**Some Key Processes for Servicing Requests**

(This document formalizes some of the commonly used processes by Institute)

2012

**Indraprastha Institute of Information Technology Delhi**

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This document formalizes some of the commonly used processes by faculty members. The approach uses these guiding principles:

1. Each process should have one **Point of Contact (POC)** – this person is responsible for getting the work done, and is the only person the faculty member should need to contact for anything related to that request. Internal processing of the request need not be known to the faculty member.
2. To the extent possible, the workflow is done on email
3. To ensure that the email contains all the necessary information, some forms have been designed and are given in doc as annexure. **For a request please fill the form, cut-and-paste it in the email, give the email the specified subject, and then send it to the POC specified.** If the nature of request is urgent, add “Urgent” in the subject of the mail.

**For the AMs who are the Point of Contact (POC)**

The AM will maintain a spreadsheet containing record for each request. E.g. for purchase, the spreadsheet will contain who made it, when was it received, when was the order sent, when was the equipment received, when delivered to the purchaser. The average service time etc will be reported by the AM regularly to the Registrar/Director.

**Escalation Policy**

1. If work not done within the stipulated period **(default: five working days),** and if the contact person has not explicitly replied asking for an extension for some reasons, the issue should be escalated to the Registrar, who will give a time frame in which it will be resolved.
2. If not sorted within the time frame mentioned, a reminder may be sent.
3. If within 3 days of the reminder, the issue is still not resolved, it should be escalated to the Director.

**General Guidelines**

1. Any missing information for the request will be requested by the POC from the requestor.
2. POC has to ensure that the request is as per institute rules and guidelines before forwarding/recommending it.
3. Any issues will be handled by DORD/DOFA/Director who is the approving authority.
4. **POC for various tasks are:**
   1. Travel 🡪 AM (HRSS)
   2. Equipment purchase and Refreshment etc. 🡪 AM (S&P)
   3. Books purchase 🡪 AM (Lib)
   4. All others 🡪 AM (HRSS)
5. In the weekly office meetings each AM will provide the quick summary of work in quantitative terms. (Eg. No of requests of different types, average time etc.)
6. List of all issues which were escalated will be presented separately in office meetings stating the reasons for the escalation.
7. Standard checks to be followed by each POC for a request is at [**Annexure I**](#AnnexureI)

**A. Process for Travel Requests**

**POC: AM (HRSS)** (for all requests – whether from project/PDA or Institute funds)

**Guiding Principles:**

1. For any official travel, traveler is expected to keep the overall cost minimal.
2. Travel requires two approvals (1) leave/funds availability before the travel and (2) reimbursement approval after the travel, TA bill must be filled with supporting documents for expense reimbursement.
3. If part support is provided by an organization (including host) for travel/accommodation/hospitality please mention this in the travel request.
4. Eligibility for travel is as per [**Annexure II**](#AnnexureII)
5. **Local (Delhi/ NCR)**

**Case I: If requestor uses the personal vehicle/ taxi (other than the Institute authorized agency).**

1. For reimbursement, submits the travel form [**Annexure III**](#AnnexureIII)with purpose of travel to POC.
2. POC will check that the form is complete in all respects and will get it approved by the competent authority.
3. POC will process the reimbursement through AM (R&P) (In case of PDA/ Project) and AM (F&A).
4. AM (F&A) will send a mail (with CC to POC) to the traveler to collect the cheqeue/cash to the concerned faculty and will inform the POC about the completion of task.

**Case II: If requestor hires a taxi from institute authorized agency**

1. Faculty can book the cab on their own from the authorized agencies (contact number is listed in telephone directory)
2. On completion of the travel, the faculty member **MUST SIGN** the duty slip (provided by the taxi driver) mentioning 1. Purpose of the travel. 2. Source of funds (Institute/ PDA/ Name of the Project with head). If the desired info is not provided, POC will ask for it before processing it.
3. **National/ International Travel:**

