

Turn Around Time					
Sl No	Details of the Service	Requirement from the stakeholders	Check List	Maximum processing time for the office	Contact details of the concerned official
1	Enquiry for inviting quotations	Indent, Budget Approval & Admn. Approval from CA, CET Approval in case of purchase of Computer related items	Indent, Budget Approval, FC, Technical Specifications, AA and GeM ARPTS	7 Working Days	Officer in charge (Stores and Purchase)
2	Publishing of tender	Tender document and BOQ	Tender document and BOQ	2 days from the date of TD and BOQ approval.	Officer in charge (Stores and Purchase)
3	Release of PO upon Technical Evaluation (Below Rs.10 Lakh)	NA	LPC/CSPC/SPC/CA Approvals and DPO Approval by the Indenter	7 Working days, subject to timely clearance of LPC/CSPC/SPC/CA	Officer in charge (Stores and Purchase)
4	Release of PO upon Technical Evaluation (Above Rs.10 Lakh)	NA	CSPC, SPC Approval, Audit Approval, and DPO Approval by the Indenter	10 working days, subject to timely clearance of CSPC, SPC, Audit, and CA.	Officer in charge (Stores and Purchase)
5	Refund of EMD	Refund request	EMD Refund: After CA approval (if bidder not qualified) / After BG submission and CA approval (if contract awarded)	3 Working Days	Officer in charge (Stores and Purchase)
6	Return of Bank Guarantee	BG Return Request Letter	BG Return Request Letter/Indenter's recommendation	3 Working Days	Officer in charge (Stores and Purchase)
7	Issuance of Custom Duty Exemption Certificate	Invoice and Shipping Documents	Invoice and Shipping Documents	4 Working Days	Officer in charge (Stores and Purchase)
8	Generation of SRB	Invoice and PO	Invoice	3 Working Days	Officer in charge (Stores and Purchase)
9	Issuance of Custom Clearance Document	Invoice and Shipping Documents	Invoice and Shipping Documents	24 hours before landing of shipment	Officer in charge (Stores and Purchase)
10	Issuance of BRO	Invoice and Shipping Documents	Invoice and Shipping Documents	24 hours before landing of shipment	Officer in charge (Stores and Purchase)
11	Establishment of LC	Invoice and LC Draft	Invoice and LC Draft	10 working days from the date of receipt of the vetted LC.	Officer in charge (Stores and Purchase)