ICE & SDGs

Global Institute for Circular Economy and Sustainable Development Goals

Enabling Environmental Security for NextGen

Project Engagement, Delivery & Payment Policy

Global Institute for Circular Economy and Sustainable Development Goals (ICE&SDGs)

Version	1.0
Effective date	1 April 2025
Next review	31 March 2029
Policy owner	Director / Projects & Finance Office, ICE&SDGs
Legal alignment	ICE&SDGs is a Udyam-registered MSME (Udyam Reg. No. UDYAM-TS-09-0142733). MSMED Act, 2006 (Sections 15–16); Indian Contract Act, 1872; Companies Act, 2013 (MSME disclosure); applicable GST law
Contact	connect@ce-sdg.org

1. Purpose

The Global Institute for Circular Economy and Sustainable Development Goals (ICE&SDGs) undertakes projects, research and development (R&D), advisory and consultancy assignments for organisations, governments and institutions. This policy sets out, clearly and in advance, how such projects are confirmed, delivered and paid for.

Its purpose is to enable smooth operations: projects are landed on a firm footing, work is delivered on time by both sides, and payments are received promptly. This protects ICE&SDGs, as a not-for-profit institute, from avoidable losses and mounting receivables, while giving clients a transparent, fair and professional basis for collaboration.

2. Scope

This policy applies to all paid project engagements of ICE&SDGs, including projects, R&D, advisory, consultancy, assessments, audits and training assignments and to every client, partner or funding organisation that commissions such work. It is a public document and forms the basis of ICE&SDGs' engagement terms, to be read with each signed proposal, work order or agreement.

3. Guiding Principles

- **Partnership & mutual timeliness —** a project succeeds when both sides act on time. ICE&SDGs commits to timely delivery; the client commits to timely inputs and timely payment.
- **Certainty before commencement —** work begins only after a signed agreement and the confirmation advance are in place.
- **Fairness & transparency —** scope, timelines, fees, number of travel, travel cost, number of visits, number of engagements/coordination/meetings and payment terms are agreed in writing upfront, with no hidden charges.
- **Timely payment as a right —** as a mission-driven institute, ICE&SDGs expects to be paid on time, consistent with India's law on payments to micro and small enterprises.

4. Project Confirmation & Advance

A project is treated as confirmed and scheduled only when both of the following are complete:

1. A written agreement, work order or signed proposal is executed, capturing scope, deliverables, timelines, travel, number of engagement / coordination, fees, and the responsibilities of each party; and
2. A confirmation (mobilisation) advance is received by ICE&SDGs.

The advance is ordinarily 30%–50% of the total project fee (as stated in the agreement) and is payable along with the signed agreement. The advance confirms that the project is firmly landed with ICE&SDGs, enables mobilisation of experts and resources, and is adjusted against the final invoice. Dates and expert time are blocked only after the advance is received.

5. Mutual Responsibilities (Client Obligations)

Smooth and on-time delivery depends on timely cooperation from the client. The client agrees to:

- Nominate a single point of contact and a decision-maker for the project;
- Provide required data, documents, access and information within the timelines agreed in the project plan;
- Give reviews, feedback and approvals promptly, ordinarily within seven (7) working days of receiving a deliverable;
- Make available the people, sites or systems needed for the work.

Where the client delays inputs, approvals or access, the project timeline is extended correspondingly, and ICE&SDGs is not responsible for the resulting delay. Prolonged client delay beyond 30 days may lead to re-planning, additional charges for idle time, or suspension of the project.

6. Delivery & Milestones

ICE&SDGs commits to deliver the agreed scope on time and to professional standards.

Larger projects are structured into milestones, each linked to a deliverable and a payment. ICE&SDGs will keep the client informed of progress and flag any risk to timelines in advance.

7. Payment Terms

- Fees, the payment schedule and milestones are set out in the agreement. Payments may be structured as advance, milestone-linked instalments, and a final balance on completion.
- All invoices are payable within 30 days of the invoice date (net 30), unless an earlier milestone date is specified in the agreement.
- Applicable taxes (e.g. GST) are charged in addition, as per law. All payments are made in the name of ICE&SDGs through banking channels only.
- Deliverables, final reports, certificates or datasets are released/handed over only after the corresponding payment is received, unless otherwise agreed in writing.

8. Timely Payment & Consequences of Delay

ICE&SDGs is a registered micro/small enterprise under the Government of India's Udyam Registration (Udyam Registration Number: UDYAM-TS-09-0142733). Its payment terms are therefore protected by the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006, which requires buyers to pay within the agreed period (not exceeding 45 days). As a registered MSME, the following statutory protections apply to any late payment of ICE&SDGs' invoices:

- **Interest on delayed payment —** under Section 16 of the MSMED Act, delayed payment attracts compound interest with monthly rests at three times the bank rate notified by the Reserve Bank of India, from the due date.
- **Facilitation Council —** unpaid dues may be referred to the Micro and Small Enterprise Facilitation Council (MSEFC) through the MSME Samadhaan mechanism.
- **Suspension of work —** ICE&SDGs may pause work and withhold deliverables if payments fall overdue, without liability for the resulting delay.

Even where the statutory MSME provisions do not apply, overdue invoices carry interest and recovery costs as stated in the agreement. ICE&SDGs actively manages its receivables to remain financially healthy and to avoid pending credit in the market.

9. Changes to Scope

Any change to scope, deliverables or timelines after commencement is agreed in writing through a change request, with corresponding adjustment to fees and schedule before the additional work is undertaken.

10. Cancellation & Refund

If the client cancels a confirmed project, the confirmation advance covers mobilisation and committed time and is ordinarily non-refundable; work completed up to the cancellation date is billable in full. If ICE&SDGs is unable to deliver for reasons attributable to it, unutilised amounts are refunded fairly.

11. Confidentiality & Intellectual Property

Each party protects the other's confidential information. Ownership of deliverables and background intellectual property is as set out in the agreement; ICE&SDGs' pre-existing tools, frameworks and methods remain its property. Final deliverables transfer to the client only upon full payment.

12. Governing Law & Dispute Resolution

This policy and all engagements are governed by the laws of India. The parties will first attempt to resolve any dispute amicably; unpaid MSME dues may be referred to the MSEFC under the MSMED Act, 2006. Subject to the above, the courts at Hyderabad, India shall have jurisdiction.

13. Contact

To commission a project or discuss engagement terms, please write to connect@ce-sdg.org. ICE&SDGs looks forward to partnerships that are delivered smoothly, on time, and to mutual benefit.

Approved by the Governing Council / Management of ICE&SDGs. For questions or to raise a concern under this policy, contact connect@ce-sdg.org.