**Before the Travel**

1. Faculty fills Leave-Travel approval form [**Annexure IV**](#AnnexureIV) emails the same to the POC along with supporting documents, where needed, as email attachments. Faculty needs to ensure availability of funds in PDA/Project.
2. POC seeks clarification (for any missing or unclear information), if any (please have the form cutouts as main body if email).
3. POC will forward the request to Dean/Director pointing out things that may need special permission. For requests within clear guidelines, POC should state so and do needful.
4. In case approval for funds is requested:
   1. Any amount from the Institute fund has to be approved by the Director.
   2. For PDA/project: PI can approve up to Rs. 25,000.
   3. For amount greater than Rs. 25,000 from project/PDA: Approval has to come from the Dean (R&D).
5. After both approvals (leave and funds) travel may be undertaken.
6. Ticket can also be booked directly or through official travel agent, copy of approval of travel requires to be sent to the travel agent. Details of travel agent are available at [**Annexure V**](#AnnexureV)**.**

**After the Travel**

1. Faculty submits the TA bill with relevant supporting documents (as per the checklist as listed in travel form) to POC.
2. POC will process the reimbursement himself (or AM (R&P) in case of PDA/ Project funds) and through AM (F&A).
3. AM (F&A) will release the payment to the concerned faculty and will inform POC about the completion of task within 5 working days of submission of completed request.

**B. Reimbursement of Telephone/Medical Bills**

**POC: AM (HRSS)**

1. Telephone/Medical reimbursement form along with the supporting documents should be submitted to POC.
2. POC will send the bill to AM (F&A) for reimbursements – it will be settled in the next payment cycle (within 3 working days of 1st or 16th of a month)
3. AM (F&A) will release the payment to the concerned faculty and will inform POC and AM (R&P) (only for telephone, so that he/ she may update the amount in his/ her records).

**C. Leave for Personal Reasons**

**POC: Director**

**Note:** All leaves when attached to some official travel are covered above. This is leave for personal purposes.

1. Send an email to Director with cc to AM (HRSS), with the subject: Request for Casual/Earned/Vacation Leave. The body of email must contain the start date and the end date and type of the leave.
2. Director will approve; AM(HRSS) will keep a printout of the approved mail for records

**D. Books purchase**

**POC: AM (Lib)**

**Case 1: (**SLA: 7 days for placing the order**)**

Faculty wants to purchase some books from PDA/Project/IPDA and the total yearly purchase including this order is less than Rs. 25,000 per year from PDA/per project.

1. Faculty member sends the book details to POC on e-mail, along with the details of the PDA/Project from which the book is to be purchased.
2. Faculty member has to ensure that there are sufficient funds in the PDA/Project.
3. POC purchases the book(s), gives them to the faculty member, and gets payment done from the PDA/Project through AM(R&P)

**Case 2: (**SLA: 7 days for placing the order**)**

Faculty wants to purchase some books from PDA/Project/IPDA and the total yearly purchase including this order is more than Rs. 25,000 per year.

1. Faculty member sends the book details to POC on e-mail, along with the details of the PDA/Project/IPDA from which the book is to be purchased.
2. Faculty member ensures sufficient amount is available or not in the PDA/Project/IPDA.
3. POC takes the approval from Dean-R&D and places the order.
4. Once the book is received, POC delivers it to the faculty and processes the payment, through AM(R&P)

**Case 3: (**SLA: 14 days for placing the order**)**

Faculty/Staff wants to purchase some books from Institute funds for the library.

1. Faculty/Staff member sends the book request using the online form to POC.
2. POC gets approval from the chairperson of Library committee for recommended books, price, and vendor.
3. POC gets the approval of competent authority.
4. POC will generate the purchase order. Once the books are received, the related faculty/staff member(s) are informed by POC.
5. After entering the books in Library database, POC will process the bill for payment.

**E. Equipment / Software Purchase**

**POC: AM (S&P) Eligibility under PDA as per** [**Annexure VI**](#AnnexureVI)

**Case I:** (SLA 4 days for placing the order)

If purchase is from a project and made by the PI or Co-PI, and if the request is for standard items like laptop/printer/disk/etc, and the value is less than Rs 50 K.

1. Submit the purchase request in proper form via email to POC; If needed, POC will request for more information about the make, supplier, etc
2. POC will procure the equipment as per purchase process defined in the purchase manual.
3. POC will give the equipment to the PI, who will check it and then approve it (or return it to POC), sign the receipt, etc. along with date
4. POC will enter the item in the stock register, issue it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)
5. POC will process for payment through AM(R&P)

**Alternate method:**

1. The PI can procure the item, and then submit the receipt along with the request form to POC.
2. POC will enter the item in the stock register, issue it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)
3. POC will arrange for reimbursement through AM(R&P); when reimbursement is done, POC will get it delivered to the PI

**Case II:** (SLA 7 days for placing the order)

If the purchase is from a project and made by the PI or Co-PI, and the value is less than Rs 1.5Lac.

