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F. No. SEEPZM-IT/7/2024-O/o ADCM-SEEPZ SEZ/11804 Date: 10/10/2024

Office Order No.: <sup>339</sup>\_\_\_/2024

**Subject:** Timely Disbursement of Bills Involving Manpower and Contractor Performance Reporting-reg

In this connection, it is to mention that due to delay in disbursement of bills to contractors, wages of manpower involved in the service get delayed. It is therefore directed that **all bills received in respect of contracts involving manpower** shall be **released within 07 working days** of receiving the invoice from the contractor.

Additionally, the following directives are issued to streamline the process and ensure accountability:

1. **Vendor/ Contractor** is responsible to submit the bill/ invoice by the 3rd day of the month following the invoice/ bills date with an undertaking that they have disbursed the payments to their employees on or before 1<sup>st</sup> day of the of the month.
2. **Finance Section** is responsible for ensuring the timely disbursement of payments as per the above-mentioned timeline. Finance Section shall forward the bill/ invoice received from the vendor/ contractor to the concerned Section with forwarding as per Annexure-1 immediately with clear instructions that the concerned Section shall submit their observations within 02 Working days failing which the service for the month will be considered as deemed satisfactory.
3. **Estate Section/ Security Section and other concerned Sections**, who are custodians of the respective contracts, are instructed to:
  - a) In the case of services like **Security, Housekeeping, or Outsourcing agencies**, if any **non-satisfactory service** is noticed by the concerned Section, the following action must be taken:
    - The contractor must be promptly notified of any service-related issues as soon as they are identified.
    - If the contractor does not resolve the issue within **three (3) working days**, the matter must be escalated in writing to the Deputy

Development Commissioner within the following **two (2) working days**.

- b) Only after these two steps have been executed can the event-specific issues serve as the basis for a **non-satisfactory report**.
  - c) Unresolved issues which were not escalated to the DDC or higher authority in above mentioned timeline and reported after receiving bills/ invoice will not be considered and Officers of the custodian Section will be held responsible for such delay.
4. **Labour Section:** Bills shall not be routed through Labour Section until any complaints/ representations received from the employees of the contractor regarding any Labour violations. In case of any complaints/ representations received from the employees of the contractor that shall be examined separately and timeline for bill disbursement shall **not** be disturbed until a direction from the Competent Authority is received. **not**
5. This order is issued to ensure that there are no delays in the payment of wages to manpower, and that the quality of service is maintained at all times. This directive is effective from the date of issuance.

This issues with the approval of the Development Commissioner.



**(Dr. Prasad Varwantkar)**  
**Estate Officer/ Dy Development Commissioner**  
**SEEPZ SEZ, Mumbai**

**Copy to:**

1. Sr. AO, SEEPZ SEZ
2. All ADC of SEEPZ SEZ Authority
3. Estate/ Finance/ Admin/ Security/ Labour Section
4. All concerned vendors
5. Notice Board
6. SEEPZ Website

To,  
The ADC \_\_\_\_\_,  
SEEPZ SEZ, Mumbai.

Sir/ Madam,

**Sub: Report on the Service for the Month of \_\_\_\_\_-reg..**

Please find attached herewith invoice/ bill No. \_\_\_\_\_ dated \_\_\_\_\_  
received from \_\_\_\_\_ for the Month of \_\_\_\_\_.

Please submit the observations within 02 Working days failing which the  
service for the month will be considered as deemed satisfactory and payment to  
the contractor/ vendor will be disbursed as claimed.

( \_\_\_\_\_ )  
ADC-Finance  
SEEPZ SEZ, Mumbai

End: As above