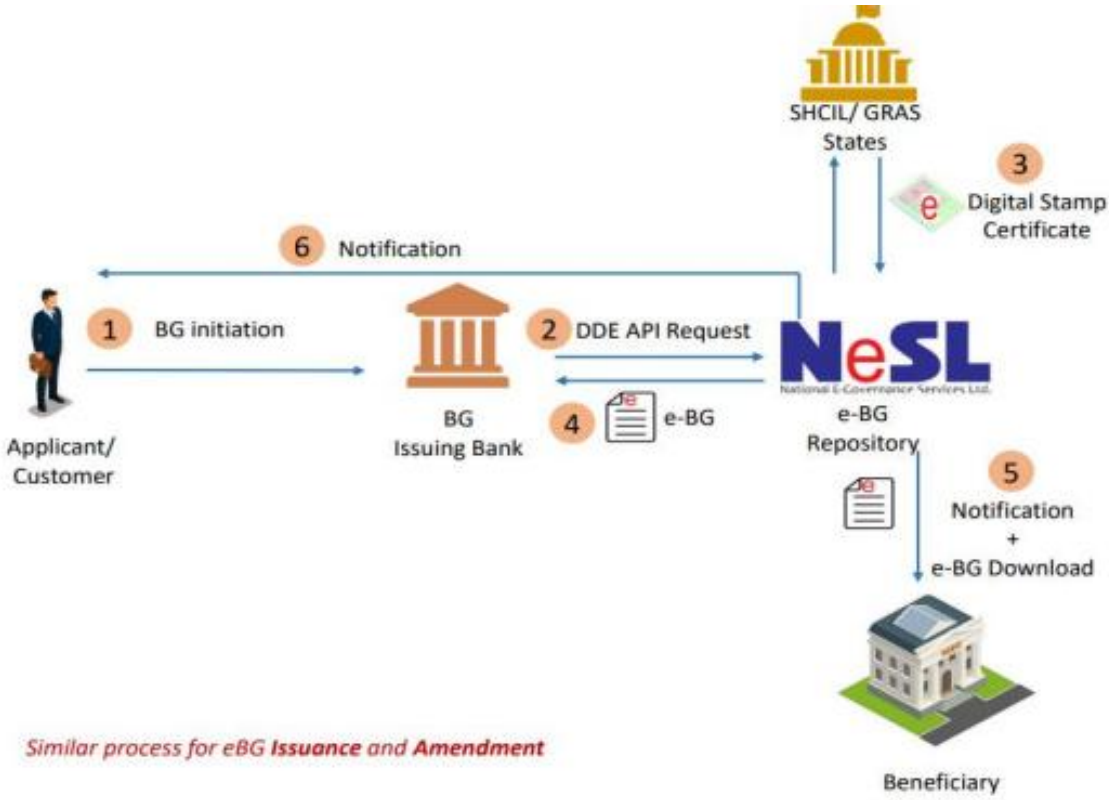
- **Annexure I:** Diagrammatic Workflow for e-BG Issuance and Closure.
- **Annexure II:** Updated List of Banks Integrated with NeSL e-BG Services (live at https://nesl.co.in/e-bg/).
- **Annexure III:** BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT (EMD)
- **Annexure IV:** BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY
- **Annexure V:** Step-by-step User Manual for DGS Custodians on NeSL Portal Operation

Issued by:
Directorate General of Shipping, Mumbai
Under the Ministry of Ports, Shipping and Waterways, Government of India

Director General of Shipping
Date: _____ / 2025
Circular No.: DGS/FIN/eBG/____/2025

Annexure I: Diagrammatic Workflow for e-BG Issuance and Closure.

(Bidders end):



Annexure II: Updated List of Banks Integrated with NeSL e-BG Services (live at https://nesl.co.in/e-bg/).

List of Banks Onboarded with NeSL e-BG Services	
Sl. No	**Banks**
1	AU Small Finance Bank
2	Axis Bank
3	Bank of Baroda
4	Bank of India
5	Bank of Maharashtra
6	Canara Bank
7	Central Bank of India
8	City Union Bank
9	DBS Bank
10	DCB Bank
11	Dhanlaxmi Bank
12	Federal Bank
13	HDFC Bank
14	HSBC Bank
15	ICICI Bank
16	IDBI Bank
17	IDFC First Bank
18	Indian Bank
19	Indian Overseas Bank
20	IndusInd Bank
21	Jammu and Kashmir Bank
22	Karnataka Bank
23	Karnataka Vikas Grameena Bank
24	Karur Vysya Bank
25	Kotak Mahindra Bank
26	Punjab and Sind Bank
27	Punjab National Bank
28	RBL Bank
29	Standard Chartered
30	State Bank of India
31	South Indian Bank
32	Tamilnad Mercantile Bank Ltd
33	UCO Bank
34	Union Bank of India
35	Yes Bank

Annexure III:

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT (EMD)

(To be executed on Non-Judicial Stamp Paper of appropriate value)

Bank Guarantee No.: _____

Date: _____

Amount: ₹ _____

To
The President of India
acting through the
Directorate General of Shipping,
Ministry of Ports, Shipping & Waterways,
Beta Building, 9th Floor, i-Think Techno Campus,
Kanjur Village Road, Kanjurmarg (East),
Mumbai – 400042.

WHEREAS

M/s _____ (hereinafter referred to as *"the Tenderer"*) has submitted its Tender dated _____ for the work _____ in response to **Tender No.** _____ issued by the Directorate General of Shipping (hereinafter referred to as *"the Procuring Entity"*).

AND WHEREAS

The Tenderer is required to furnish an unconditional and irrevocable Bank Guarantee for ₹ _____ (Rupees _____ only) towards Earnest Money Deposit (EMD), as per the conditions of the Tender Document.

NOW, THEREFORE

We, _____ (Name of the Bank), having our registered office at _____ and a branch at _____, do hereby irrevocably and unconditionally guarantee and undertake to pay the Procuring Entity, on first written demand, without demur and without reference to the Tenderer, a sum not exceeding ₹

_____ (Rupees _____ only), in the event that the Tenderer:

1. Withdraws or modifies its Tender during the period of Tender validity specified in the Tender Document, or
2. Is awarded the Contract but fails to sign the agreement or furnish the required Performance Security within the prescribed time.

We undertake to pay the aforesaid amount immediately upon receipt of a written demand from the Procuring Entity, declaring that the Tenderer has defaulted in fulfilling its Tender obligations.

This Guarantee shall remain valid up to **_____ (days/months)** from the date of Tender opening or up to _____ (date), whichever is later, and shall be extended as may be required by the Procuring Entity in writing.

Our liability under this Guarantee is restricted to ₹ _____ (Rupees _____ only), and it shall remain in full force until expressly discharged by the Procuring Entity.

Notwithstanding anything contained herein:

1. Our liability under this Guarantee shall not exceed ₹ _____.
2. This Guarantee shall remain valid up to _____.
3. Unless a written claim is received by us on or before _____, all rights under this Guarantee shall stand forfeited, and we shall be relieved of all liabilities thereafter.

Signed and Sealed this ____ day of _____, 20.

For and on behalf of
(Name of the Bank)

(Signature with Seal)
Name: _____
Designation: _____
Address: _____
Telephone No.: _____
Email: _____

Annexure: IV

BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

(To be executed on Non-Judicial Stamp Paper of appropriate value)

Bank Guarantee No.: _____

Date: _____

Amount: ₹ _____

To
The President of India
acting through the
Directorate General of Shipping,
Ministry of Ports, Shipping & Waterways,
Beta Building, 9th Floor, i-Think Techno Campus,
Kanjur Village Road, Kanjurmarg (East),
Mumbai – 400042.

WHEREAS

The Directorate General of Shipping (hereinafter referred to as *"the Procuring Entity"*) has awarded the Contract for _____ (hereinafter referred to as *"the Contract"*) to M/s _____ (hereinafter referred to as *"the Contractor"*) through **Tender No. _____** dated _____.

AND WHEREAS

The Contractor is required to furnish a Performance Security in the form of a Bank Guarantee amounting to ₹ _____ (Rupees _____ only) for the due performance of the Contract in accordance with the Tender terms and conditions.

NOW, THEREFORE

We, _____ (Name of Bank), having our registered office at _____ and a branch at _____, do hereby irrevocably and unconditionally guarantee and undertake to pay the Procuring Entity, on demand and without demur, a sum not exceeding ₹ _____ (Rupees _____ only), in the event that the Contractor:

1. Fails to perform its obligations as per the Contract, or
2. Fails to comply with any of the terms and conditions of the Contract, or

3. Is found in breach of any of the provisions of the Tender or Contract documents.

We further agree that the Procuring Entity shall be the sole judge of whether the Contractor is in default, and our liability under this Guarantee shall be absolute and binding.

This Guarantee shall remain valid for a period of _____ **(months/years)** from the date of signing of the Contract or until all contractual obligations have been fulfilled, including the period of any extension granted by the Procuring Entity.

Our liability under this Guarantee shall not be affected or impaired by any variation or alteration in the Contract or by any indulgence granted by the Procuring Entity to the Contractor.

Notwithstanding anything contained herein:

1. Our liability under this Guarantee shall not exceed ₹ _____.
2. This Guarantee shall remain valid up to _____.
3. Unless a written claim is received by us on or before _____, all rights under this Guarantee shall be forfeited, and we shall be relieved of all liabilities thereafter.

Signed and Sealed this ____ day of _____, 20.

For and on behalf of
(Name of Bank)

(Signature with Seal)
Name: _____
Designation: _____
Address: _____
Telephone No.: _____
Email: _____

Issued by:
Directorate General of Shipping, Mumbai
Under the Ministry of Ports, Shipping and Waterways, Government of India

Director General of Shipping
Date: _____ / 2025
Circular No.: DGS/FIN/eBG/____/2025

10 Dec 2024

National E-Governance Services Ltd.

An Information Utility Regulated by IBBI

Electronic Bank Guarantee (eBG)

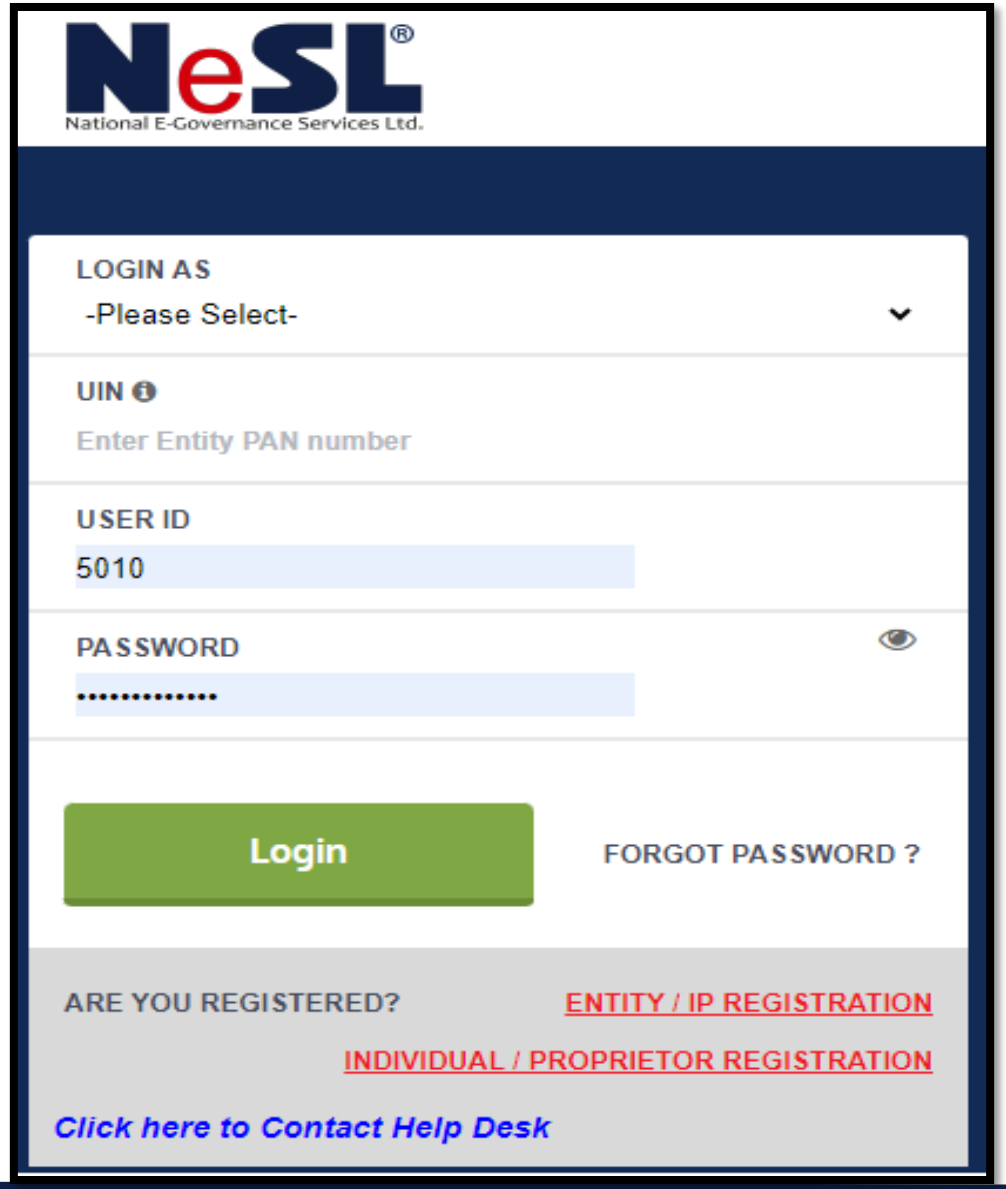
eBG View/Download/Request Screens

Flow of the Document

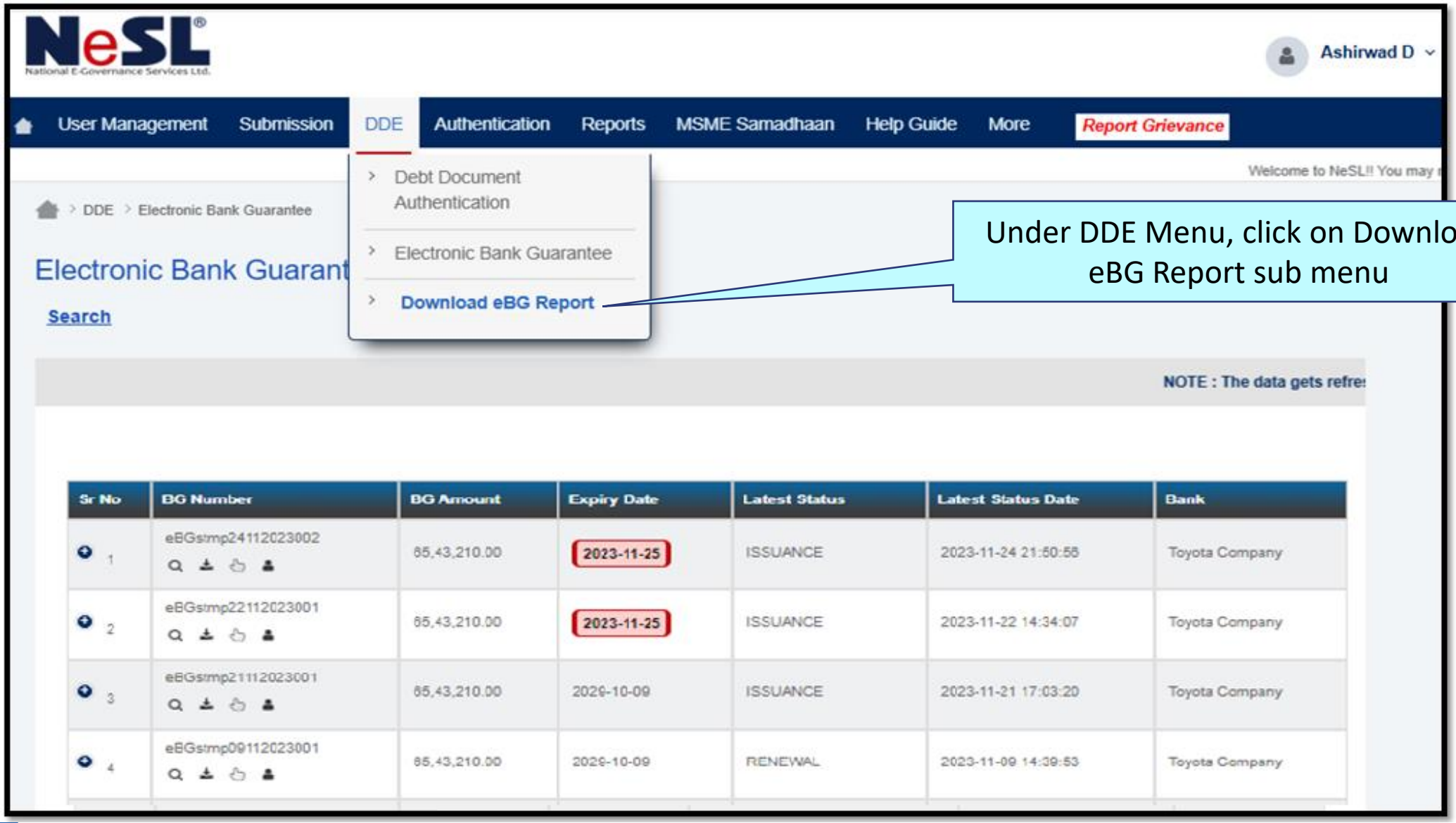
- eBG CONSOLIDATED REPORT
- NAVIGATION
- VIEW & DOWNLOAD eBG
- RAISING A REQUEST
- VIEW REQUEST STATUS
- SAMPLE REQUEST DOCUMENT

eBG Consolidated Report

Login

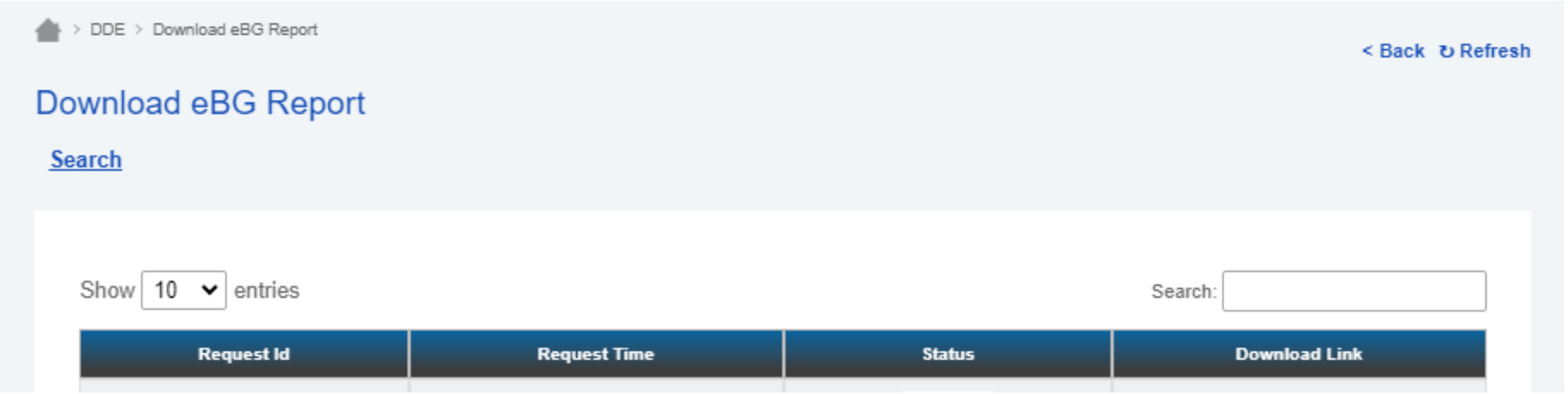

NeSL
National E-Governance Services Ltd.
LOGIN AS
-Please Select-
UIN
Enter Entity PAN number
USER ID
5010
PASSWORD
Login
FORGOT PASSWORD ?
ARE YOU REGISTERED?
ENTITY / IP REGISTRATION
INDIVIDUAL / PROPRIETOR REGISTRATION
Click here to Contact Help Desk