1. Submit a purchase request in proper form to POC (the form must contain the suggested names for committee members); help may be taken from concerned AM to prepare this.
2. POC will check that there is necessary budget from accounts deptt.
3. POC will get the purchase request and the committee approved by Dean R&D, and informs the requester about the approval on email.
4. The requester can then initiate the purchase, the committee can recommend the item, supplier etc, and submit to POC.
5. If needed, POC will request for more information about the make, supplier, etc
6. POC will procure the equipment as per purchase process defined in the purchase manual.
7. POC will give the equipment to the PI, who will check it and then approve it (or return it to POC); if accepted, PI will sign in the loan register accepting the goods and verify the bill.
8. POC will enter the item in the stock register, issued it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)
9. PI/requestor can cancel the purchase request before the release of PO.
10. Once the approval is received, the PI can procure them through the credit card and submit the bill for proper stock entry of item to POC.
11. POC will process for the payment through AM(R&P)

**Alternate method:**

1. The PI can procure the item after taking necessary approvals as listed above, and then submit the receipt along with the request form to POC.
2. POC will enter the item in the stock register, issue it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)
3. POC will arrange for reimbursement through AM(R&P); when reimbursement is done, POC will get it delivered to the PI

**Case III:**

If the purchase is from a project and made by the PI or Co-PI, and the value is more than Rs 1.5Lac

1. Prepare proper technical specs – help from lab may be taken through lab in charge.
2. Submit a purchase request to POC on email (this will have detailed technical specs, a committee of three also, as well as list of possible suppliers from which the equipment can be purchased)
3. POC will get the purchase request and the committee approved by Dean R&D and informs the requester about the approval on email. As the value is large, the POC will print the email and get it signed by the requester and Dean R&D
4. POC will check for the necessary budget provisions from accounts deptt
5. POC will then initiate the purchase process as per purchase process defined in the purchase manual.
6. POC will get the recommendations of the committee.
7. POC will take the recommendations to Dean R&D for approval
8. Once approved, POC will place the order.
9. Upon arrival, POC will give the equipment to the PI, who will check it and then approve it (or return it to POC); if accepted, PI will sign loan register accepting the good. Inspection report should be given to POC before payment is released.
10. POC will enter the item in the stock register, issued it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)
11. POC will process for payment through AM(R&P)

**Case IV:**

Equipment purchase from PDA or Institute funds

1. Submit a purchase request form via email to POC
2. POC will get the purchase approval from Dean R&D for PDA, and Director for Institute funds, and inform requestor on email of approval
3. After this the above processes can be followed for the three different cases

**F. Contingency (Stationary, Consumable, Refreshment etc.)**

**POC: AM (S&P)**

Note: For many of these expenses, PI can draw a contingency advance from a project, and use that for such expenses. Statement will have to be provided with receipt when the advance finishes, before the next advance can be taken.

**Refreshments**

**Case I:** (SLA: One week)

If per person cost is less than Rs500per person and total cost is less than Rs2500. In addition the total expenses in the year should be less than Rs.5000.

1. Submit the bill to POC, with an explicit mention of the PDA/Project it is coming from (faculty member has to ensure that the conditions are satisfied – otherwise, POC will promptly revert to the faculty member).
2. POC processes the payment and on its clearance inform the concerned faculty.

**Alternate Processing (if contingency advance has been taken from the project)**

1. Faculty will inform POC about the advance from PDA/Project.
2. Reimburse yourself from the contingency advance. (Later, when statement for contingency advance is submitted, this bill will be included in it.)

**Case II: (**SLA: one week**)**

The expected cost is more than Rs 500 per person per time, or above the limits.

1. Take permission from Dean R&D for the expenditure, which may be granted if the limits 20% of PDA are not crossed. If limits are crossed, an exception sought from the Director.
2. Submit the bill to POC, who processes the payment.

**G. Stationary and Consumables**

**POC: AM (S&P)**

**Case I: (**SLA: 14 days for the order to be placed **)**

If purchase is from a project of PDA and made by the PI or Co-PI, and if the request is for “standard items” (like printer cartridge, etc) and the value is less than Rs15 K.

