



Invoicing Policy

1. The invoicing policy applies to the clients of the College. The terms and conditions are as follows:
 - (i) Once an officer is nominated for a course, a Participation Letter is sent to the organisation specifying the course, date, fees and the terms and conditions regarding payment.
 - (ii) Upon confirmation from the organisation sponsoring the officer, the participant is registered for the course. Accordingly, the full fee will be applicable.
 - (iii) The CSCM will invoice the organisation after the participant has completed the training.
 - (iv) Payment is expected to be made within 15 working days on issue of the invoice.
 - (v) **Penalty:**
 - (a) A penalty fee of 10% of the amount due will be applicable for late payment after the lapse of 15 working days.
 - (b) The penalty fee will be increased to 15% for payment exceeding 30 working days.
 - (c) CSCM reserves the right to take legal actions to recover all cost incurred.
 - (vi) **Cancellation Fees:** A cancellation fee of 10% will be charged to the organisation if an officer cancels his/her attendance within 3 days prior to the start of the training to cover administrative costs.

- (vii) **Re-scheduling Fees:** Re-scheduling occurs when an officer is not able to attend the training due to the exigencies of work or the organisation decides to replace the officer with another one. Also there have been instances where a participant attends the first day but is absent for the subsequent day(s).
- (a) In the event of the replacement of a participant on a course from the same organisation, no re-scheduling fee will be applied.
 - (b) A re-scheduling fee of Rs. 500 will be applicable where the participant attends the first day of the training and re-schedules the second day in another batch on a 2-day training programme.
 - (c) A re-scheduling fee of Rs. 200 will be applicable for re-scheduling a day for half-day courses extended over a period of more than one day.

2. Payment Mode

The mode of payment for the training fees is as follows:

- (i) Cheque
- (ii) Bank Transfer

3. Review of course fees

Course fees may be reviewed on an annual basis.