Download eBG Report

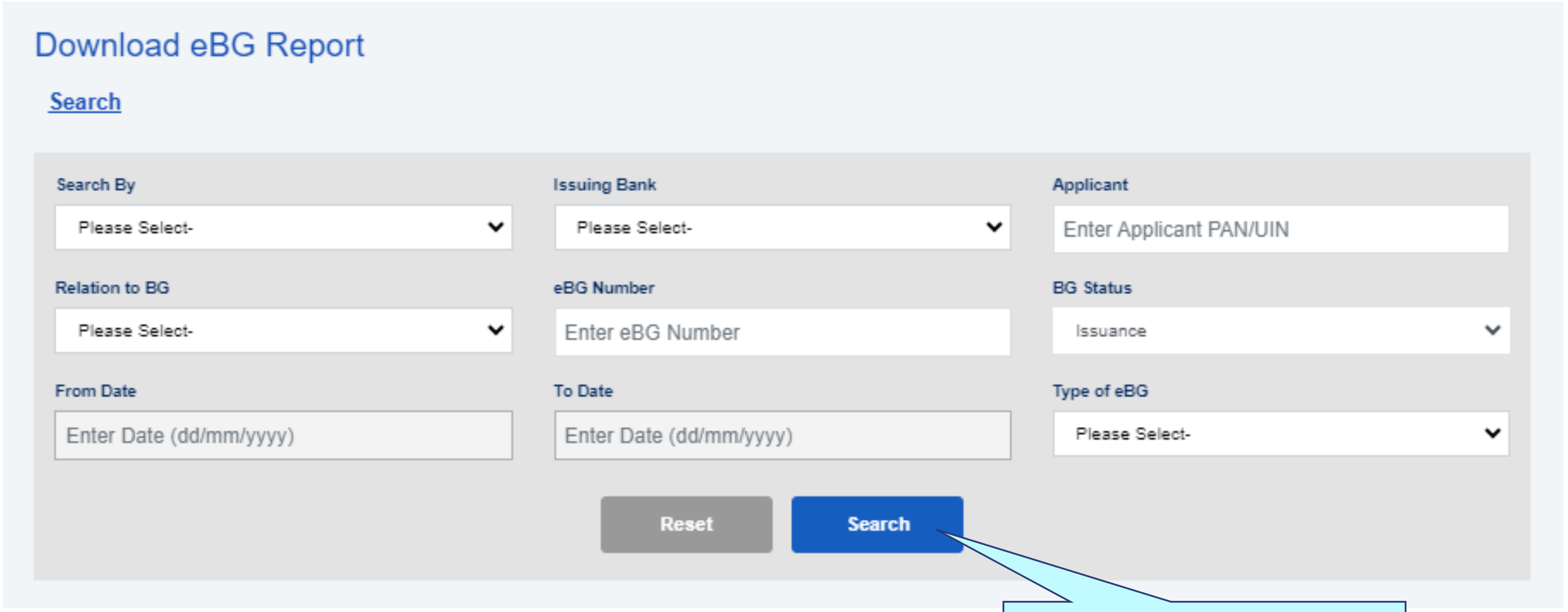


Under DDE Menu, click on Download eBG Report sub menu

eBG Report-Landing Screen

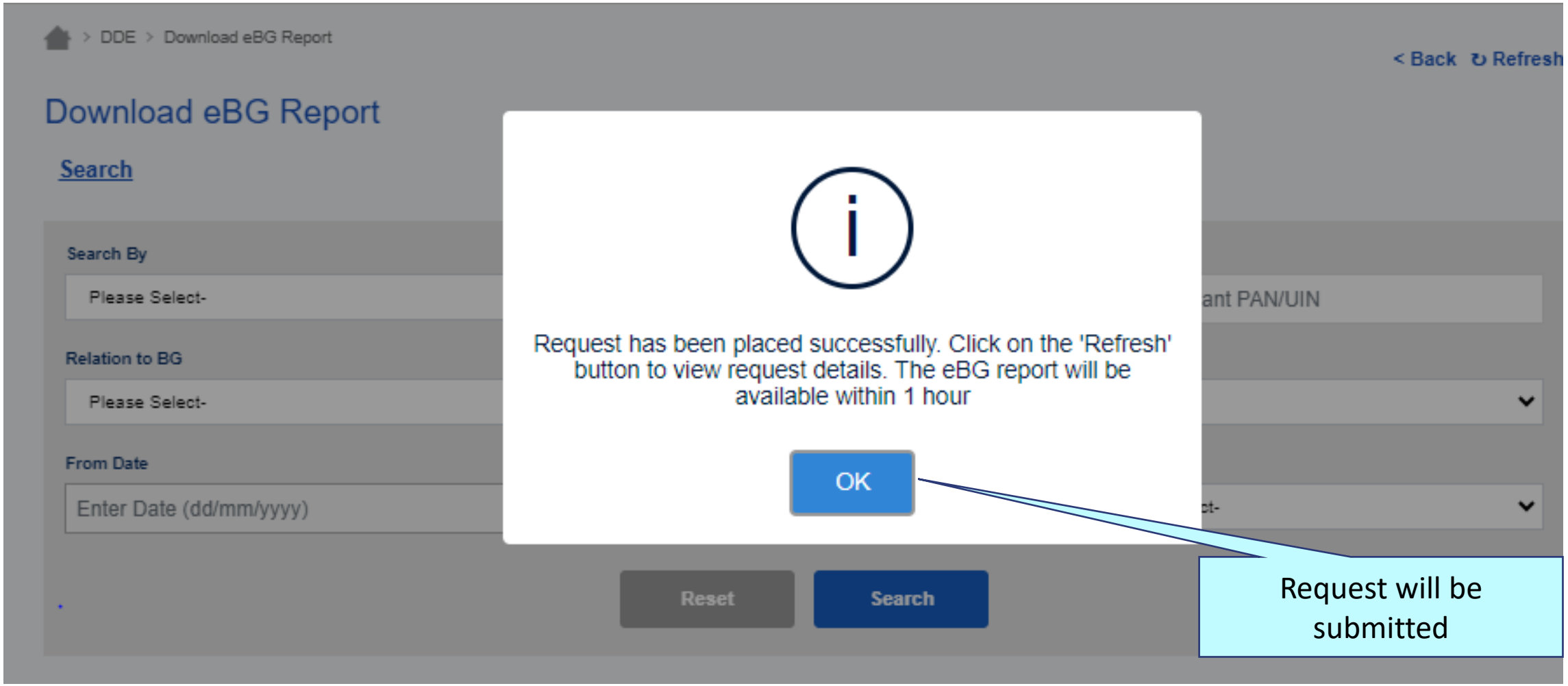


eBG Report - Search Screen



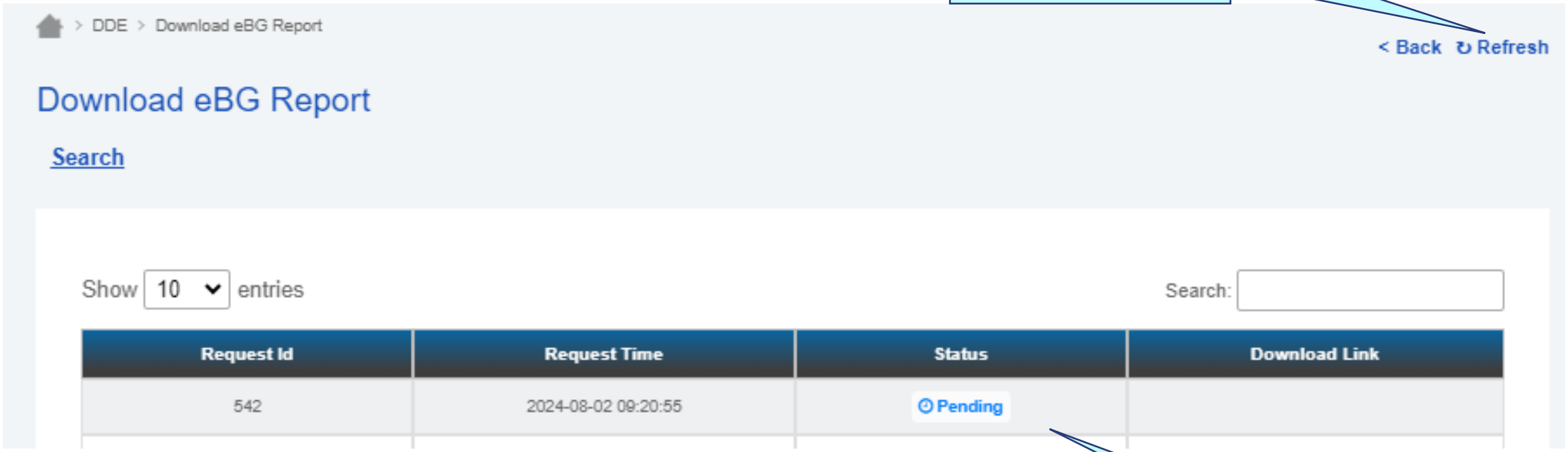
Enter the required search parameter and click on search button

Generate eBG Report



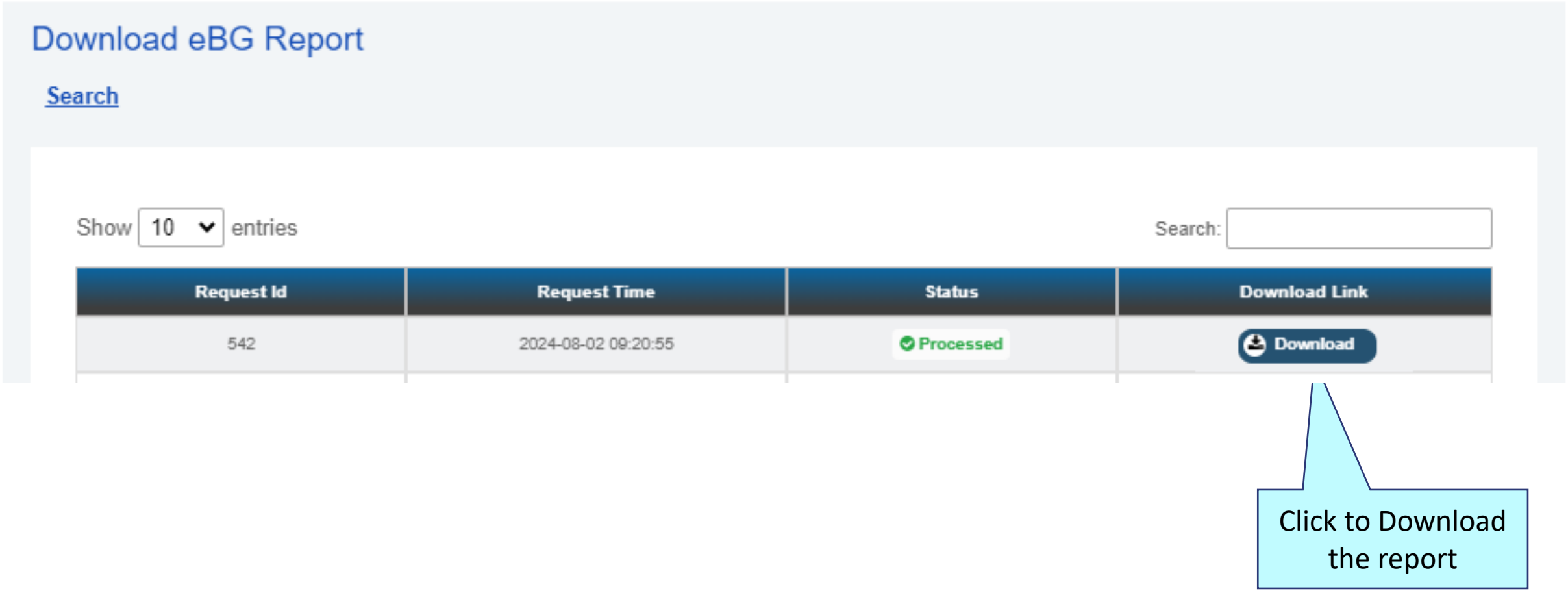
eBG Report - Request Status

Click on refresh to view the latest status



Status of the request

Download eBG Report



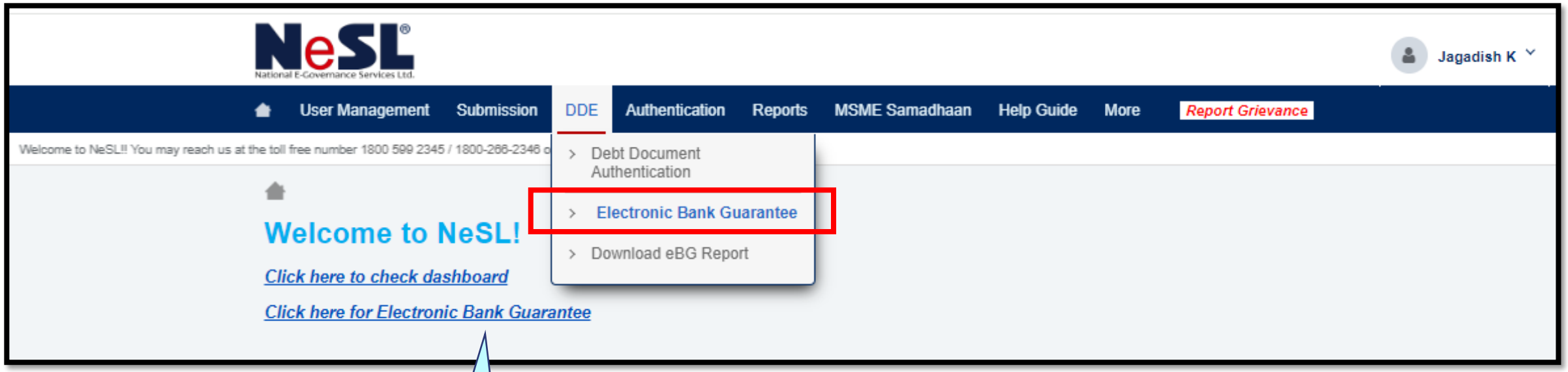
Sample eBG Report

BG reference number	Type of eBG	Beneficia	Beneficia	Issuing Ba	Issuing Ba	Applicant	Applicant	BU Code	BG issue I	Original BG a	BG amount	Status of I	BG DateTi	Expiry Da	Claim Exp	Beneficiar
Loannum270620248890	Digital eBG	TestEsh Be	PROCT290	DDE Credi	DDECR123	Debtor Ent	VTTCV123	BUBEN039	'2024-06-2	99,87,651.00	99,87,651.00	ISSUANCE	'27-Jun-20	'23-Sep-20	'12-Sep-20	benent@m
Loannum270620248890	Digital eBG	TestEsh Be	PROCT290	DDE Credi	DDECR123	Debtor Ent	VTTCV123	BUBEN039	'2024-06-2	99,87,651.00	99,87,651.00	ISSUANCE	'27-Jun-20	'23-Sep-20	'12-Sep-20	benent@m
eBG 2706 11AB	Digital eBG	Patil Bene	BENCZ445	INDIAN BA	DLDCO888	HINDUSTA	PROCT2904T		'2024-06-2	72,20,208.51	72,20,208.51	ISSUANCE	'27-Jun-20	NA	NA	MBPbenee
eBG8AAE89072A	Digital eBG	Patil Bene	BENCZ445	EBG EMAIL	TVSCZ664	HINDUSTA	PROCT2904T		'2024-06-2	72,20,208.51	72,20,208.51	ISSUANCE	'27-Jun-20	NA	NA	MBPbenee
eBG8AAE087	Digital eBG	Patil Bene	BENCZ445	EBG EMAIL	TVSCZ664	HINDUSTA	PROCT2904T		'2024-06-2	72,20,208.51	72,20,208.51	ISSUANCE	'27-Jun-20	NA	NA	MBPbenee
VK260620241005	Digital eBG	Honda ca	PROCT290	EBG EMAIL	TVSCZ664	Toyota ca	CGBTT128	5	'2024-06-2	30,00,000.00	30,00,000.00	ISSUANCE	'26-Jun-20	'09-Jul-20	NA	Manharsm
VK260620241000	Digital eBG	Honda ca	PROCT290	EBG EMAIL	TVSCZ664	Toyota ca	CGBTT128	5	'2024-06-2	30,00,000.00	30,00,000.00	ISSUANCE	'26-Jun-20	'09-Jul-20	NA	Manharsm
eBG_stmp25062024011	Digital eBG	Bene Ente	PROCT290	DDE Credi	DDECR123	debto Ente	PROEX980	ben#$%BU	'2024-06-2	12,34,567.00	12,34,567.00	ISSUANCE	'25-Jun-20	'29-Jun-20	'29-Jun-20	benefiacry
eBG 1456 Indivaapp	Digital eBG	Bene Entit	PROCT290	Test DDE E	AOBET123	45435	null	BENE16	%Bangalo	'2024-06-25 17	10,00,000.00	########	ISSUANCE	'25-Jun-20	NA	NA