1. Submit the purchase request in purchase form to POC (faculty member has to ensure that the conditions are satisfied – otherwise, POC will promptly revert to the faculty member).
2. If needed, POC will request for more information about the make, supplier, etc
3. POC will procure the items.
4. POC will give the supplies to the PI, who will check it and then approve it (or return it to POC), sign the receipt, etc. along with date
5. POC will enter the item in the consumable register, issue it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)

**Alternate method of handling: (**SLA: one week after the request by PI)

1. The PI can procure the item, and then submit the receipt to POC (faculty member has to ensure that the conditions are satisfied – otherwise, AM will promptly revert to the faculty member).
2. POC will enter the item in the consumable register, issue it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records)
3. POC will arrange for reimbursement; when reimbursement is done, AM will get it delivered to the PI

**Case II:** (SLA: 14 days for the order to be placed, 4 weeks if committee has to be done, and 6 weeks if quotations are needed)

For all other purchases

1. Submit a purchase request to POC (faculty member has to ensure that the conditions are satisfied – otherwise, POC will promptly revert to the faculty member).
2. If needed, POC will request for more information about the make, supplier, etc
3. POC will process as per the institute guideline.
4. POC will procure the supplies.
5. POC will give the supplies to the PI, who will check it and then approve it (or return it to POC); if accepted, PI will sign in the consumable register accepting the good and verify the bill.
6. POC will enter the item in the consumable register, issued it to the PI, and send an email to the PI about the issue (and keep the copy of the email for records.

**Annexure I**

**Duties of POC: To check as applicable**

**Travel**

1. Availability of Budget
2. If International travel and from institute head then total cost is within permissible limits and only one travel is permitted in an Academic year.
3. Permission of Director for travel
4. Approval of leave
5. Travel Tickets
6. Boarding Pass in case of Air Travel
7. Conference Registration
8. Invitee of Conference / Seminar / Meeting etc
9. Hotel Bills
10. Local conveyance bills
11. Insurance Bills
12. Perdiem claim is within the limit of 2 days (pre and post of 1 day each) in addition to conference dates that includes conference related tutorials as well.

**Books**

1. Availability of budget
2. Invoice
3. Approval of competent authority as per limits and head

**Stationary / Food / Contingency**

1. Availability of budget
2. Invoice
3. Approval of competent authority as per limits and head

**Equipment**

1. Availability of budget
2. All the purchase processes are followed as given in the purchase manual.
3. Check online for the price of the equipment.
4. Approval of competent authority i.e PI / Dean /Director as per head of accounts and amount of purchase.
5. All payments to be routed through AM(R&P) for proper recording etc.
6. Certificate in desired format as per GFR
7. Approval of Technical committee in case of purchases above Rs50K
8. Installation and testing report as applicable.
9. For purchase beyond Rs25Lacs, process of open tender.
10. Minimum of 3 quotations for purchases between Rs1.5 lacs to Rs25 lacs from registered vendors, reputed suppliers.
11. In case of proprietary purchases, certificate of proprietary and justification by the committee for the purchase.

**Research Project**

Project File is prepared having following documents.

1. Project Proposal including budgetary proposal
2. Project Sanction letter
3. Availability of Budget in the relevant head as per budgetary proposal / sanction letter.

**Annexure II**

**Travel Eligibility**

**General Guidelines**

1. Cost should be kept as low as possible
2. Duration of the travel should be kept minimum
3. Travel should be done by the shortest route as far as possible

**(A). Travel**

|  |  |
| --- | --- |
| **Category of Employee** | **Eligibility** |
| Faculty and Sr Admin | Economy Class by Air , or equivalent by rail. |
| All others | Economy Air Class, 2nd/3rd AC |

1. Travel may be permitted by higher class by the competent authority on case to case basis as deemed fit.
2. In case of places not connected by rail, travel by AC bus for all those entitled by AC IInd tier and above by train and by deluxe bus for others is allowed.
3. In case of road travel between places connected by rail, travel by any means of transport is allowed provided the total fare does not exceed the train fare by entitled class.
4. Travel by highest class is permitted for journey by sea or river in case of entitlement of Ist AC by train and for rest next lower class is allowed.
5. Local travel by own vehicle will be reimbursed @ of Rs20 and Rs10 for faculty /Sr. Admin and All others respectively.

