

SERVICE STANDARDS IN ACCOUNTING UNITS

Sl. No.	CATEGORY OF BILLS	MINIMUM CONDITIONS REQUIRED TO BE FILLED	MAXIMUM TIME LIMIT IN TERMS OF WORKING DAYS FROM THE DAY A BILL IN COMPLETE FORM IS RECEIVED IN ACCOUNTING UNIT
1	Emoluments	Payroll System should be used	Before the end of month
2	Statutory & Loans remittances	Recoveries should first be approved from payroll and should be remitted from payroll module only	Before the end of month
3	Travel Claims	Travel authorizations, Office Relieving Order, Tour Reports, other approvals if any	5 Days
4	Supplies	Supply Order, Quoted list, Comparative Statement , bill verified by concerned officials, stock entry or materials at site for departmentally executed works & measurements book duly updated against the supplies received	10 Days
5	Operating Expenses-Advertising	Work Order and bill verified by concerned officials	5 Days
6	Ad hoc purchases	Approval Note Sheet/Sanctioned Order, bill verified by concerned officials, stock entry for non-consumables items. (all purchased should be as per Procurement Manual).	5 Days
7	Muster rolls (MR) payments	Sanction order, bill verified by concern officials, part III of MR and measurement book (MB) for works susceptible for measurement	5 Days
8	Contract Bills: a) Mobilization advance, b) Secured Advance, c) Running Bills	Works Order, Bid evaluation sheet, Technical Sanction (TS), Administrative Approval (AA) & Financial Sanctioned (FS), Bill Quantity (BOQ), Contract agreement, completed measurement book, unconditional bank guarantee, work completion report	Any bill involving deviation in work, cost estimation, additional works, time extension & rate analysis should be accompanied by a copy of an approval from competent authority

	Mobilization Advance	Unconditional bank guarantee, work order, tender document, measurement book	5 Days
	Secured Advance	Measurement book, original invoices/bills certified by site & supervising engineer, work order	5 Days
	Running bills	Joint measurement sheet, measurement book, bill duly verified by the site engineer & signed by the contractor & engineers or head of the Department/Division	10 Days
	Final bills/contract bills	Joint measurement sheet, measurement book, bill duly verified by the site engineer & signed by the contractor & engineers or head of the Department/Division. Work completion certificate, Approval for deviations, extra works, time extensions, price escalations, substitute items	10 Days
9	Refund of Security Deposit Money after completion of work	Unconditional Bank Guarantee	10 Days
10	Refund of Retention Money after the Defect Liability period	Payment certificate from Site Engineer in writing stating that the Defect Liability period is over and defects if any, have been rectified and payment could be made.	10 Days

UNDERLYING CONDITIONS:

1. All Bill Payments are subject to availability of Budget Appropriations.
2. Time period is counted from the date a bill is received by the Accounts Section and not from the date marked on the bill.
3. EMD for Office Supplies are refunded upon successful completion of the annual supplies.
4. Bills/Claims that do not fulfill the minimum required criteria should be returned within two working days with reasons for rejection.
5. Inability to clear the bills or claims within the prescribed time limit should be conveyed in writing within two working days after the receipt of the bills/claims.

6. Accounting units will not be levied interests in the event of delays in the payment although the suppliers would mention it in their terms and conditions.
7. Despite fulfillment of all formalities if bills still remain unpaid in the set time, then the Suppliers can appeal to the Head of the Agency for action as specified in the terms and conditions.