Sample CSV File

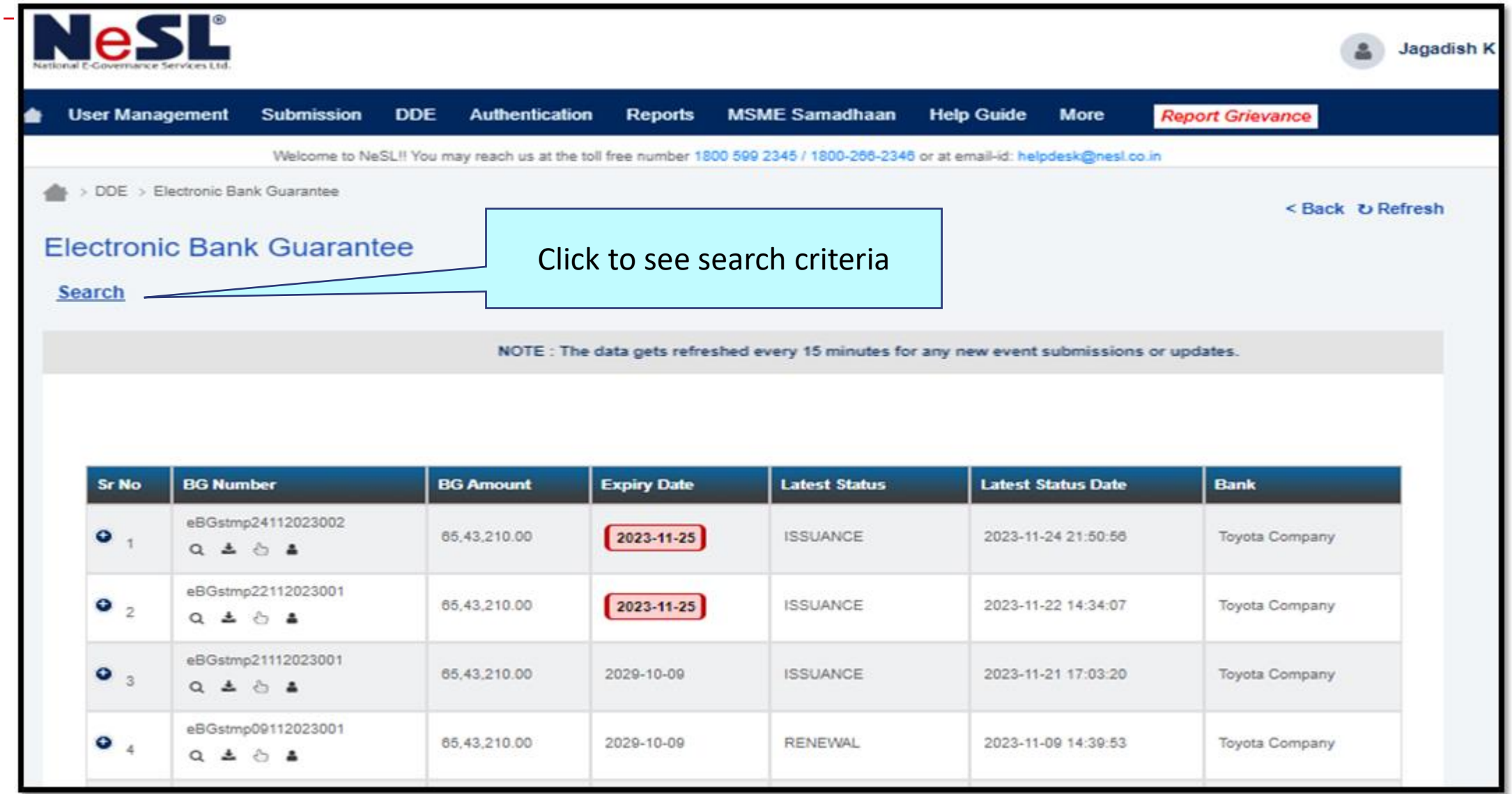
eBG View/Download
&
Request Initiation

Navigation

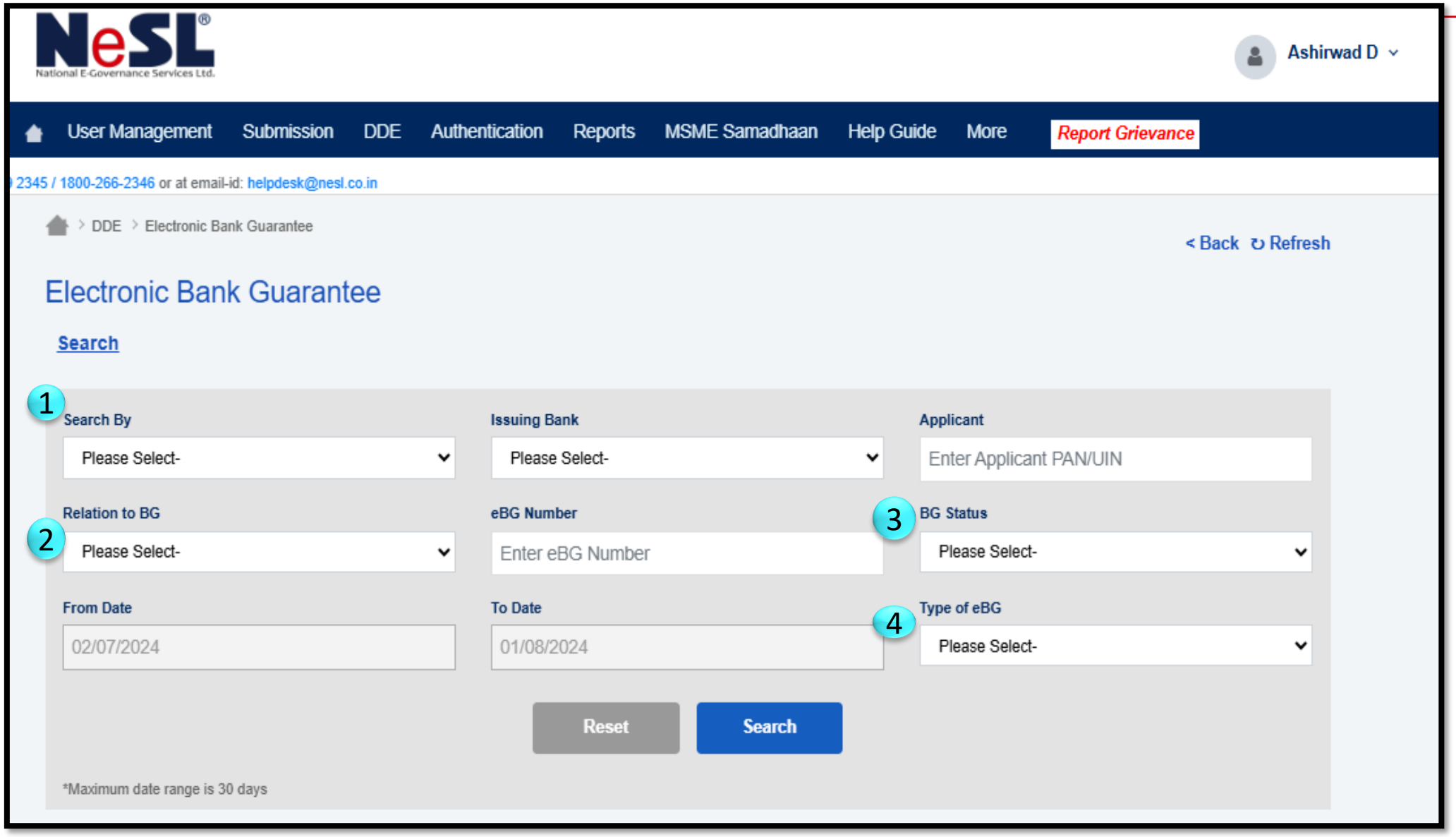


User can also click on this hyperlink for eBG

eBG Main Screen



eBG – View & Download



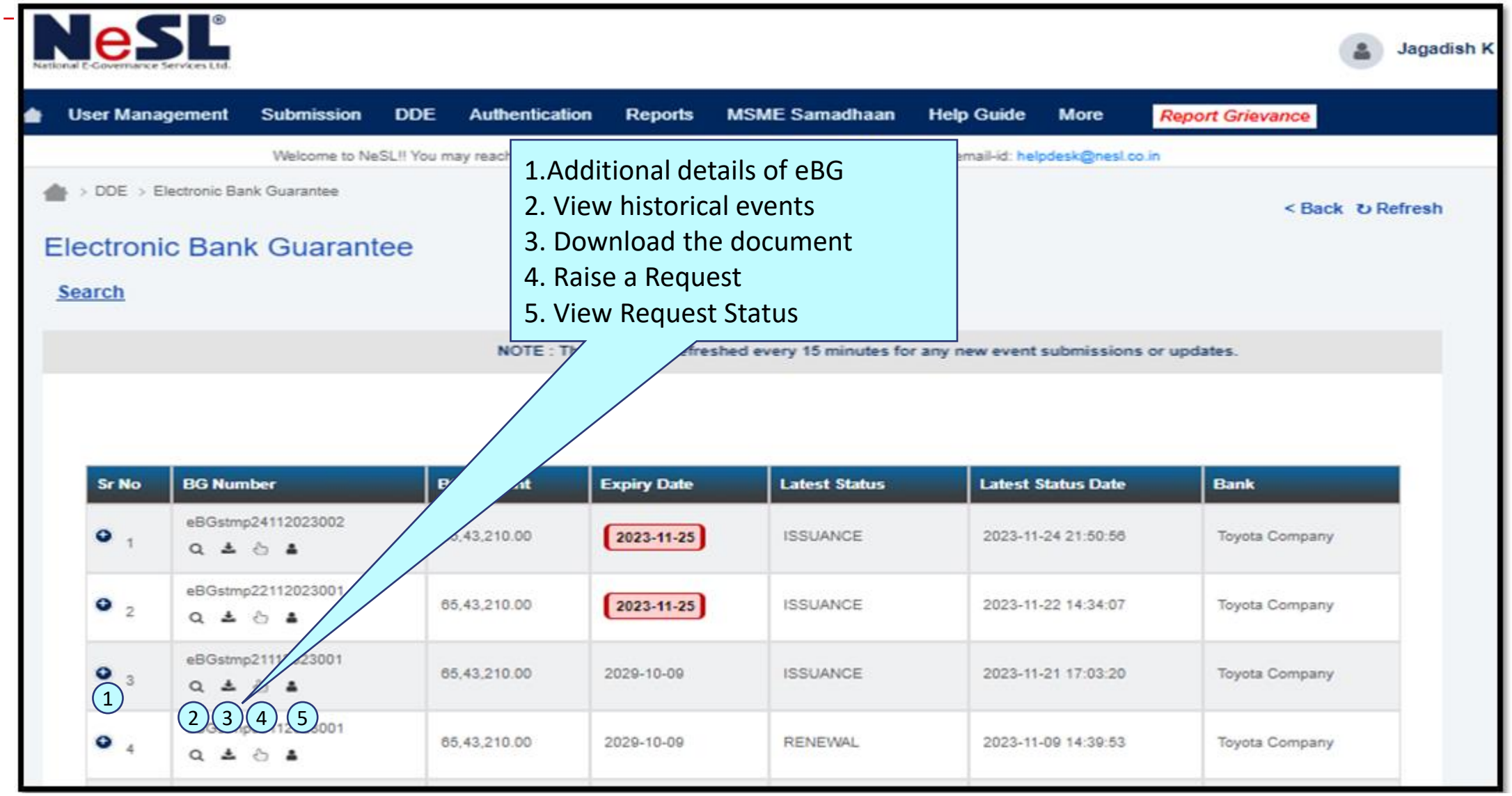
1. 1.BU Code
2.Contract Ref No
3.Vendor Code
4.BG Expiry Period
5.BG Claim Expiry Period
6.Request raised by beneficiary

2. Applicant
Beneficiary
Issuing Bank

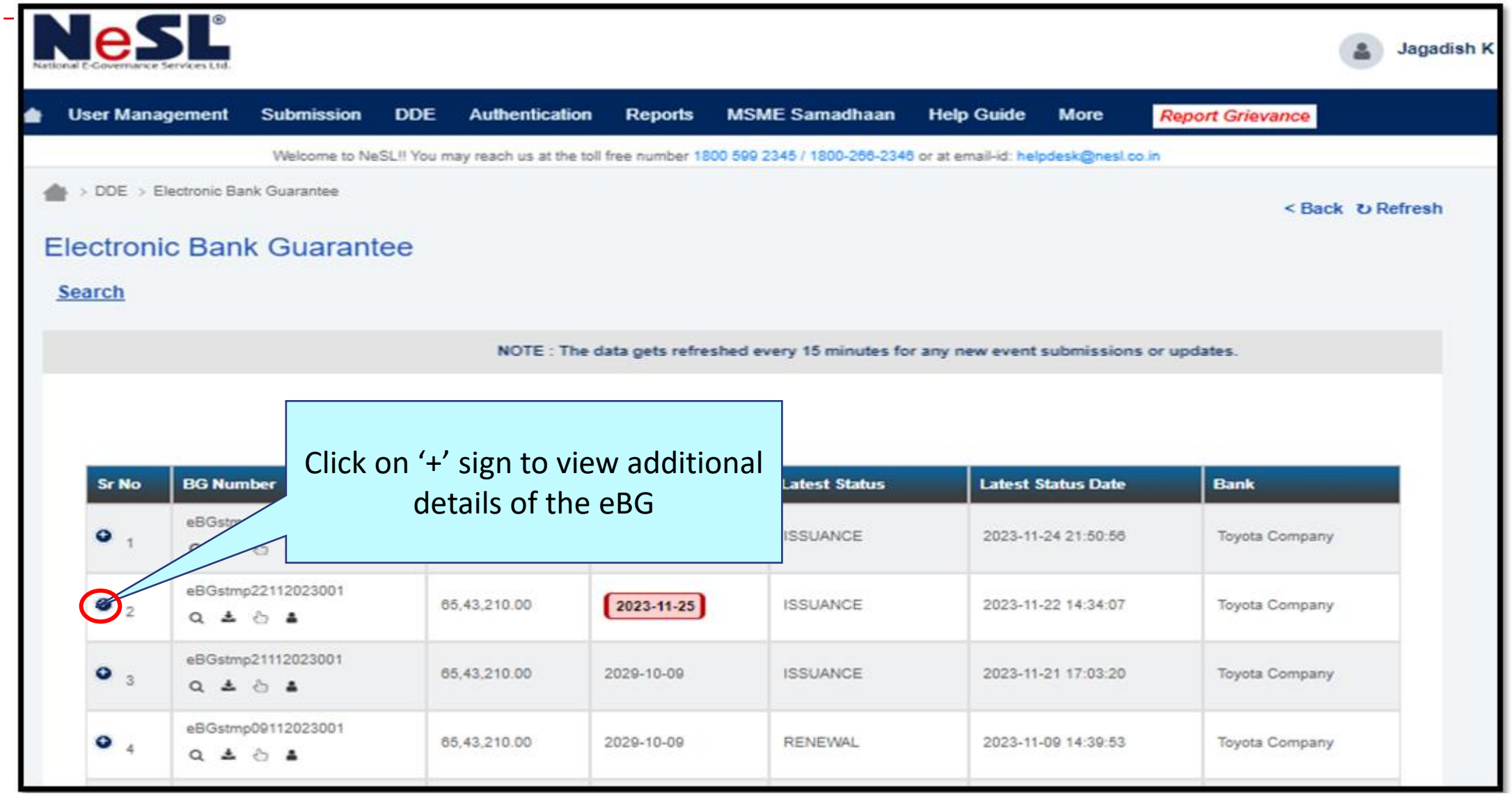
3. Issuance
Renewal
Amendment
Invocation
Partial Invocation
Extend or Pay
Cancellation
Closure
Court Injunction