**(B). Daily allowance /Perdiem**

**National**

|  |  |
| --- | --- |
| **Category of Employee** | **Eligibility** |
| Faculty and Sr Admin | Upto Rs 5000 + 500 (incidental expenses) + taxi |
| All others including students | Upto Rs 3000 |

Above cost includes all expenses on stay, food, local travel, contingency etc. Individual can claim actual hotel charges in that case per day claim will be admissible half of entitled amount; however total amount should not exceed the maximum entitled limit i.e Rs5000 & Rs3000 mentioned above.

**International**

|  |  |
| --- | --- |
| **Category of Employee** | **Eligibility** |
| Faculty and Sr Admin | Upto $120 for Asian & African Countries and $150 for others. |
| All others | Upto $72 for Asian & African Countries and $90 for others. |

Above cost includes all expenses on stay, food, local travel, contingency etc. Individual can claim actual hotel charges in that case per day claim will be admissible half of entitled amount; however total amount should not exceed the maximum limit of **1.7 lacs** from institute account or PDA (These limits are not applicable for project account)

1. Actual cost of registration of International /National conference will be reimbursed.
2. If the travel is above the entitled class then the difference can be claimed from the PDA/Project.
3. Individual can claim upto 2 days additional claim in case of conference i.e 1 day per and post conference apart from conference days that includes all activities related to conference such as tutorials etc, as given in the conference schedule.

**Annexure III**

**IIIT-Delhi**

**Local Travel Claim Form**

**Instructions:**

1. This local travel form is to be used in case of use of own vehicle or taxi **other than** the agency hired by the Institute for official visit in Delhi/NCR.
2. For own vehicle, the payment will be done as per the actual distance travelled on the rates mentioned.
3. In case of hired taxi, the payment will be done as per the actual. The bill is mandatory in this case.

|  |  |
| --- | --- |
| Name of Requestor |  |
| Date of Travel: |  |
| Purpose of Travel: |  |
| Mode of Travel (Please choose): | * Own Vehicle   (@Rs. 20/10 per km for own car/bike)   * Hired taxi * Public Transport |
| Amount Claimed:  (Please attach bill in case of hired taxi if bill is greater than Rs. 1000)  (Please mention Kms for own vehicle) |  |
| Source of funds | * Institute * PDA (Institute or Project) * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Project |
| Approved by:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  PI Director  (in case of PDA/Project funds) (in case of Institute funds) | |
| Amount Paid (to be filled by Office):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assistant Manager (F&A) Receiver Date | |

***Remarks***

**Annexure IV**

**IIIT-Delhi**

**Outstation Travel Claim Form**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **Name of Faculty**: | | | | | |  | | | | | | | |
| 1. **Particulars of Fare (Air/Train/Bus):** | | | | | | | | | | | | | |
| S. No. | Place, Date & Time of Departure | | Place, Date & Time of arrival | | | | Mode of Travel with PNR/ Air Ticket no. | | | | | | Amount claimed in Rs. |
|  |  | |  | | | |  | | | | | |  |
|  |  | |  | | | |  | | | | | |  |
|  |  | |  | | | |  | | | | | |  |
| 1. **Particulars of Local Conveyance (only for Domestic travel) :** | | | | | | | | | | | | | |
| S. No. | From | | To | | | | | Mode of Travel with Taxi/Self Vehicle. | | | | | Amount claimed in Rs. |
|  |  | |  | | | | |  | | | | |  |
|  |  | |  | | | | |  | | | | |  |
|  |  | |  | | | | |  | | | | |  |
| 1. **Whether Boarding/ Lodging was provided:** | | | | | | | | € Yes € No | | | | | |
| 1. If No, particulars of Hotel Charges: | | | | | | | | | | | | | |
| S. N. | **Name of the Hotel** | | **Period of Stay** | | | | **Bill No.** | | **Bill Date** | | | **Amount Claimed in Rs.** | |
|  |  | |  | | | |  | |  | | |  | |
|  |  | |  | | | |  | |  | | |  | |
| 1. **Particulars of Other Charges:** | | | | | **Details (attach supporting documents)** | | | | | | | **Amount Claimed in Rs.** | |
| Conference Registration Fee | | | | |  | | | | | | |  | |
| Visa Fee | | | | |  | | | | | | |  | |
| Insurance charges | | | | |  | | | | | | |  | |
| Others, if any | | | | |  | | | | | | |  | |
| 1. **Details of Per-diem (please refer to instructions for latest rules):** | | | | | | | | | | | | | |
| **Place and Country** | | | | **Period (From-To)** | | | | | | **Amount claimed in Rs.** | | | |
|  | | | |  | | | | | |  | | | |
|  | | | |  | | | | | |  | | | |
| 1. **Total** (Item 3 to Item 8 ) in Rs. | | | | | | | | | |  |  | | |
| 1. **Advance Taken in Rs.** | | | | | | | | | | (-) | | | |
| 1. **Balance Amount to be paid in Rs. (Item 8 - Item 9)** | | | | | | | | | |  | | | |
| 1. **Source of funds** | | * € Institute € PDA (Institute / Project) € \_\_\_\_\_\_\_\_\_Project | | | | | | | | | | | |
| 1. **Checklist**:   € Leave/Travel Approval € Air/Train Tickets € Registration fee € Hotel Bills  € Insurance Bill € Local Conveyance € Boarding Pass \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(others) | | | | | | | | | | | | | |
| **Ap Approved by**:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  PI (with date) Director/Dean (R&D) | | | | | | | | **Ve Verified by**:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  AM (HR) (date) AM(R&D) (date) | | | | | |
| Amount Paid (to be filled by Office):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  AM (F&A) Receiver Date | | | | | | | | | | | | | |

