

Annexure-C to General Conditions of Contract

Standard Operating Procedures (SOPs) for IE

Investigations by Independent Engineer for any contentious issue / disagreement shall be as per pre-defined Standard Operating Procedure (SOP). IE shall strictly follow the SOPs and will also document and maintain all the records. Following is a representation of the SOPs for IE for processing key tasks, roles and responsibilities and commensurate timelines.

Based on the preliminary hearing of the Parties, IE shall prescribe resolution timeline depending upon the number and nature of disagreements subject to a maximum duration of thirty (30) days.

Key Task	Stakeholder involvement	Activity Description	Proposed Timeline
1 Disagreement Filing	Contractor Client	Case Filing – A disagreement case begins when claimant party submits a demand for intervention by IE in the prescribed format along with documentary evidence. Demand without initial documentary evidence will not be admissible for IE intervention.	Day 0
2 Preliminary Hearing & Scheduling	Independent Engineer Contractor Client	Preliminary hearing and scheduling process - IE to organize a preliminary hearing with the parties and prescribe suitable timeline for resolution or settlement.	Day 1 to Day 6
3 Finalisation of Independent Issues	Independent Engineer	Finalisation of Issues – After due examination and diligence to finalise the issues requiring resolution.	Day 3 to 9
4 Hearing/ Mediation	Independent Engineer Contractor Client	Hearing / Mediation –The parties and IE meet in person to conduct the Hearings.	Day 4 to 12
5 Inspection	Independent Engineer	Inspection – IE conducts the inspections involving field measurements, if any, to further investigate evidence conferred to the IE by both parties during the hearing.	Day 5 to 17
6 Post Inspection Briefs	Independent Engineer Contractor Client	Post-Inspection Briefs - After the inspection takes place; both the parties may come up with additional testimony, as permitted by the IE.	Day 10 to 30
7 Closure	Independent Engineer	Closure - IE closes the report on the case and issues a decision, along with any claim settlement, if applicable.	Day 10 to 30