4. Digital eBG
Hybrid eBG

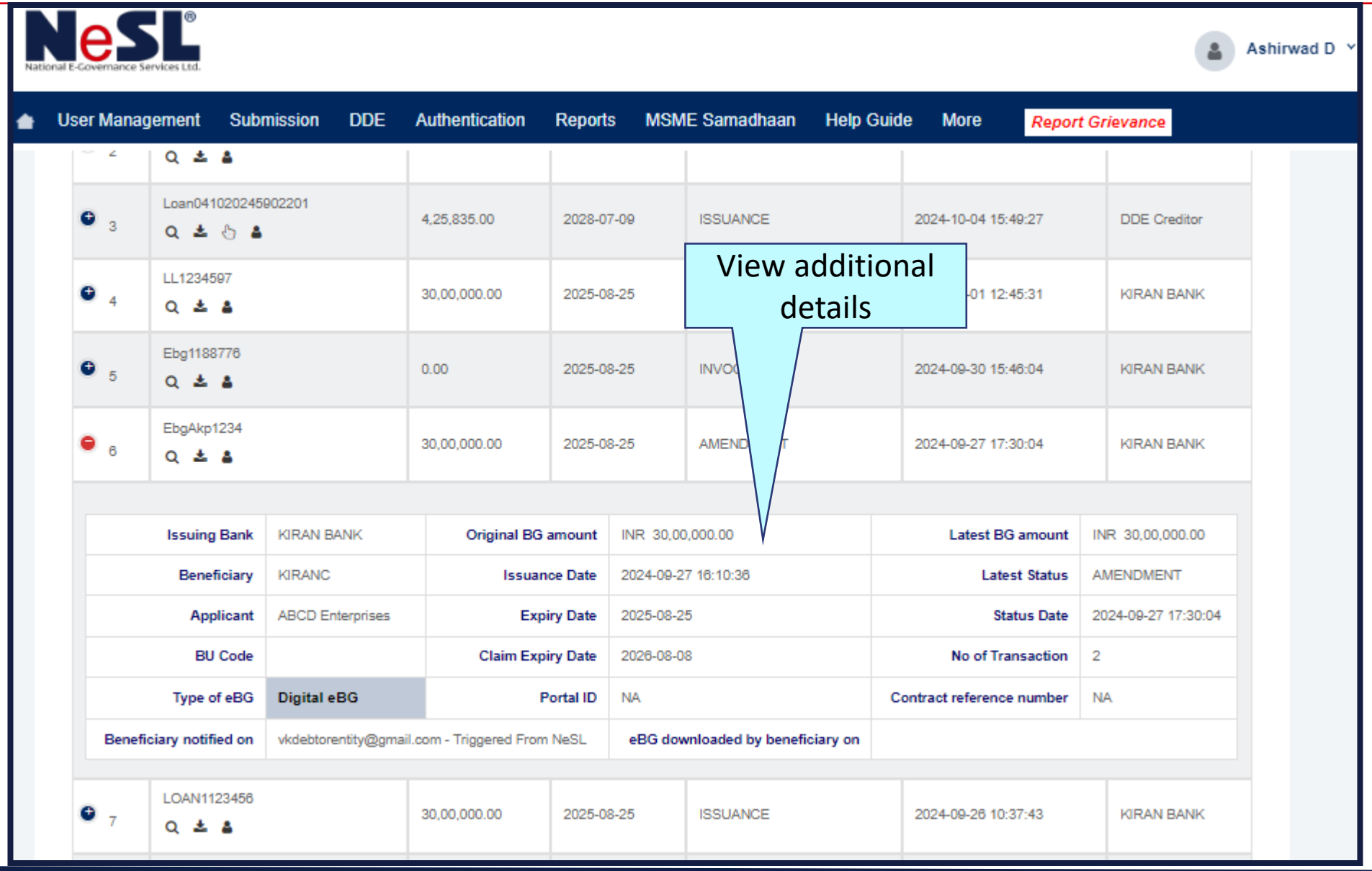
eBG – View & Download



eBG – View & Download



eBG – View & Download *(Additional Details)*



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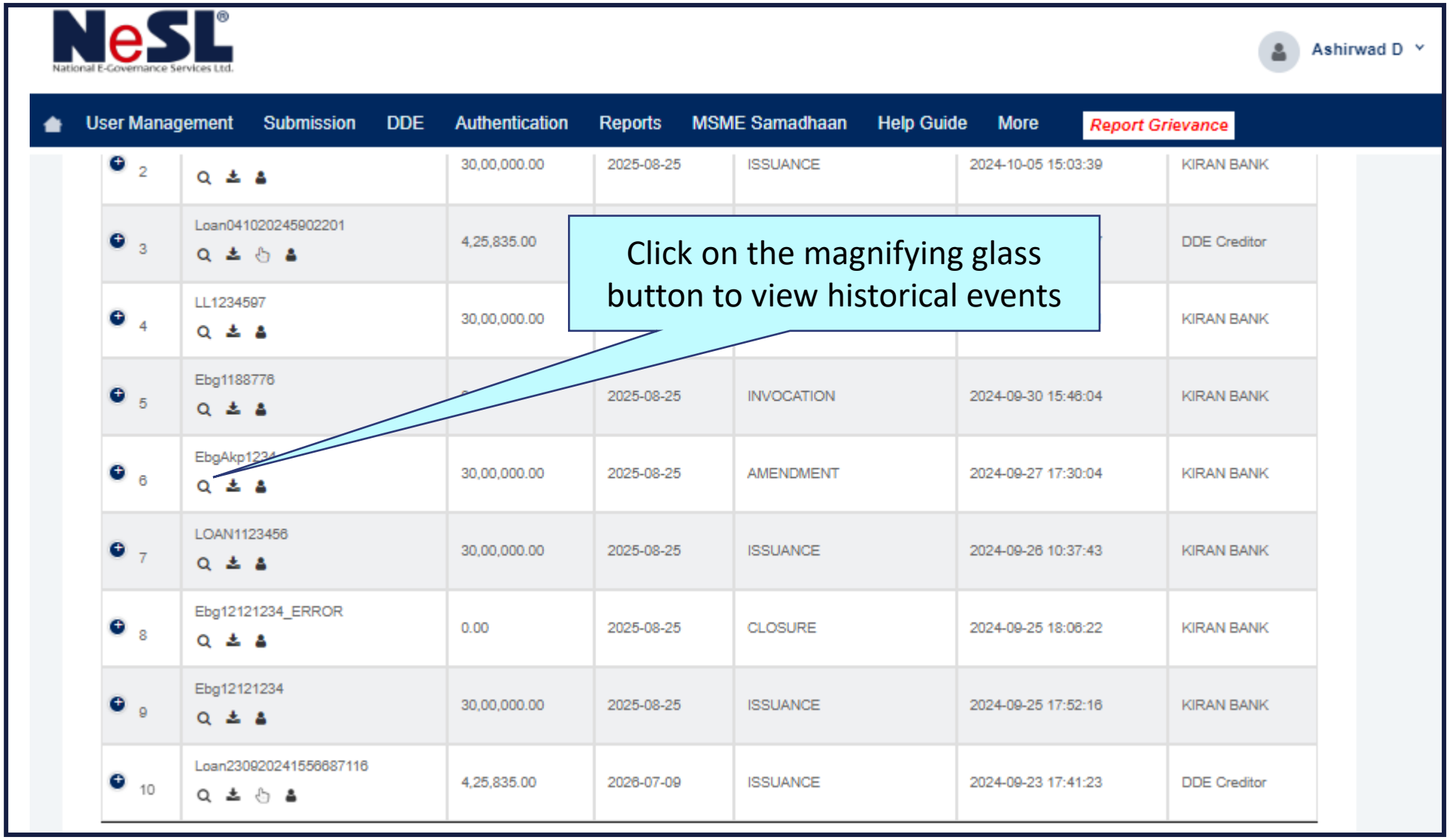
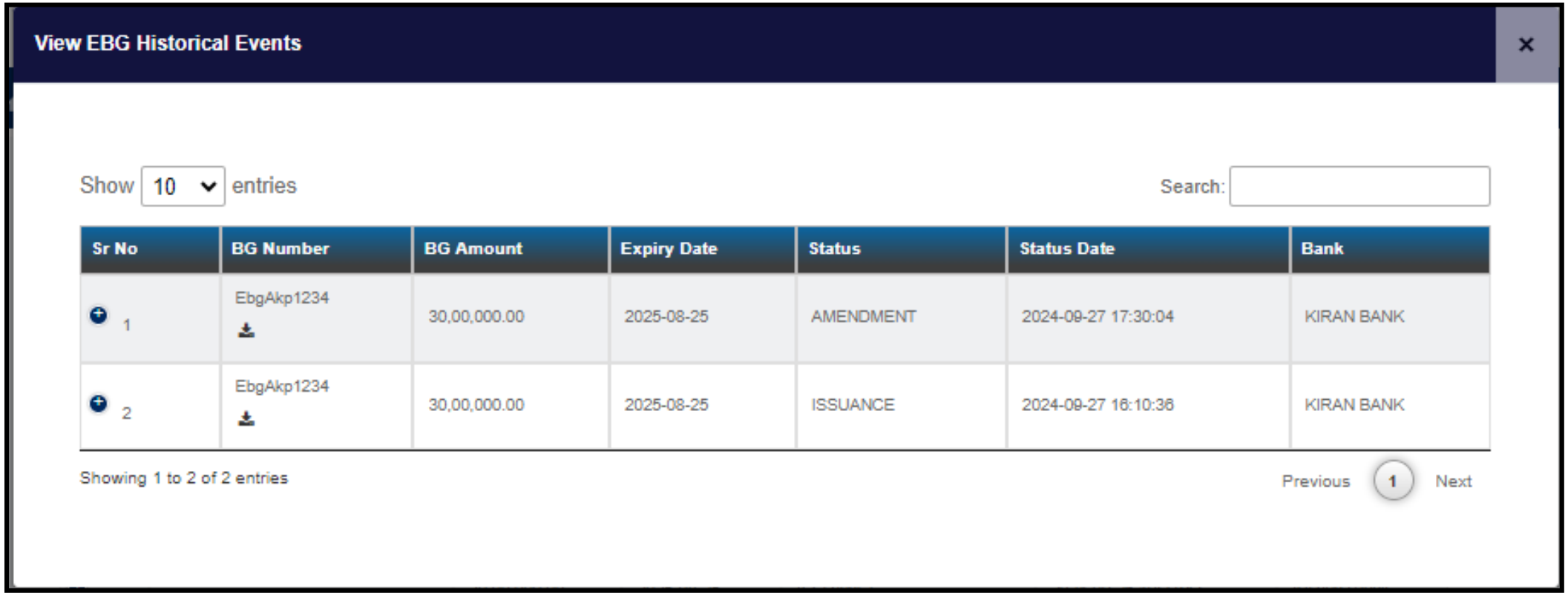
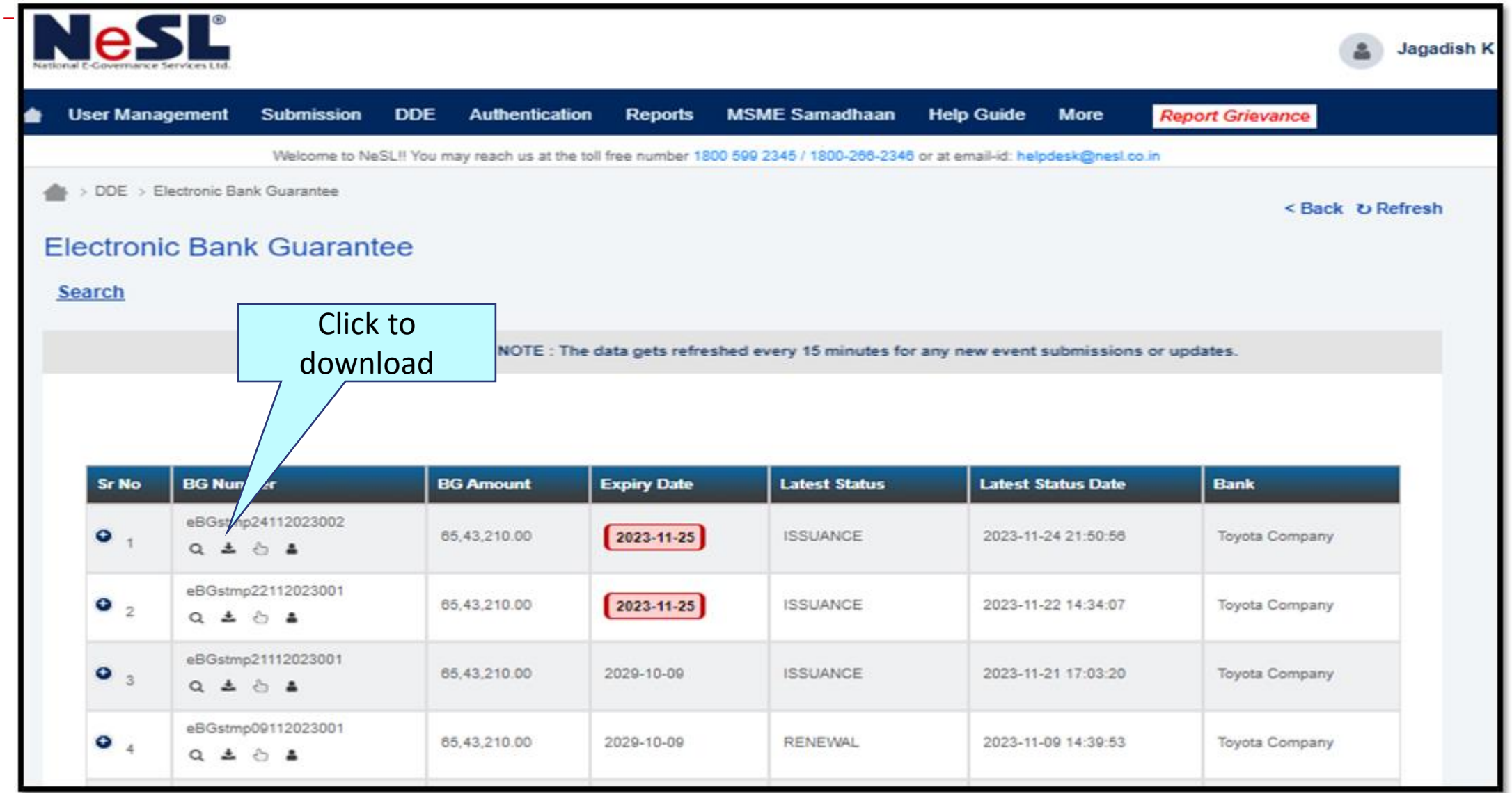


2		30,00,000.00	2025-08-25	ISSUANCE	2024-10-05 15:03:39	KIRAN BANK
3	Loan041020245902201	4,25,835.00				DDE Creditor
4	LL1234597	30,00,000.00				KIRAN BANK
5	Ebg1188776		2025-08-25	INVOCATION	2024-09-30 15:46:04	KIRAN BANK
6	EbgAkp1234	30,00,000.00	2025-08-25	AMENDMENT	2024-09-27 17:30:04	KIRAN BANK
7	LOAN1123456	30,00,000.00	2025-08-25	ISSUANCE	2024-09-26 10:37:43	KIRAN BANK
8	Ebg12121234_ERROR	0.00	2025-08-25	CLOSURE	2024-09-25 18:06:22	KIRAN BANK
9	Ebg12121234	30,00,000.00	2025-08-25	ISSUANCE	2024-09-25 17:52:16	KIRAN BANK
10	Loan230920241556687116	4,25,835.00	2026-07-09	ISSUANCE	2024-09-23 17:41:23	DDE Creditor

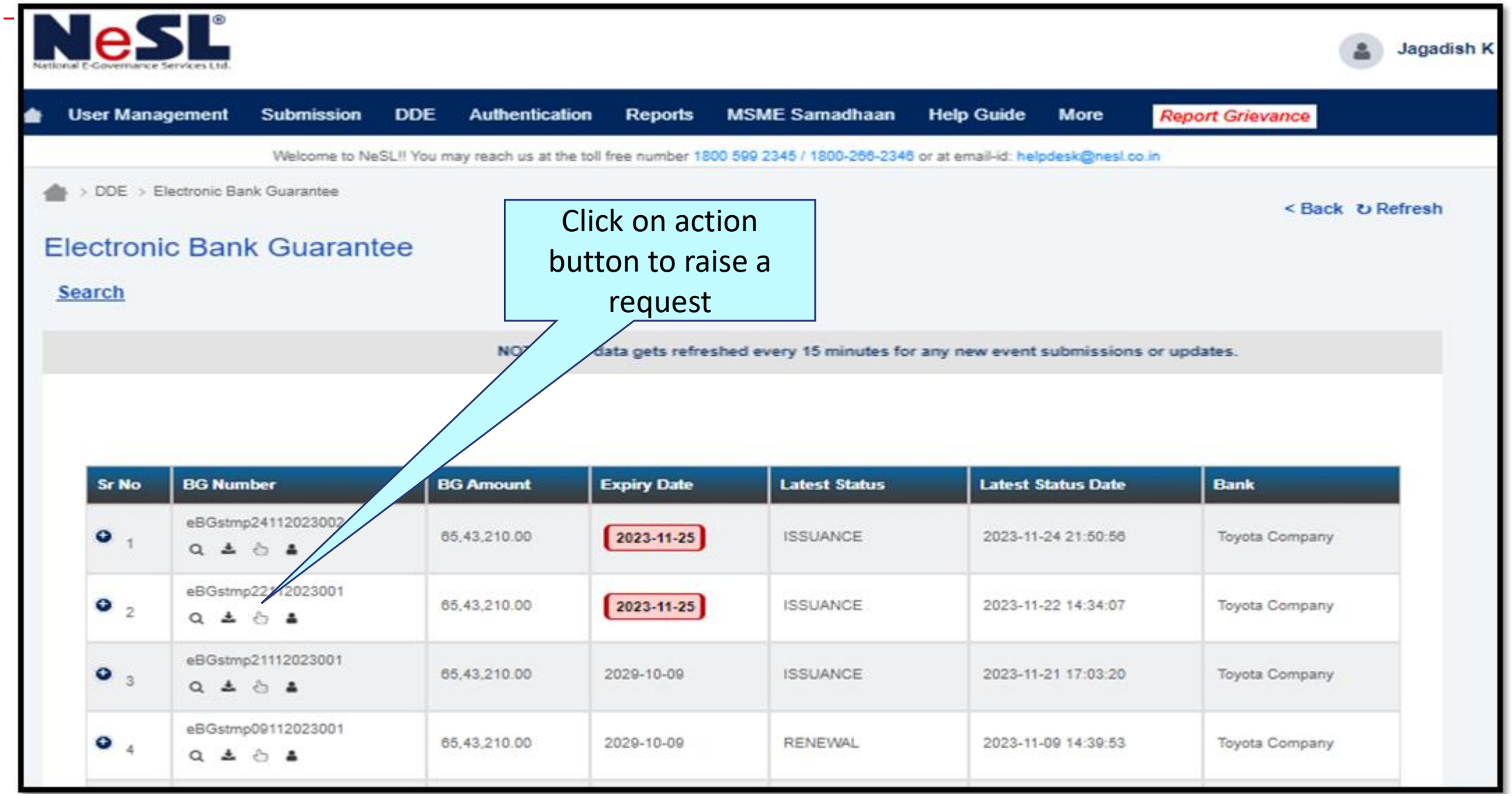
eBG – View & Download *(Historical Events)*