**Self Declaration: All the above information is correct. Signature of Claimant**

**Annexure V**

**Process for using the services of Authorized Travel Agent**:

**M/s G.D. Goenka Tourism Corp. Ltd.** has been appointed as the authorized travel agent of the Institute for following services on **credit basis**. The travel agent will directly settle the amount with Institute:

1. Booking and Issuing of International/ Domestic Air Ticket, including prepaid Tickets.
2. Booking and issuing vouchers for Domestic Hotel Bookings.
3. Booking of International Hotels
4. Booking and arranging for Domestic Railway Tickets/ Foreign (Including European Railway Tickets)
5. Assistance with application for Indian Passports/ Renewal and Miscellaneous Passport related services.
6. Assistance for obtaining visa and submitting passports at the Embassies.
7. Issuance of Foreign Exchange as per RBI Guidelines.
8. Obtaining of Travel related insurance, including overseas medical insurance.

**Rates/ Discounts**:

The agency will provide the following discounts:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Services** | | **Discount in %** | **Extra Charges, if any** |
| 1 | Domestic Tickets | Air India | 2.57 | -- |
| Jet Airways | 2.57 | -- |
| Kingfisher | 2.57 | -- |
| 2 | International (On all airlines) | | 2.67 | -- |
| 3 | Railway Bookings | | -- | Rs. 50/- per reservation/ cancellation. |
| 4 | Visa & Passport Charges | | Visa Fee/ Passport fee as actual | -- |
| 5 | Foreign Exchange | | On SBI Card Rate | -- |
| 6 | Hotel Bookings | | 5% | -- |

**How to use**:

The user may directly contact the agency through: [traveldesk@gdgoenka.com](mailto:traveldesk@gdgoenka.com) and inform the POC (for travel request) on finalization thru email for payment purpose.

The back office contact details are:

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No.** | **Services** | | **Mobile No.** |
| 1 | Domestic | Mrs Sunita Sharma | 9818171273 |
| Ms Yashika Bhasker | 9818171294 |
| 2 | International | Mrs Geeta Grover | 9818171288 |
| Mr Pankaj Verma | 9818171289 |
| Mr Sushil Thakur | 9818171295 |
| 3 | Visa/ Passport/ Other Services | Mr Lalit Mishra | 9818171266 |
| Mr Narender Rawat | 9818171275 |

**Annexure VI**

**Eligibility under PDA**

The PDF can be utilized for the following purposes:

1. Travel for professional purposes, including attending the Conferences in India or abroad. Travel of colleagues and students may also be supported.

* PDA can be used to support any research related domestic travel.
* PDA can be used to support International travel to any conference to present a paper, or organize/participate in a workshop, or as member of program committee.
* PDA can be used to attend Tier I International conferences even without an accepted paper.
* PDA can be used to meet collaborators, both existing and potential. A letter of invitation from collaborator outlining the nature of discussions or presentation is required.

2. Membership fee for Professional Societies.

3. Purchase of Professional Books, instructional video and consumables such as External Hard Drives/USB Storage Devices/DVD/CD ROM/Storage Media etc. If bought from PDA, such items become property of the faculty.

