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**Re: Request for Service Provider Feedback**

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**From** Varsha Pandey <varsha.pandey@csc.gov.in>

**Date** Thu 6/26/2025 4:14 PM

**To** Hrisikesh Kumar <Hrisikesh.kumar@icsi.edu>

**Cc** A K Rath <asit.rath@icsi.edu>; Praveen Kumar Veyikandla <praveen.kumar@icsi.edu>; Praveen Kumar Ojha <praveen.ojha@icsi.edu>; Vandana Mohindroo <Vandana.Mohindroo@icsi.edu>; Shandilya Saroj <shandilya.saroj@icsi.edu>; Devender Kumar <devender.kumar@csc.gov.in>

Dear Sir,

Thank you for reaching out.

Please find below the requested feedback regarding the services rendered by M/s Bharuwa Solutions Private Limited:

- **Name of Service Provider:** M/s Bharuwa Solutions Private Limited
- **Scope of Work Availed:**  
Bharuwa Solutions provided IT manpower support across multiple projects, including:
  - Deployment of System Administrator resources for managing services for BSF
  - Technical and facility management resources for various ongoing projects
  - Maintenance and support of existing IT infrastructure through dedicated facility management services
- **Project Duration:** From 29.12.2022 to present (ongoing)
- **Overall Experience:** Excellent
- **Rating (Out of 10):** 10
- **Remarks:**  
Bharuwa Solutions Private Limited has consistently delivered skilled manpower aligned with facility management services. Their team has demonstrated professionalism, dedication, and strong execution capabilities. The quality of work provided has been both satisfactory and timely, with excellent attention to detail and responsiveness across all assigned tasks.

We hope this information supports your evaluation process. Please feel free to reach out for any further clarification or details.

Warm regards,

**Varsha Pandey**

Manager

CSC e-Governance Services India Limited

Email: [varsha.pandey@csc.gov.in](mailto:varsha.pandey@csc.gov.in)

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===== Forwarded message =====

From: Hrisikesh Kumar <[Hrisikesh.kumar@icsi.edu](mailto:Hrisikesh.kumar@icsi.edu)>

To: "[cscinfo@csc.gov.in](mailto:cscinfo@csc.gov.in)" <[cscinfo@csc.gov.in](mailto:cscinfo@csc.gov.in)>, "[devender.kumar@csc.gov.in](mailto:devender.kumar@csc.gov.in)" <[devender.kumar@csc.gov.in](mailto:devender.kumar@csc.gov.in)>  
Cc: "A K Rath" <[asit.rath@icsi.edu](mailto:asit.rath@icsi.edu)>, "Praveen Kumar Veyikandla" <[praveen.kumar@icsi.edu](mailto:praveen.kumar@icsi.edu)>, "Vandana Mohindroo" <[Vandana.Mohindroo@icsi.edu](mailto:Vandana.Mohindroo@icsi.edu)>, "Praveen Kumar Ojha" <[praveen.ojha@icsi.edu](mailto:praveen.ojha@icsi.edu)>, "Shandilya Saroj" <[shandilya.saroj@icsi.edu](mailto:shandilya.saroj@icsi.edu)>  
Date: Fri, 20 Jun 2025 16:34:29 +0530  
Subject: Request for Service Provider Feedback  
===== Forwarded message =====

Dear Sir / Madam,

The Institute of Company Secretaries of India is a statutory body constituted under the act of parliament, i.e. Company Secretaries Act, 1980 to develop and regulate the profession of Company Secretaries in India. The Institute is functioning under the overall administrative jurisdiction of Ministry of Corporate Affairs, Government of India. It has its head office at 22, Institutional Area, Lodi Road, New Delhi and C-36 & C-37, Sector-62, Noida.

The Institute has recently invited the sealed tenders for “Facility Management Services (FMS) for Information Technology at ICSI HQ, its four Regional Offices , and the CCGRT office” dated 9<sup>th</sup> April 2025. As part of the submission process, bidders were requested to provide evidence of *Quality of Service*—including customer feedback from at least two clients over the last two years and in response, bidder has referred your organization name.

In connection with the evaluation of M/s Bharuwa Solution Pvt. Ltd., who has listed you as a reference in tender submission, we kindly request your feedback regarding the services of the firm previously rendered to you in the following Table by Wednesday, the 25<sup>th</sup> June 2025. Your insights will be valuable in assessing their capability and performance.

#### Service Provider Feedback Form

Sl.No.	Information required	Information to be provided	Information to be filled in this column
1.	Name of Service Provider	M/s Bharuwa Solution Pvt. Ltd.	
2.	Scope of Work Aailed	Briefly describe the nature of the service provided and scope of work	
3.	Duration of Service	e.g., “January 2023 – December 2023”	
4.	Overall Rating (please select one):	<input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Excellent	<input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Excellent
5.	How would you rate the “Quality of Service” rendered by the service provider during the tenure of his contract with your organization, on a scale of 1 to 10 ? (1 being Unsatisfactory and 10 being Excellent)		
6.	Remarks	Include any comments, observations, or concerns regarding performance,	

		<b>responsiveness, professionalism, etc.]</b>	
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We appreciate your time and assistance in this matter. Should you have any questions or require further clarification, feel free to reach out.

Warm regards,

Directorate of Information Technology  
The Institute of Company Secretaries of India  
C-36, Sector-62, Noida – 201 309 (U.P.)