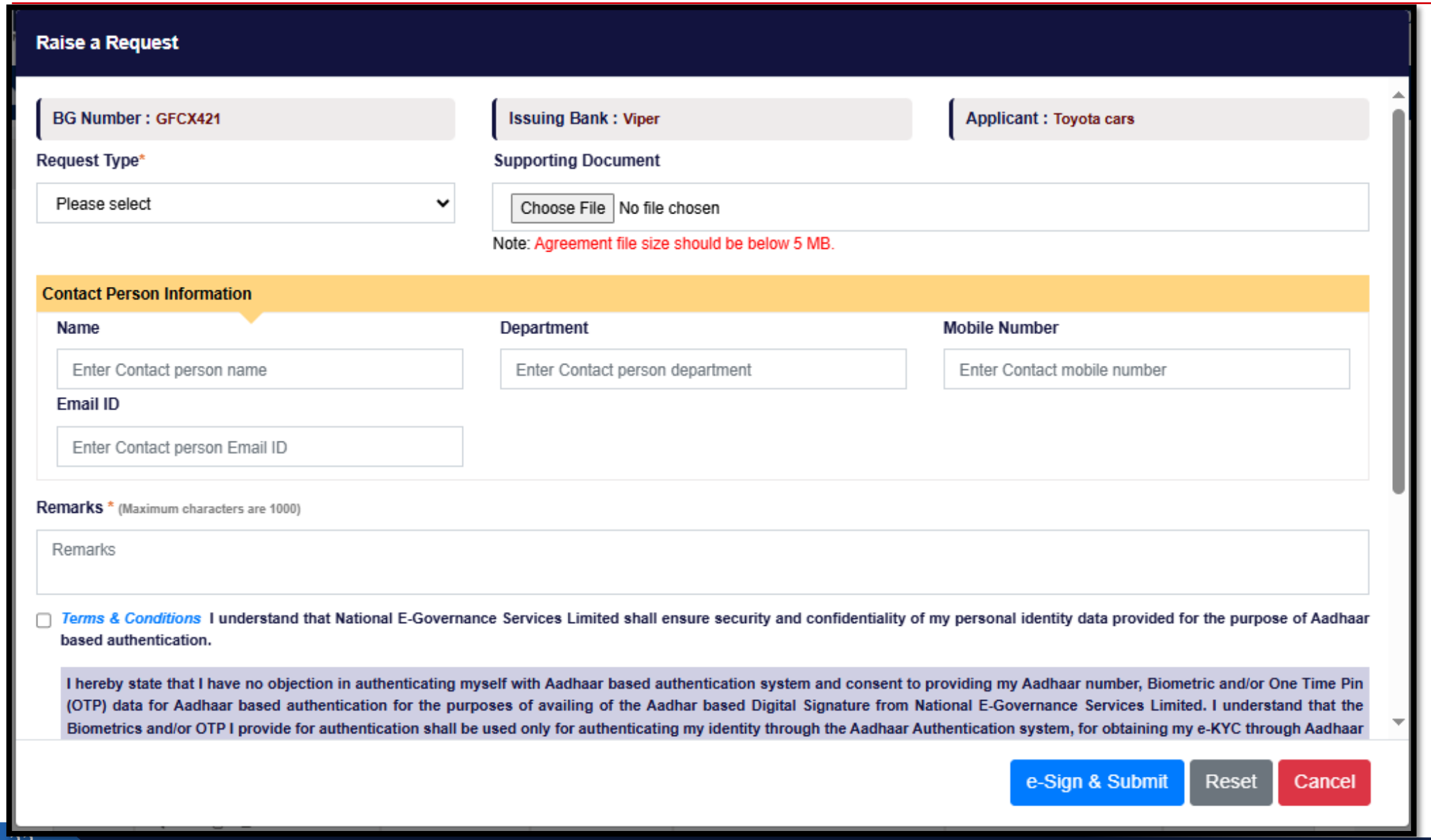
eBG – View & Download *(eBG Download)*



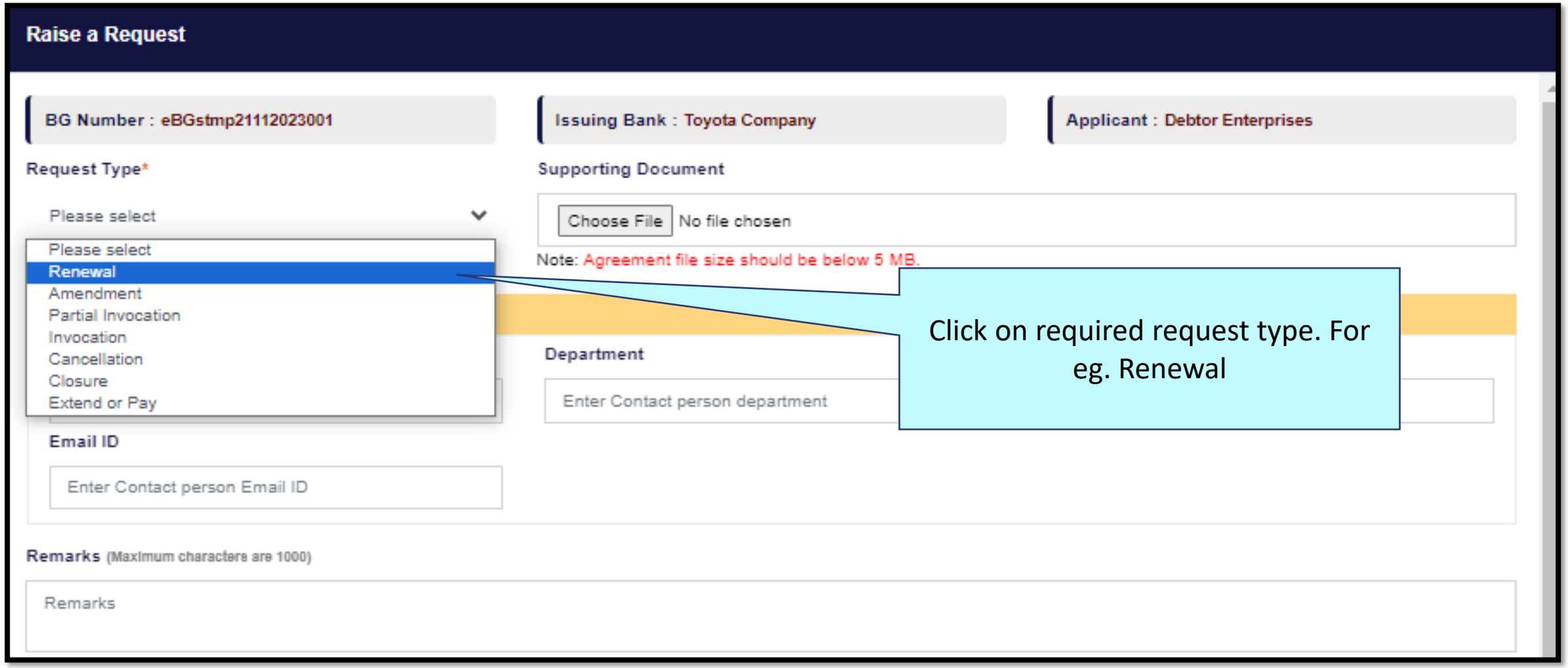
eBG – Beneficiary Request



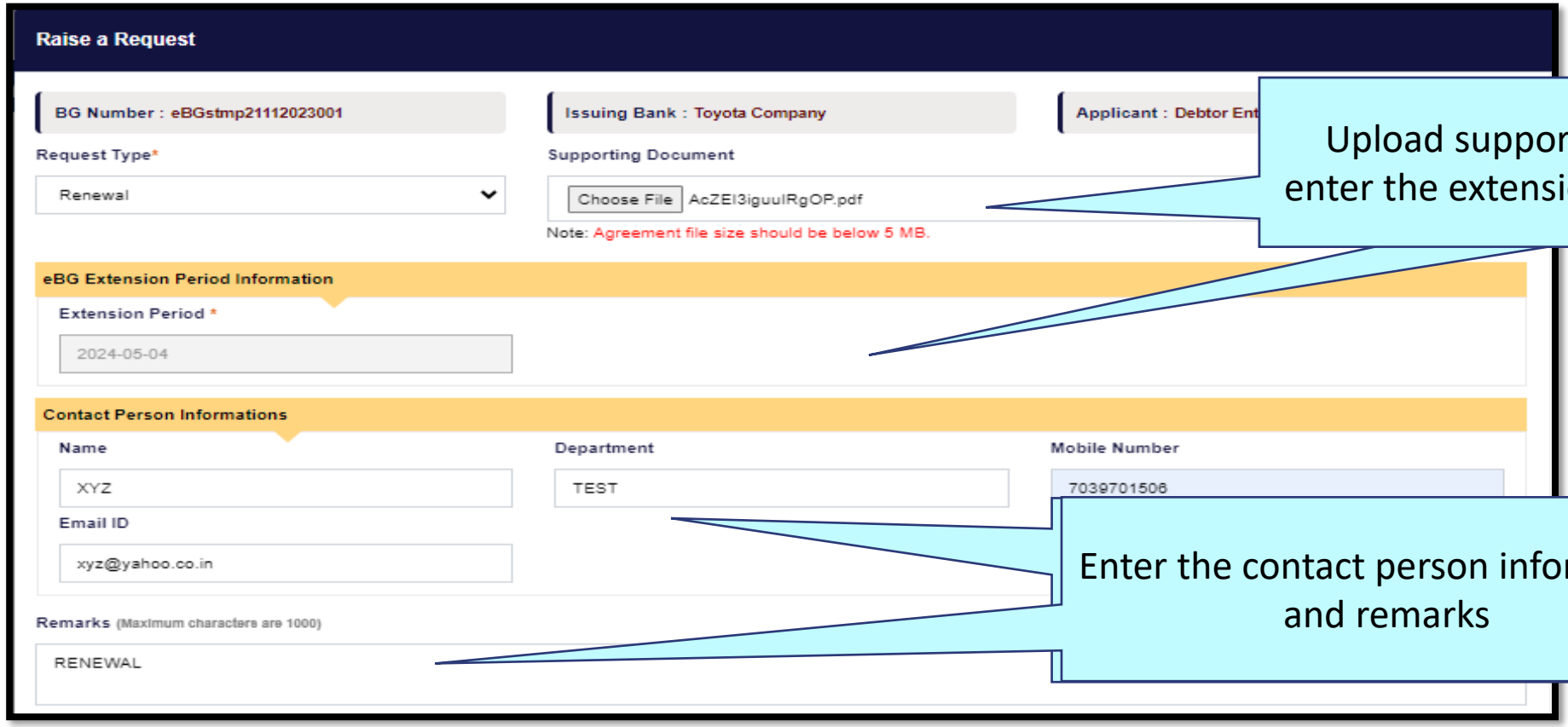
eBG – Request Screen



Beneficiary Request - Renewal

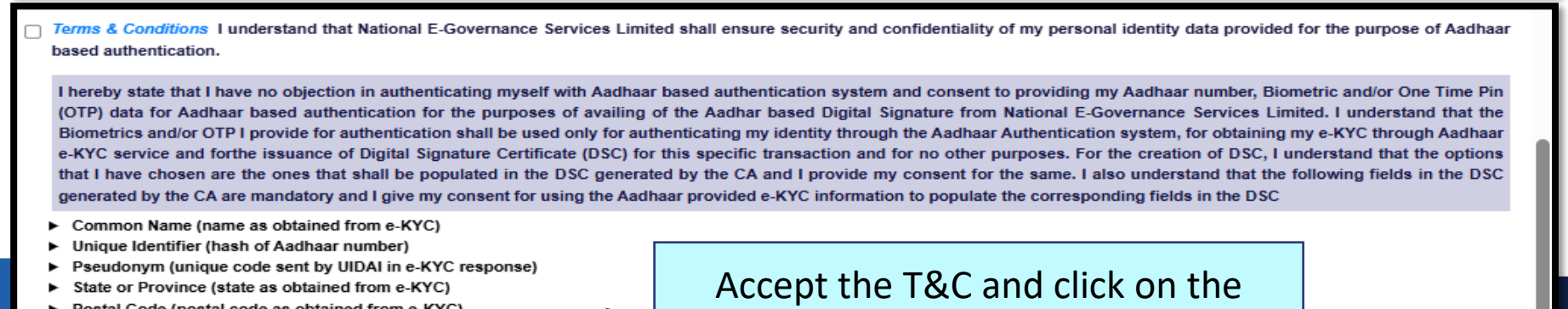


Beneficiary Request - Renewal



Upload supporting document and enter the extension period for renewal

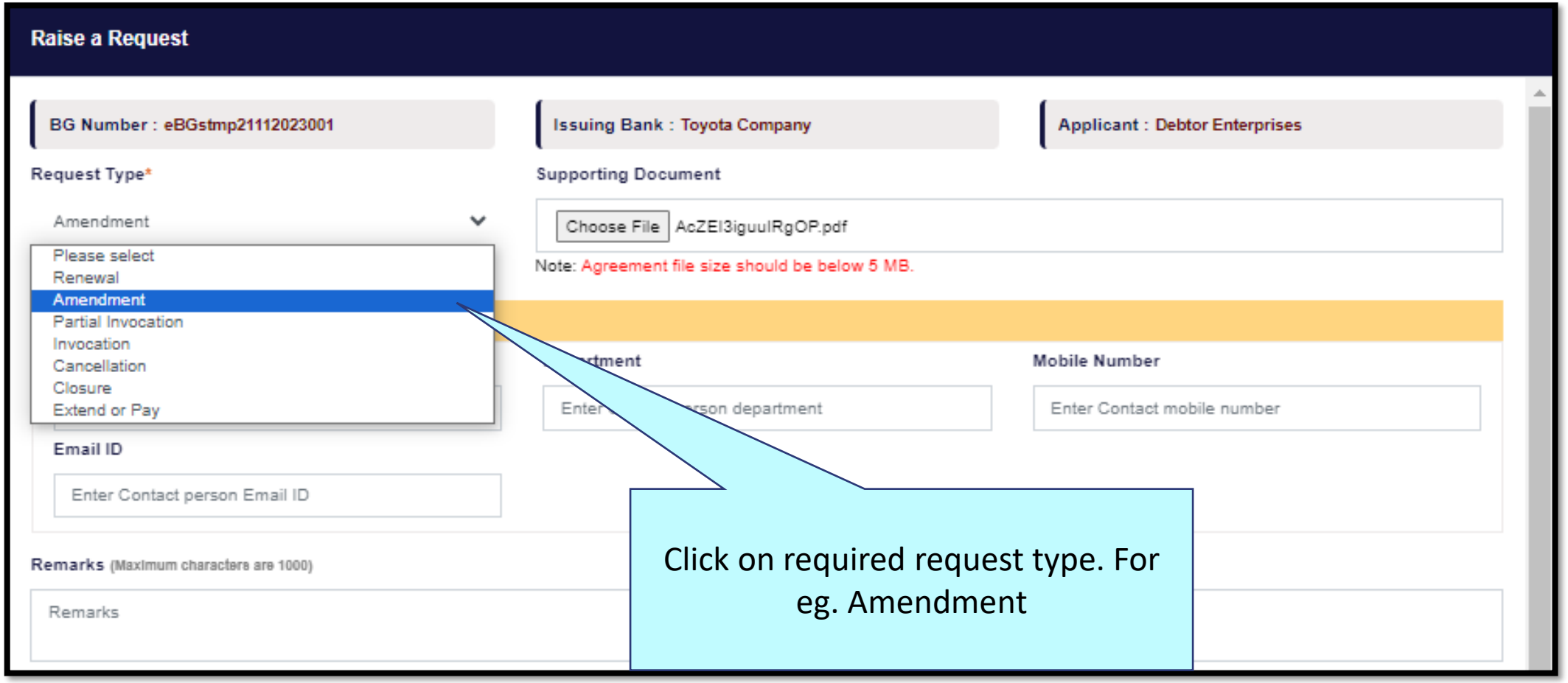
Enter the contact person information and remarks