4. Purchase of Cellular Phone (only for professional activities). Replacement/upgradation of cell is allowed after two years of purchase. Specific budget of one phone upto Rs 40,000. Limited to Rs 10,000 per year, accumulatable.

5. Recruitment of project staff by PIs/CIs as per norms for a short-term period not exceeding three months in a financial year.

6. Recruitment of students on a part-time basis, as per norms of the Institute.

7. Charges for filing Indian Patent.

8. Rs 20,000 per fiscal year can be used as research related contingency fund. Bills must be provided for all claims.

9. Any other professional activity with approval of the Dean.

As a PDF is treated like a project, all purchases shall be made following the Purchase Rules for projects.

All limits and processes from Institute guidelines (Contingency, Consumables, Equipment, Travel) should be synced with PDA guidelines.

Any other re-imbursement will be subject to the approval of competent authority.

**Form 1**

**Leave cum Travel Request form**

1. Part-I compulsory.
2. Part II is required if
3. Advance funds are requested **OR**
4. If amount requested is from Institute fund **OR**
5. If total expense for travel will be greater than Rs. 25,000.
6. **Copy –paste the filled form in an email it to POC with following supporting documents (if any).**

Conf. page printout Invitation for meeting/talk Acceptance email

1. After travel/funds approval you will receive a confirmation email.
2. Expected time for approval: 2 working days

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Part I - Leave related information for the Director's approval** | | | | | |
|  | | | | | |
| **Leave Details** | S.No. | Date  (From – To) | Purpose | Destination | Type of Leave |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| **Purpose of Travel**  **(Provide Details)** | * Purpose of travel -1 * Purpose of travel - 2 | | | | |
| **Nature of Conference** | * This is a regular tier-I/II/III conference * I certify that this travel is within the budget and objectives of the project | | | | |
|  | | | | | |
| **Part II - Funds related information for the Dean R&D/Director's approval** | | | | | |
|  | | | | | |
| **Source of Funds for this travel** | * Ticket: From my project – XYZ (or PDA, or being provided by the host /some other agency) * DA and other expenses for conference: From my project - XYZ/2011/xxxx (or my PDA, or …) * DA for other work leaves: XYZ/2011/xxxx (or my PDA, or …) | | | | |
| **Request for Advance** | I would like an advance of **Rs \_\_\_\_\_\_\_\_\_\_\_** for purchasing the ticket and for expenses during the travel. | | | | |

**Note:** If you have requested advance please forward this approval to AM(F&A). The advance amount should be released within 2 working days.

**Form 2**

**Subject**: **Request for Equipment purchase [and approval of purchase committee]**

**Email to be sent to**: (1) AM Purchase and Stores

**Expected time for approval (if needed) + purchase**: 3 days for approval (since availability of funds will have to be checked, leave will have to be checked, and then approval sought by AM from the Director); purchase time depends on items and suppliers.

|  |  |
| --- | --- |
| Description of Items, quantity, and appx cost of each | Laptop: One @ 45K appx |
| Technical Specifications of the item | Make: Dell, model no: xxx, memory: 4GB, Disk: 320,…. |
| List of suppliers, where necessary |  |
| Source of funds for payment for this equipment | My project Microsoft/2011/… (or PDA) |
| Notes and special instructions | * I certify that the project has budget and funds for these purchases and that the purchase is within the scope of the project * I would like to take extended warranty for 3 years * I need both of them urgently, since xxxx |

Purchase committee suggested, if needed (i.e. if value more than Rs 50K)

1. Person 1
2. Person 2
3. Person 3

**Form 3**

**Stationary / Consumable purchase**

**Email to be sent to**: (1) AM Purchase and Stores

**Expected time for approval purchase**: No approval needed if within limits; purchase time will depend on supplier – for standard items it will be 4 days.

|  |  |
| --- | --- |
| Description of Items, quantity, and brands (if any) |  |
| Source of funds for payment for these |  |
| Notes and special instructions | * I certify that the project has budget and funds for these purchases and that the purchases are within the scope of the project |

Form 4

**Subject**: **Book purchase**

**Email to be sent to**: (1) AM Library

**Expected time for approval+purchase**: No approval needed if within limits; purchase time will depend on supplier.

|  |  |
| --- | --- |
| Names of books to be purchased (with edition no, author, etc), suppliers if known, appx prices if known, |  |
| Source of funds for payment for these books |  |
| Notes and special instructions, if any |  |