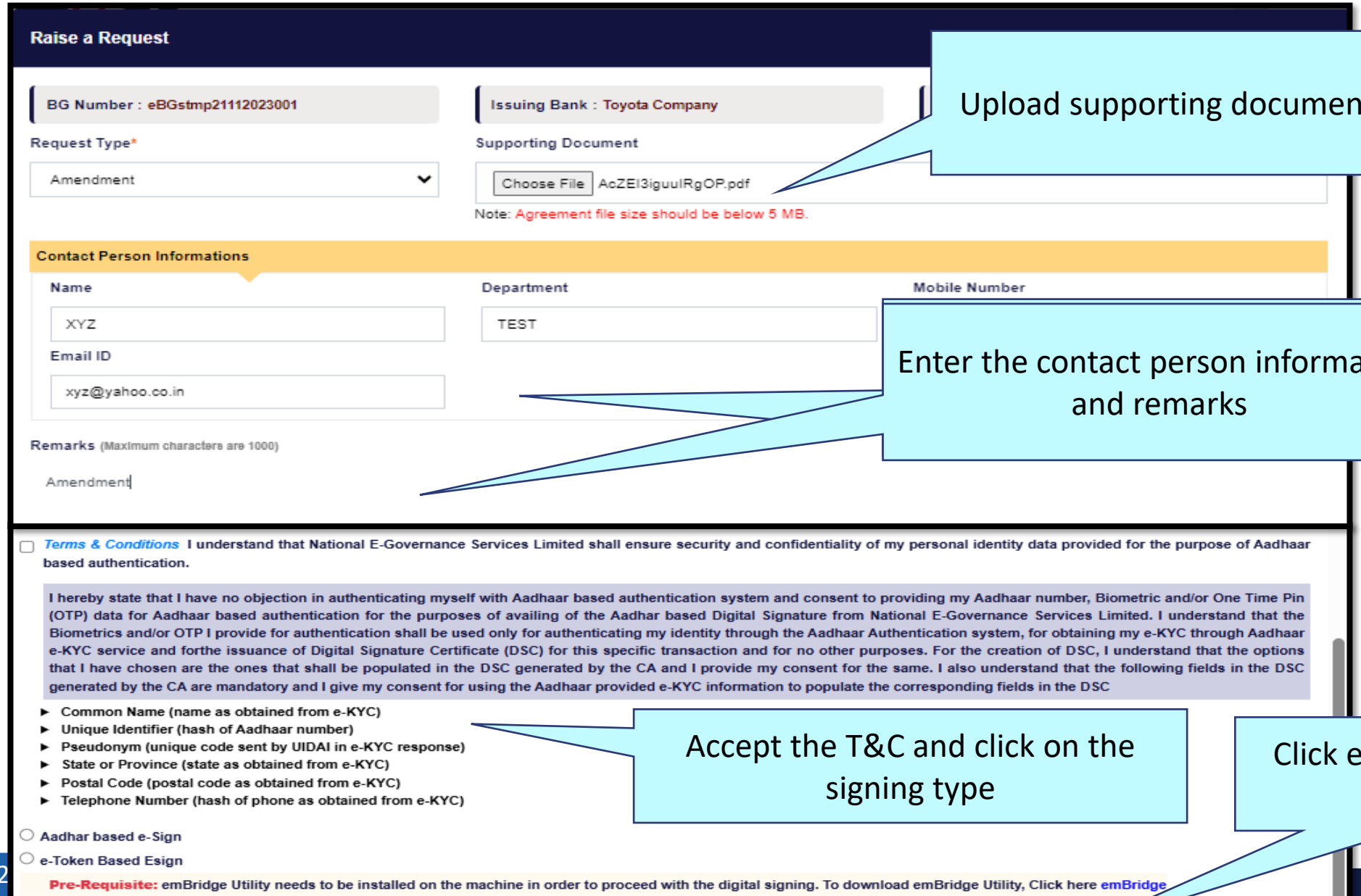
Accept the T&C and click on the

Click eSign & Submit to proceed

Beneficiary Request – Amendment



Beneficiary Request - Amendment



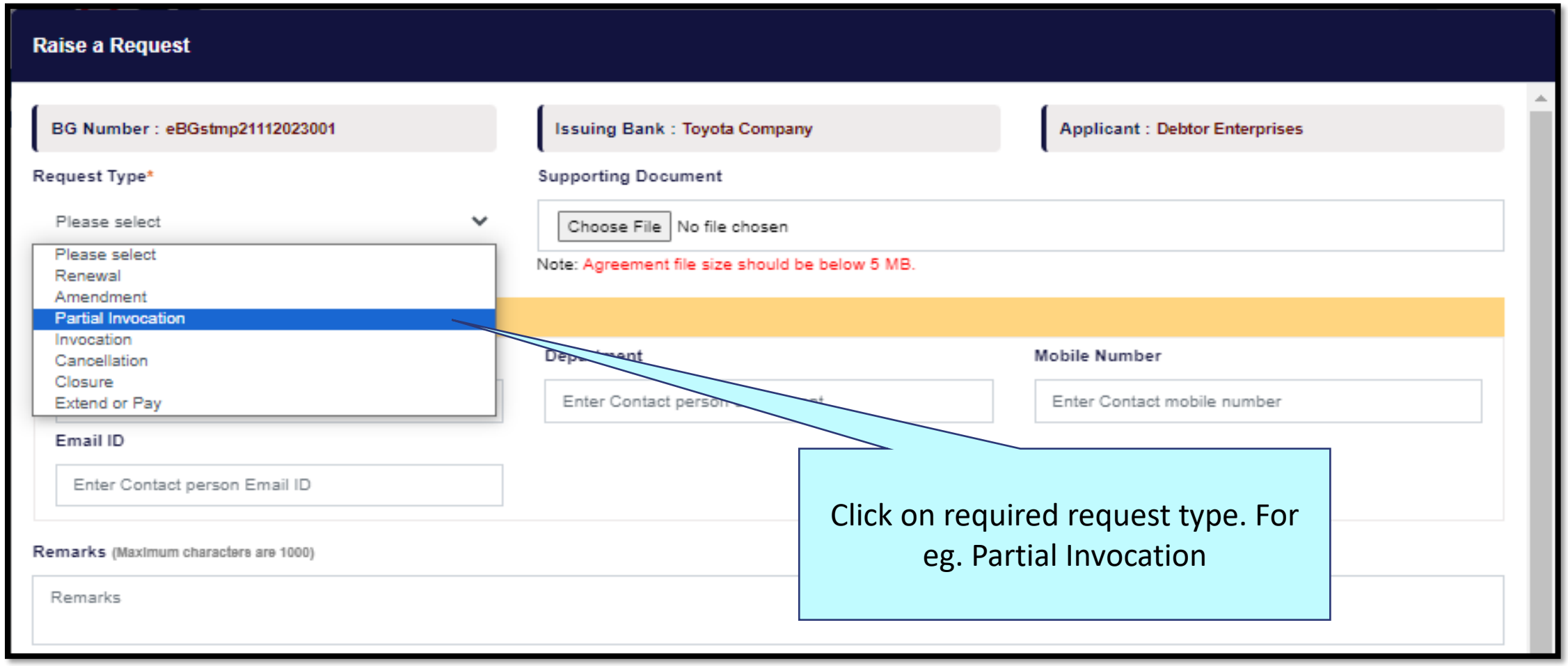
Upload supporting document

Enter the contact person information and remarks

Accept the T&C and click on the signing type

Click eSign & Submit to proceed

Beneficiary Request – Partial Invocation



Beneficiary Request – Partial Invocation

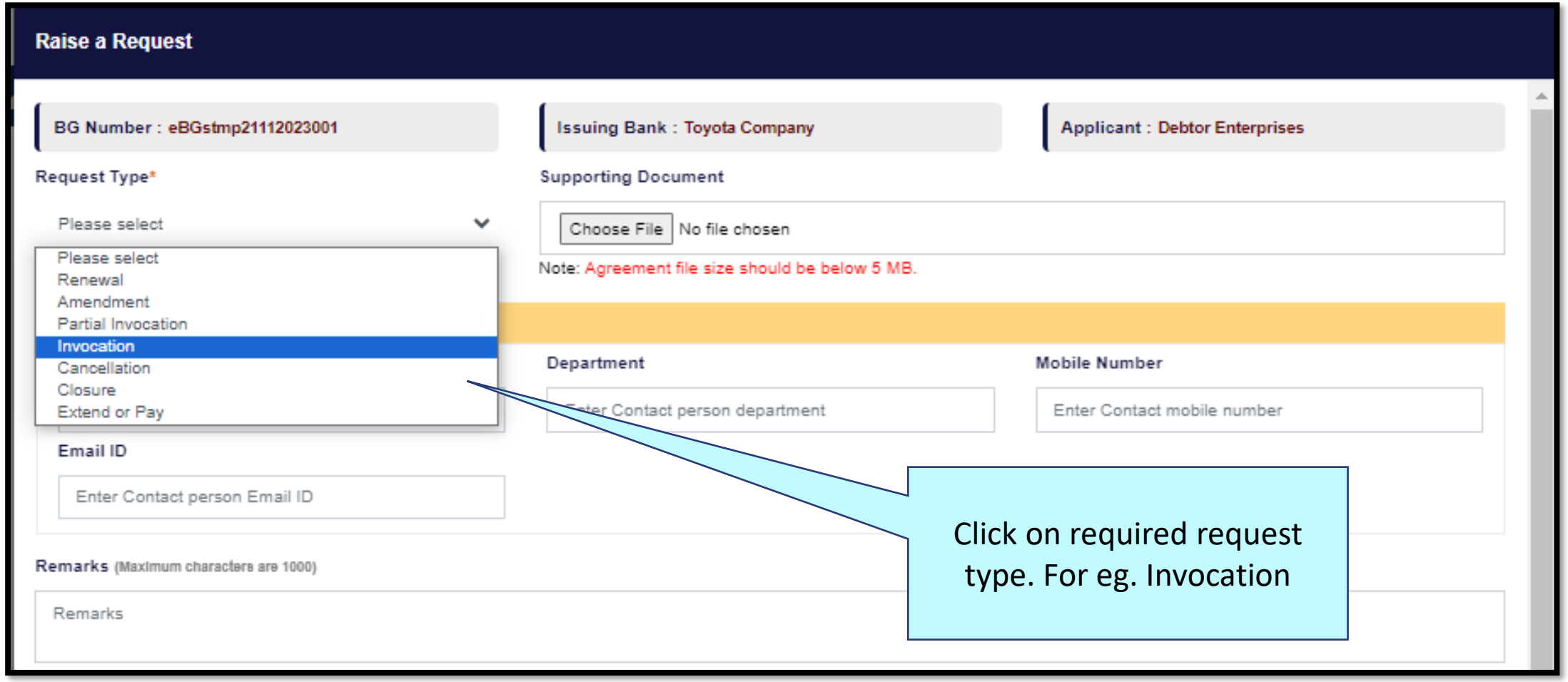
Upload the supporting documents and enter beneficiary account information

Enter the contact person information and the remarks

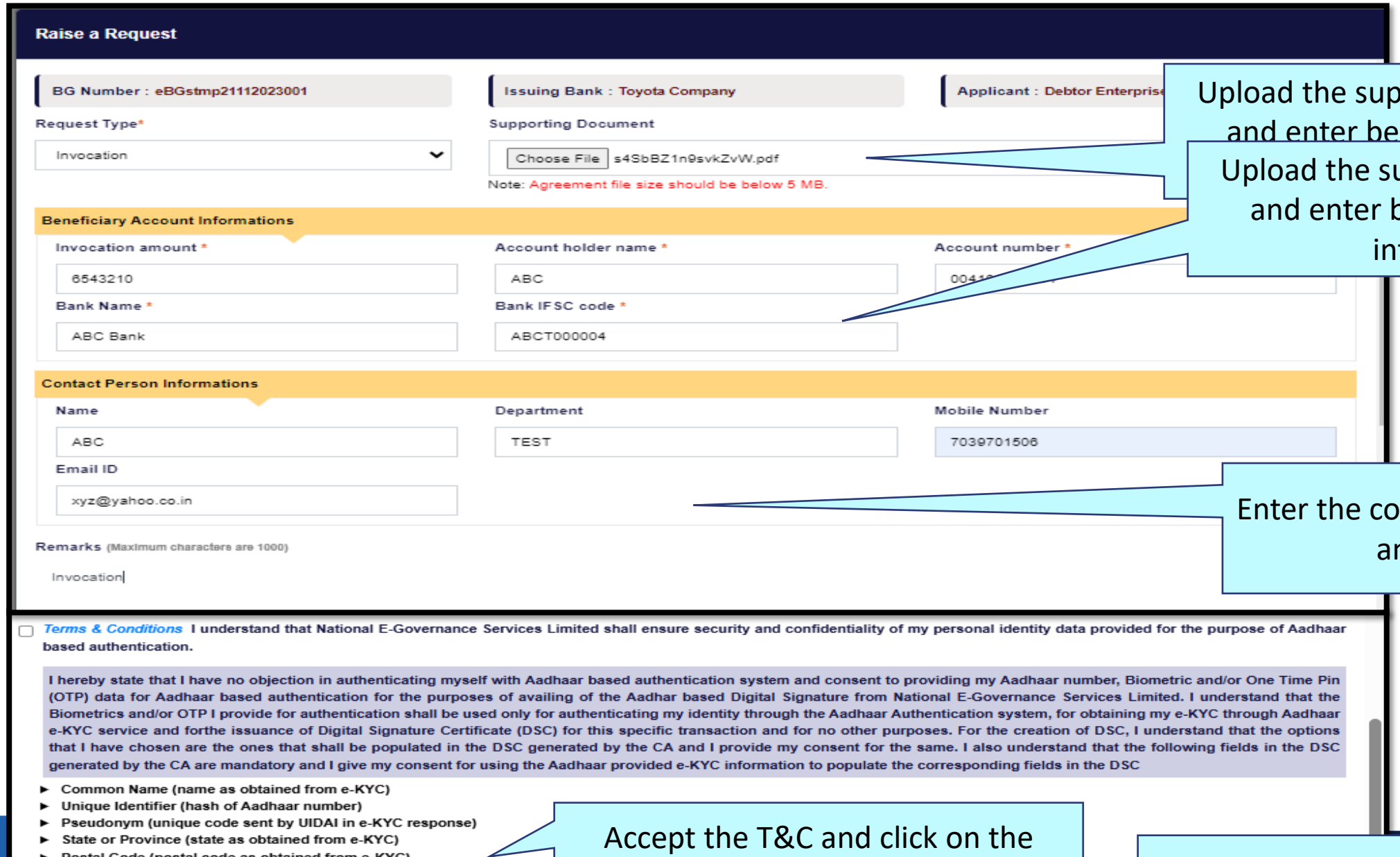
Accept the T&C and click on the signing type

Click on eSign & Submit to proceed

Beneficiary Request – Invocation



Beneficiary Request – Invocation

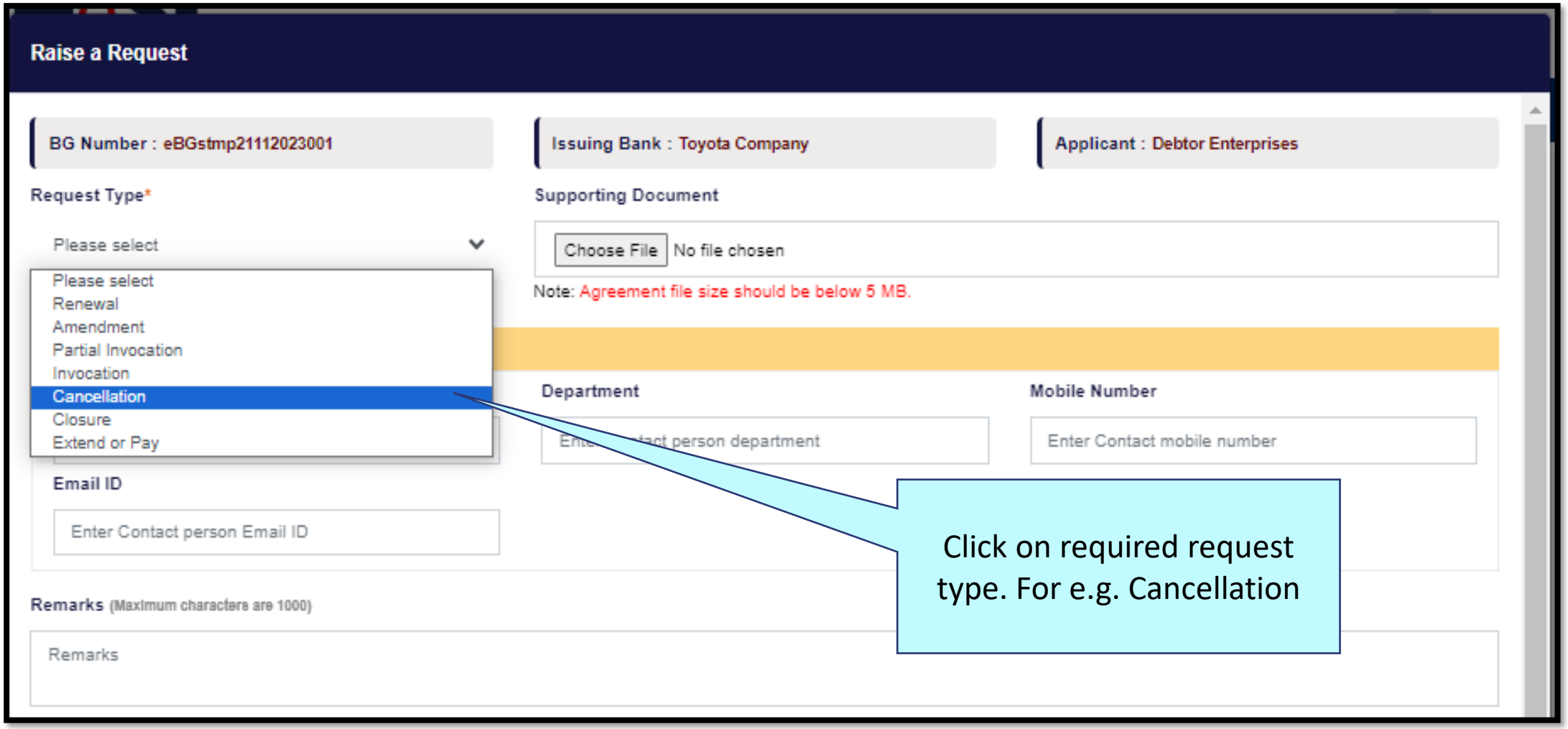


Upload the supporting documents and enter beneficiary account information

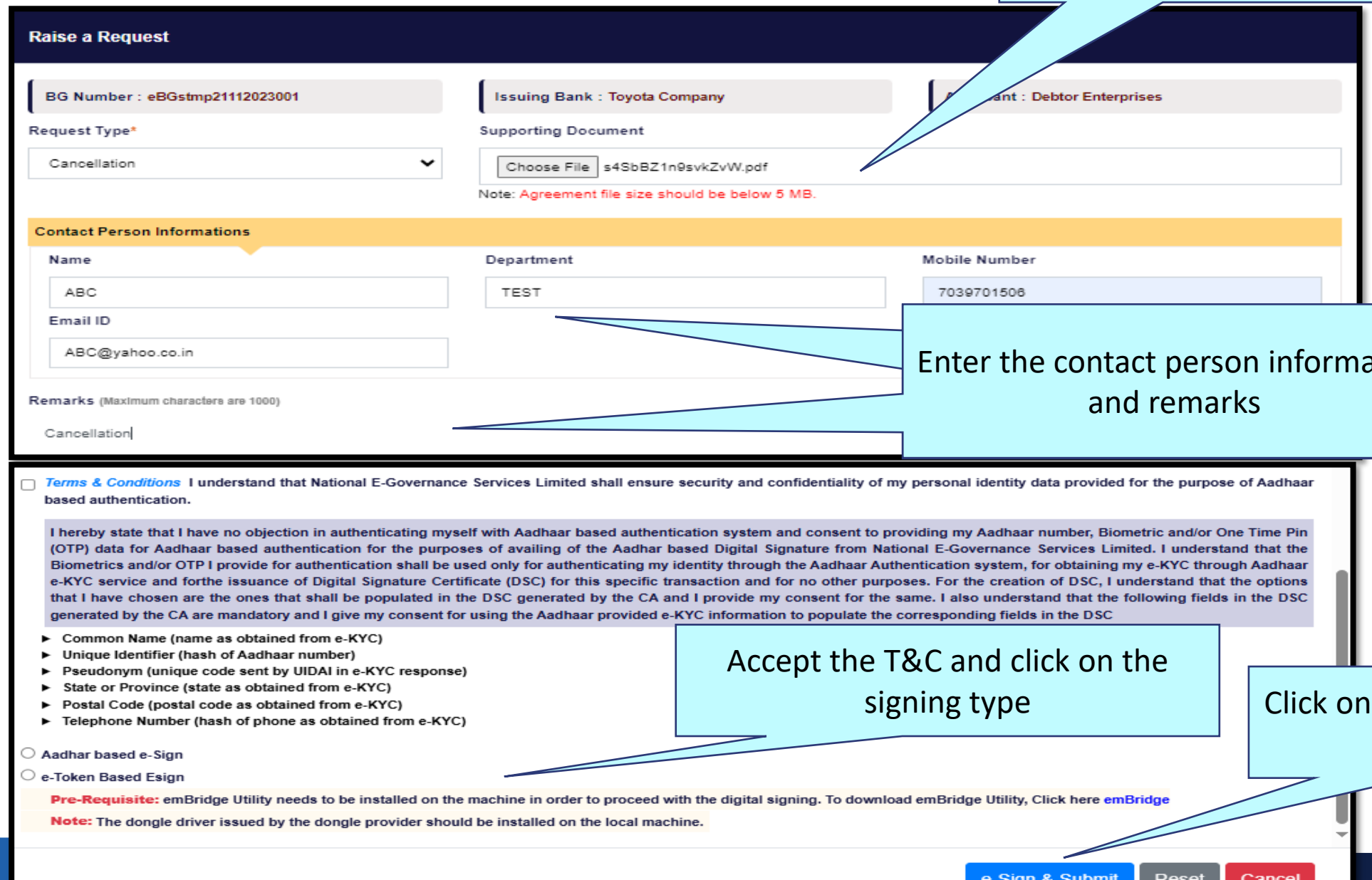
Enter the contact person information and the remarks

Accept the T&C and click on the

Beneficiary Request – Cancellation



Beneficiary Request - Cancellation



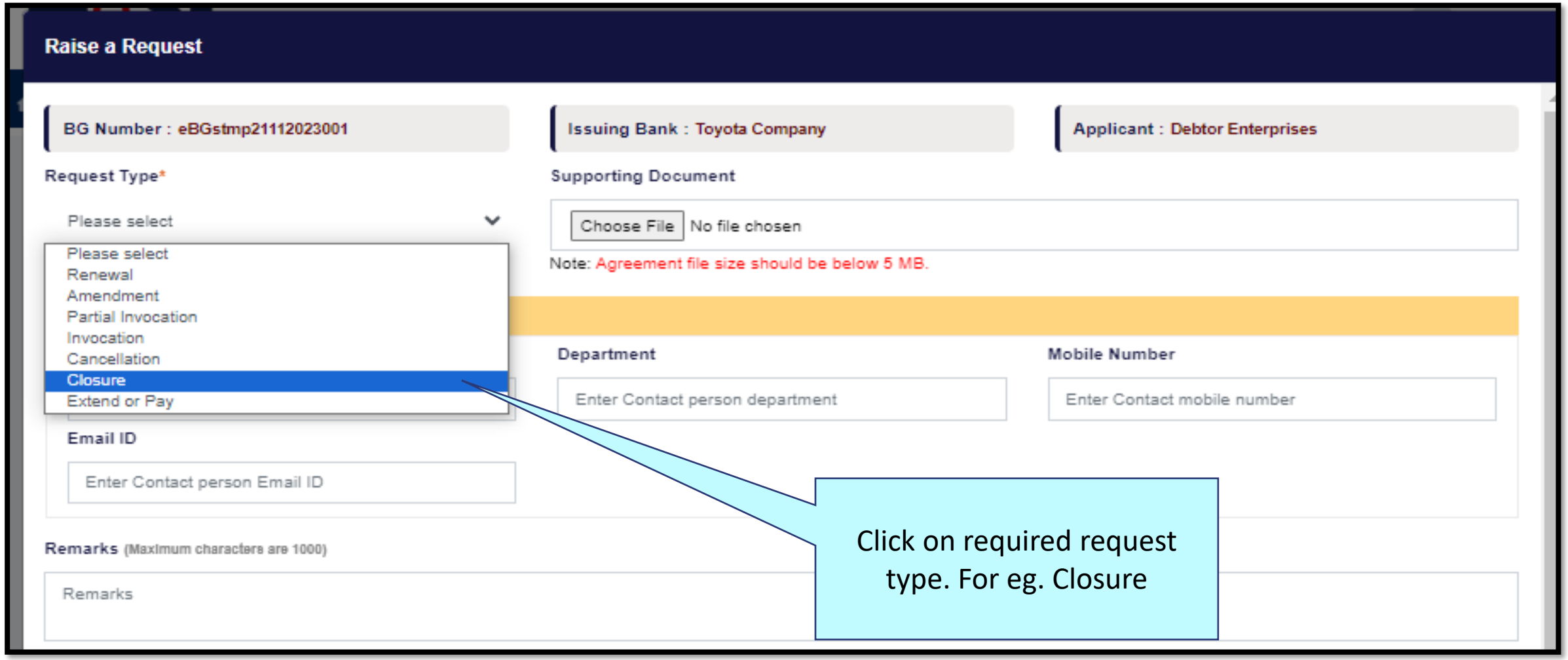
Upload supporting document

Enter the contact person information and remarks

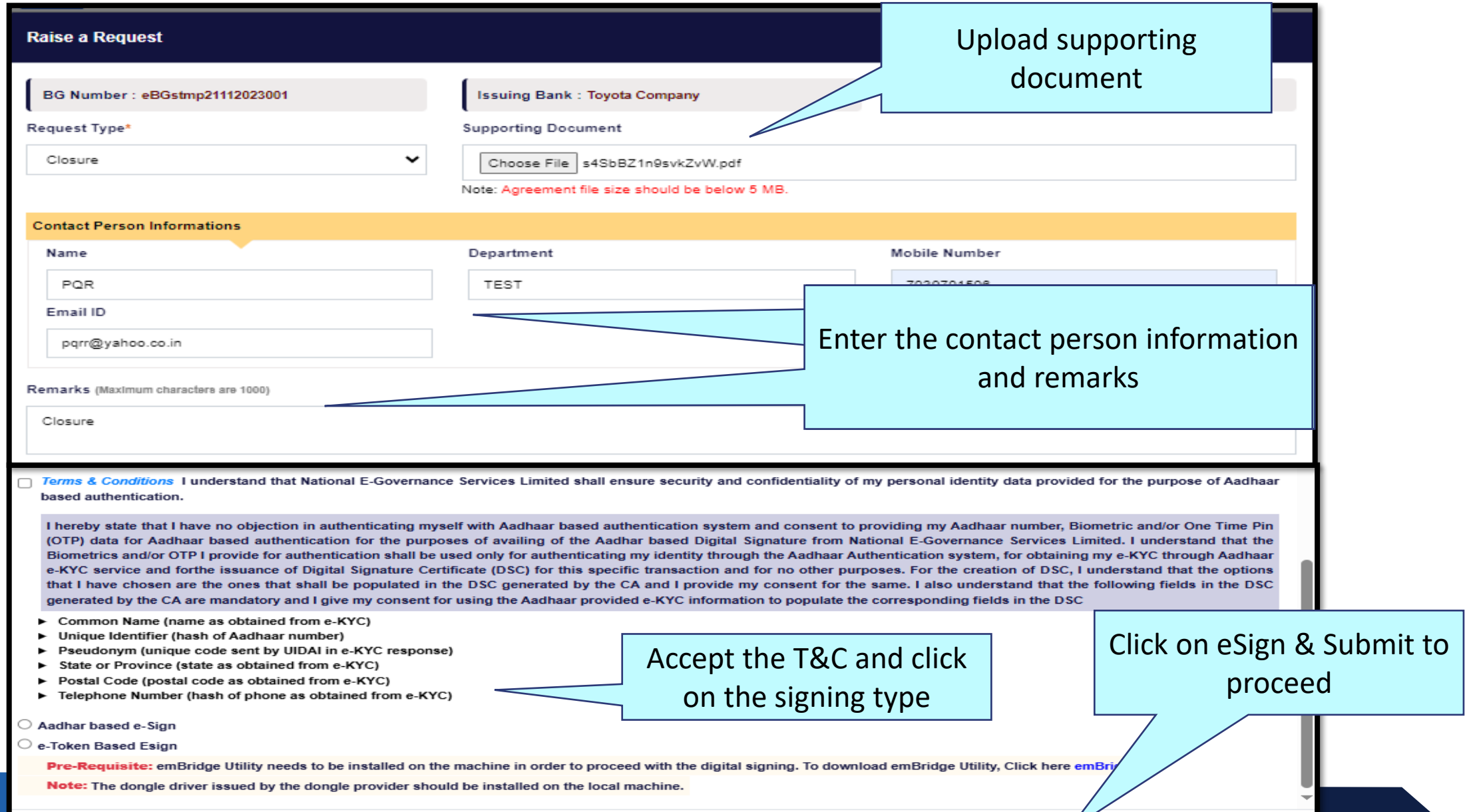
Accept the T&C and click on the signing type

Click on eSign & Submit to proceed

Beneficiary Request – Closure



Beneficiary Request - Closure



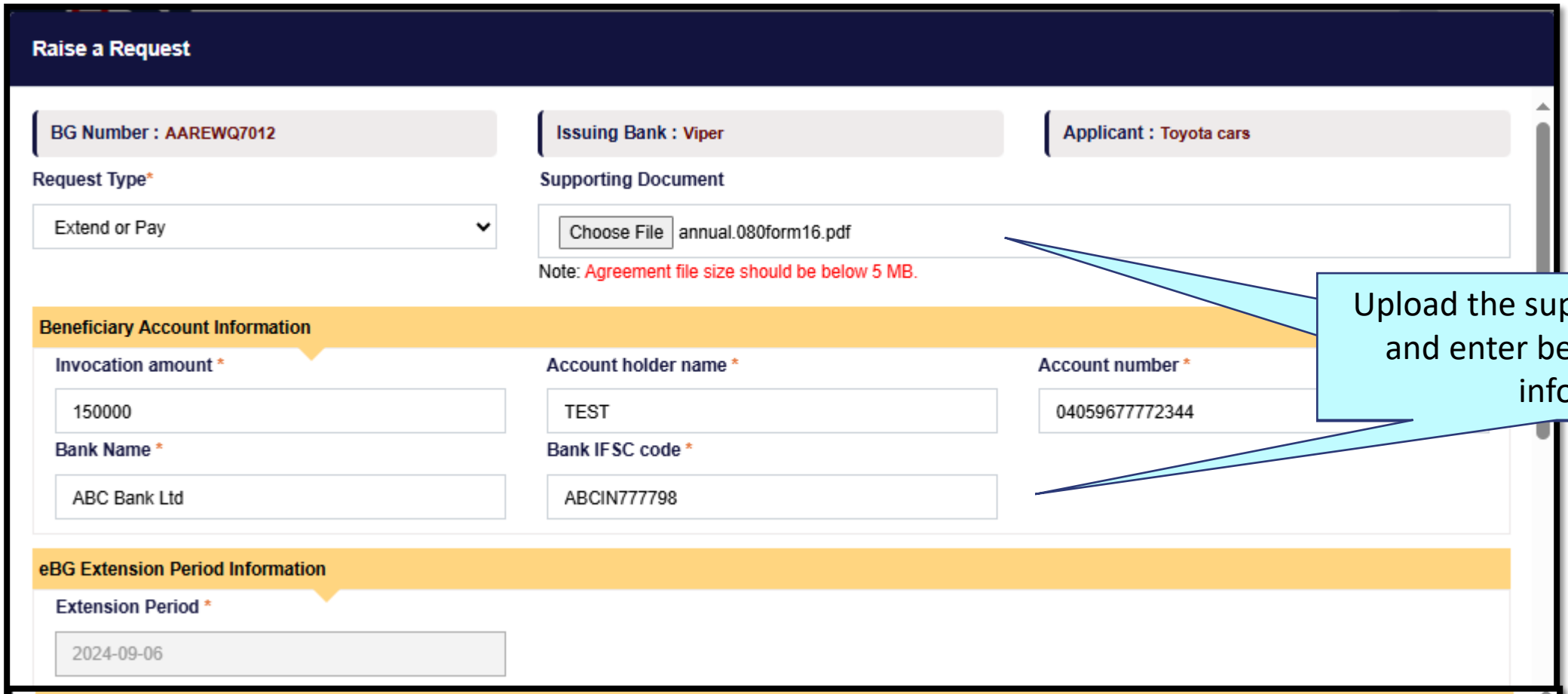
Upload supporting document

Enter the contact person information and remarks

Accept the T&C and click on the signing type

Click on eSign & Submit to proceed

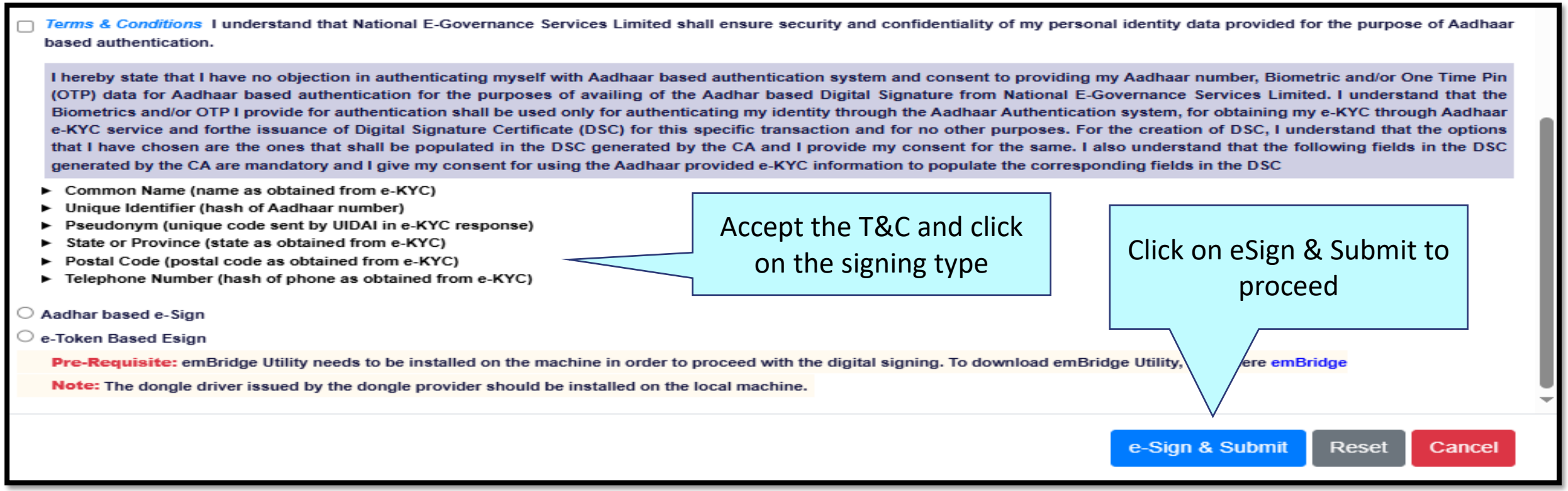
Beneficiary Request – Extend or Pay



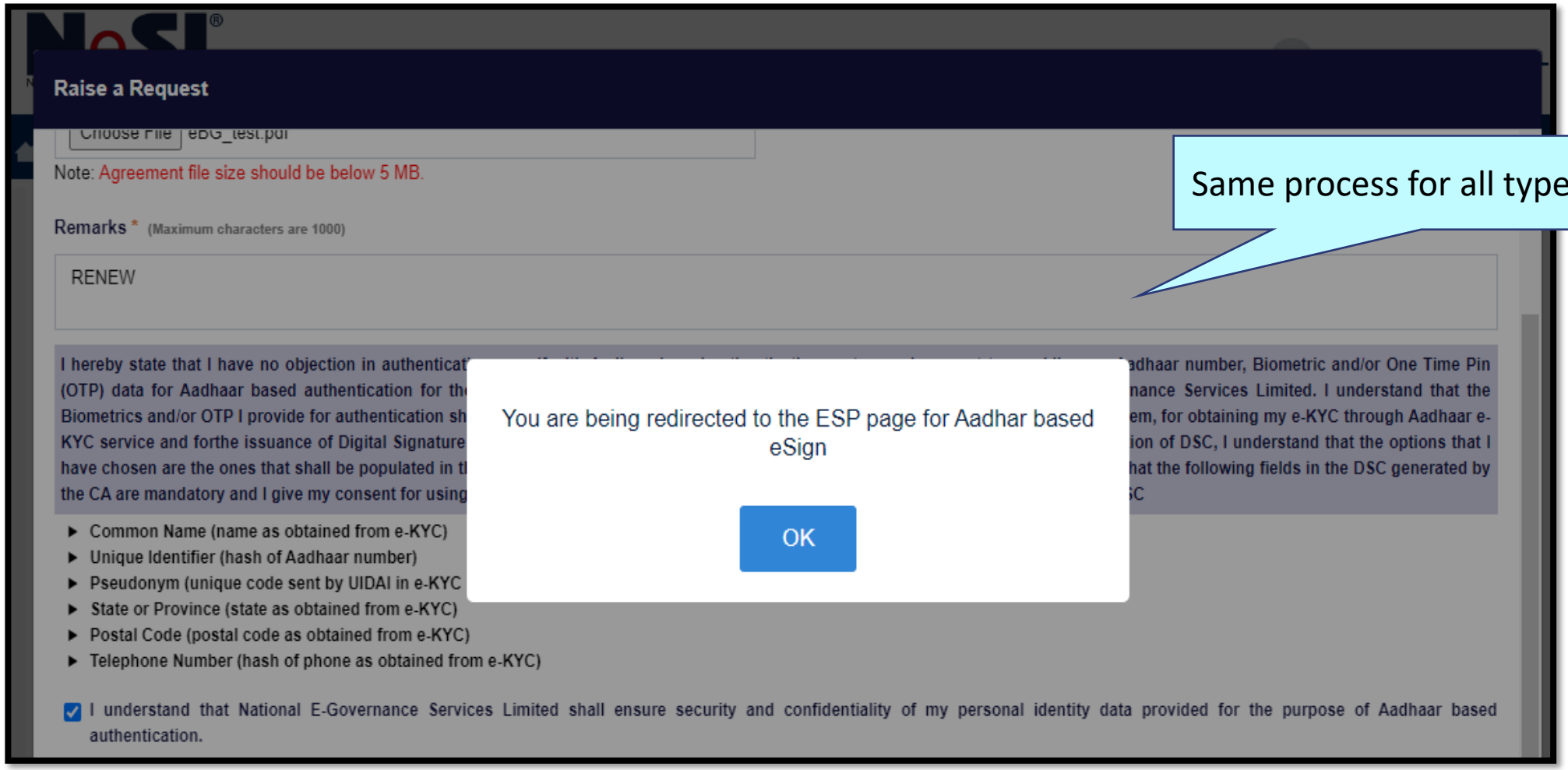
Upload the supporting documents and enter beneficiary account information

Enter the contact person information and remarks

Beneficiary Request – Extend or Pay

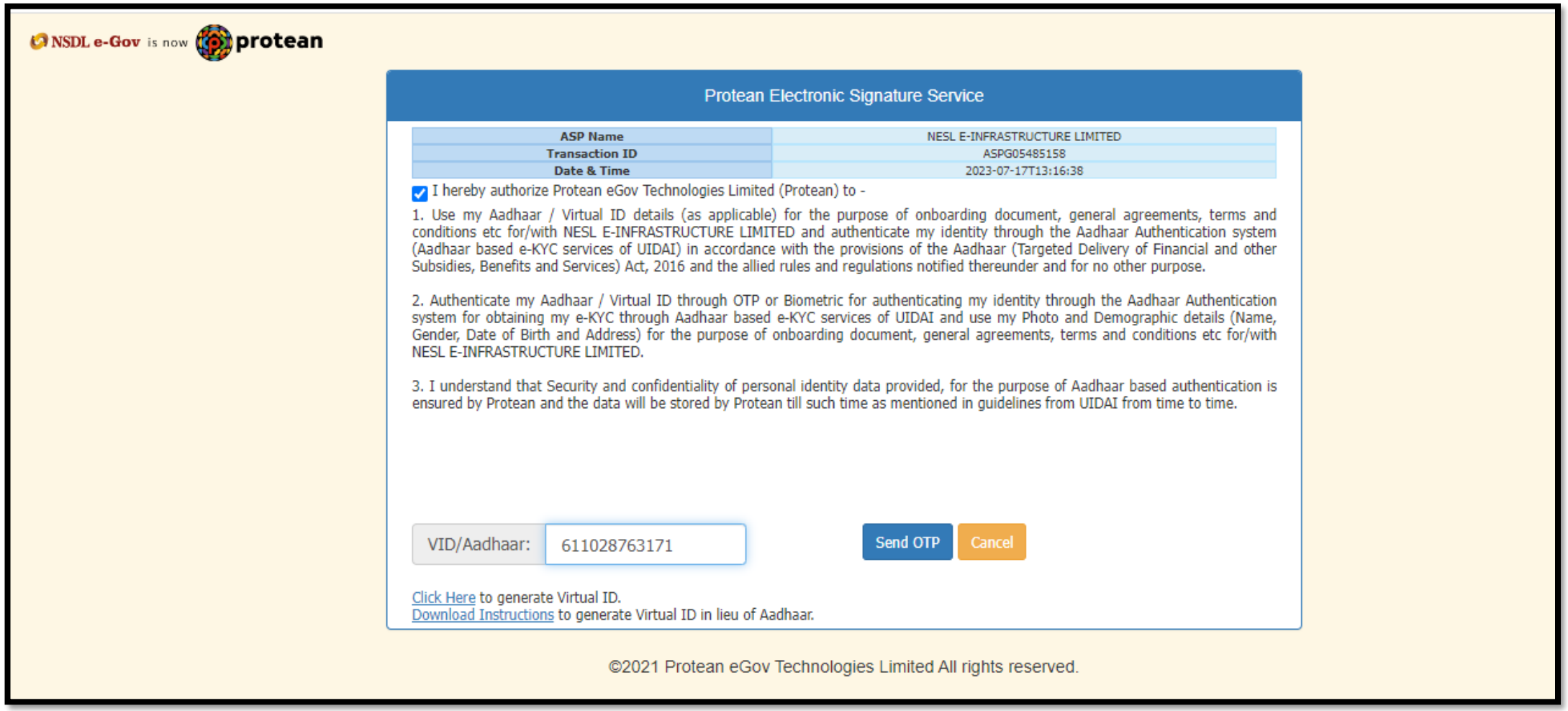


eSign – Aadhar e-Sign



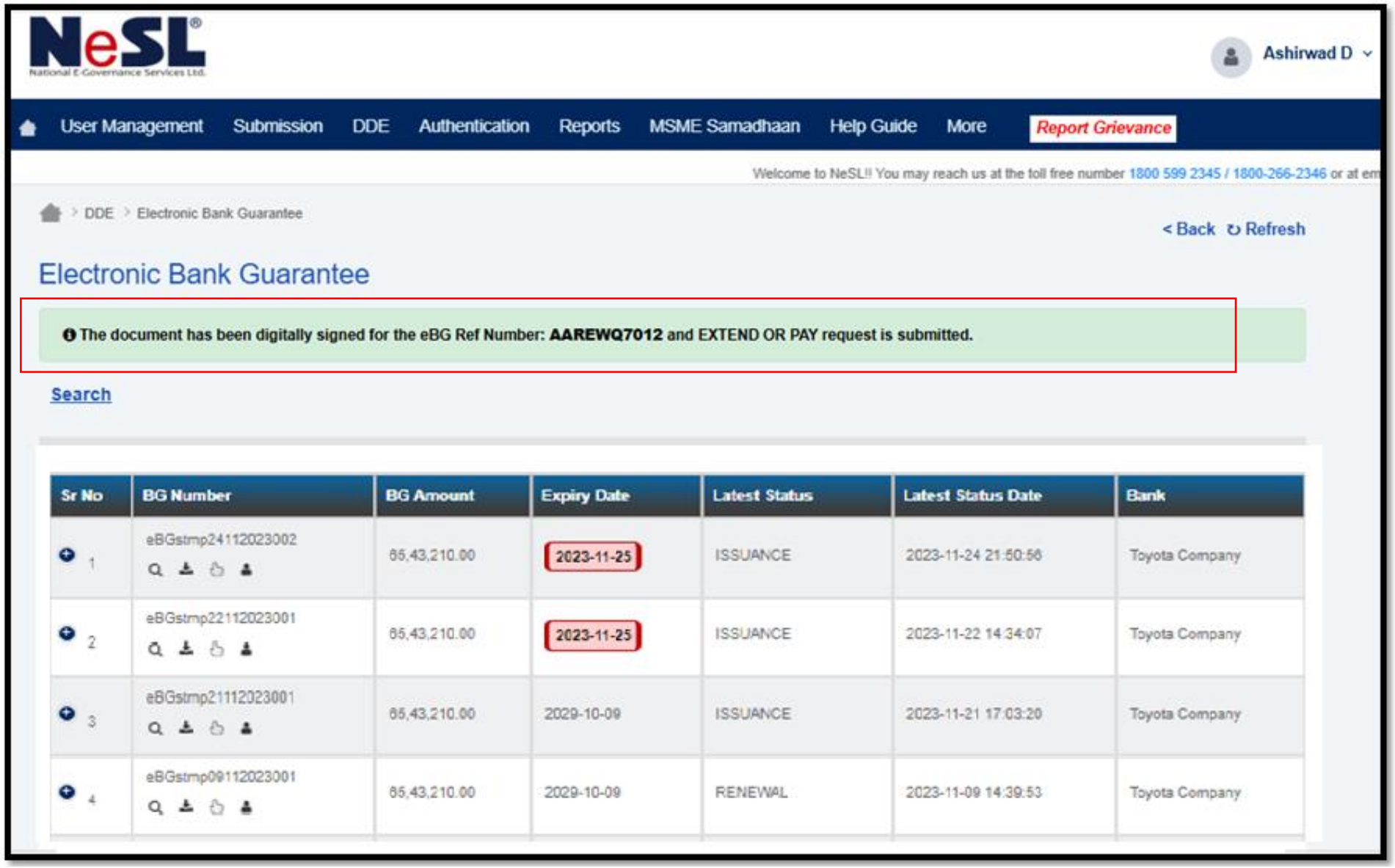
Same process for all types of request

eSign – Aadhar e-Sign

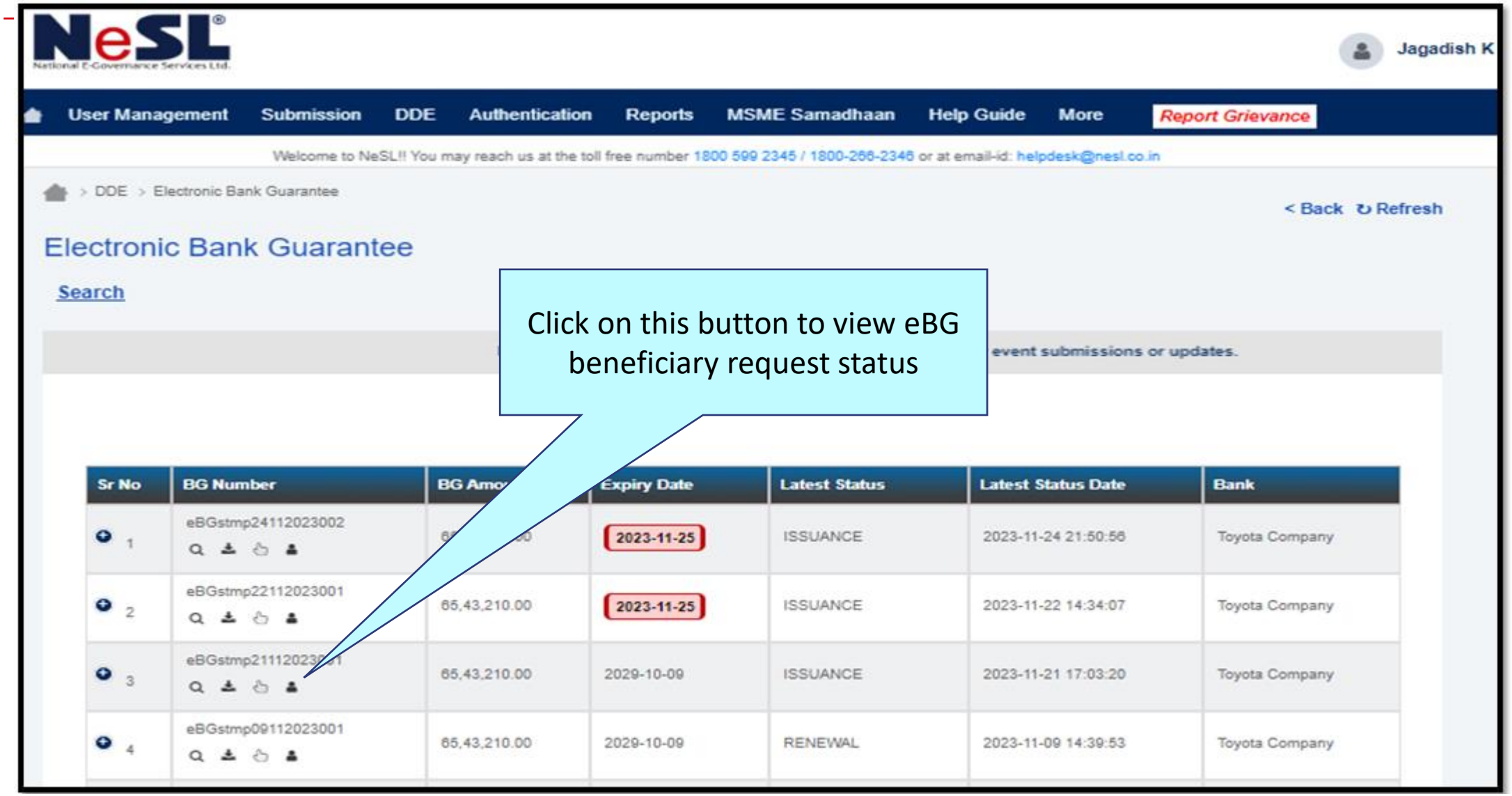


eSign – e-Token based e-Sign

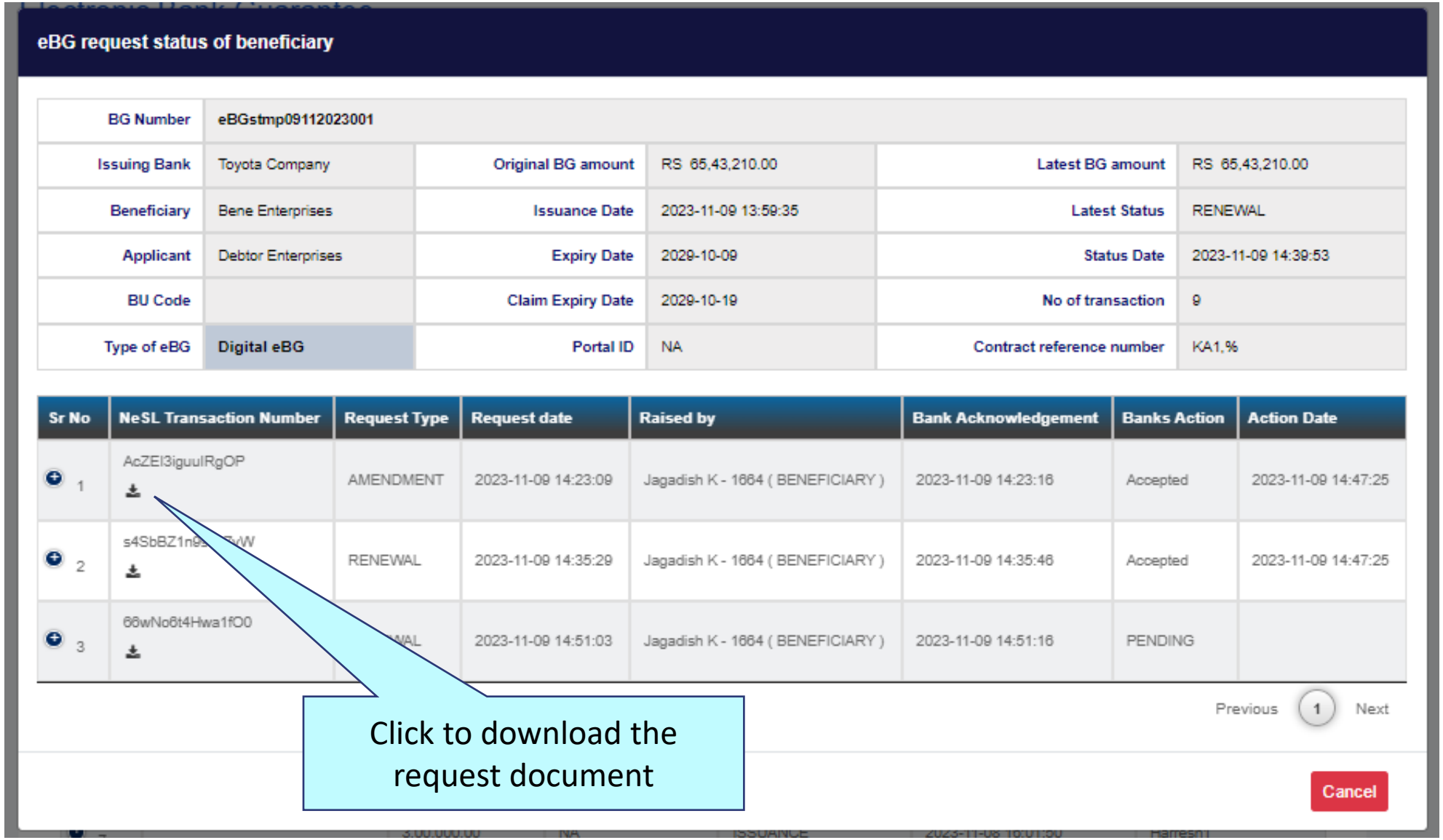
Request Submission



Request Status



Download Request



Sample Request Document

AMENDMENT REQUEST

BG Number	eBGstmp09112023001		
Issuing Bank	Toyota Company	Latest BG Amount	6543210.00
Beneficiary	Bene Enterprises	Original BG Amount	6543210.00
Applicant	Debtor Enterprises	Issuance Date	2023-11-09 13:59:35
BU Code		BG Expiry Date	2029-10-09
Latest Status	ISSUANCE	Claim Expiry Date	2029-10-19
Status Date	2023-11-09 13:59:35	No of Transaction	2
Invocation Amount			

Requester Name	ABCD Enterprises	Requester Address	
Requested by	Jagadish K - 1664	Request Date	09-11-2023

Terms & Conditions

The terms and conditions, set forth below, shall be applicable to the provision of services pertaining to electronic Bank Guarantee ("e-BG") by National e-Governance Services Limited ("NeSL"). By proceeding with the e-BG transaction, these terms and conditions stand to be read, understood and accepted by the concerned parties to the e-BG.

1. NeSL is solely an enabling platform that facilitates the digital journey of e-BG. NeSL shall not be deemed to be a concerned party to the e-BG owing to the provision of services related to e-BG on the NeSL platform.

2. NeSL shall not be responsible to verify the veracity, accuracy or completeness of the information provided by the concerned parties in relation to the e-BG on the NeSL platform.

3. NeSL shall not be responsible for the terms and conditions set out in the e-BG. The concerned party submitting the request must ensure that such request submitted through NeSL is not in contradiction or violation of the terms and conditions specified in the e-BG. In the event of any such contradiction or violation, NeSL shall not be responsible.

4. The concerned party undertakes to abide by all the terms and conditions as stipulated in the e-BG document, including the terms and conditions regarding the request, which may include return of original document to the bank, if applicable. The fact of execution of the e-BG on the NeSL platform shall not override or result in a waiver of the terms and conditions set out in the e-BG.

5. NeSL shall not be directly or indirectly liable for any losses, liabilities or claims, financial or otherwise, arising out of or in relation to the e-BG executed on the NeSL platform, including but not limited to the failure of any of the concerned parties to the e-BG, in fulfilling their obligations with respect to the e-BG.

6. Barring any queries on the technicalities of the services provided by NeSL for e-BG, NeSL shall not be responsible to address any issue, query or grievance of the concerned parties to the e-BG. The concerned parties may resolve such issues, queries or grievances, inter-se.

I hereby, request Toyota Company to acknowledge my request for Amendment and do the needful.

Remarks: NA

Digitally Signed By:
Jagadish K
Date :2023.11.09.14.22.41
IST

Thank you

Administrative Office
5th Floor The Estate, 121,
Dickenson Rd, Sivanchetti Gardens,
Bengaluru, Karnataka - 560042

Registered Office
Gresham Assurance House,
4th Floor, Sir P.M. Road, Fort,
Mumbai - 400001

Phone:
1800 599 2345

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