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ELECTRONICS & INFORMATION TECHNOLOGY DEPARTMENT

NOTIFICATION

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The 22nd June 2023

SUB : Operational Guidelines for BPO Policy 2021

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1. Preface

The Odisha BPO Policy-2021 attempts to put in place a conducive environment to investment through strategic initiatives, concessions and facilitation so that Odisha could capitalize on the growth opportunities in the BPO sector and eventually emerge as one of the leading states. The policy also aims at encouraging the young talent pool to acquire higher degree of employability skills in the knowledge economy.

Odisha BPO Policy-2021 has a vision to develop BPO Sectors for inclusive growth and employment in the state of Odisha and leverage industries in governance for transformation.

Infrastructure

Government Notified Towers:

- Fortune Tower: State-of-the-art incubation center with modular spaces on rent/long term lease.
- IDCO Tower
- IDCO Tower 2000
- IDCO Tower 2010
- OCAC Tower
- STPI Tower
- Raj Mahal NLCP
- Sahid Nagar NLCP
- ICOMC Tower

STPI Centers

- Presently, 4 STPI centres are operating in Odisha that are located at Bhubaneswar, Rourkela, Berhampur and Balasore.
- There are plan for setting up another 4 STPI centers at Angul, Jajpur, Koraput (Jeypore) and Samabalpur.

Industrial Estates

- Info Valley: Located at Harapur, Gaudakasipur and Durgapur village of Khurda District in Odisha. The site is a part of the overall Info Valley project developed by IDCO. The total area under Info Valley consist of 2 major cluster:
- IT SEZ (for Export oriented IT Companies) covering 262 acres

- EMC Cluster (for ESDM Companies) covering 203.37 acres
- Info City: Spread over more than 300 acres comprising of 150 acres SEZ and 100 acres IT Park integrated with modern facilities including 9-hole golf course.

Incubation Centers

- OCAC Incubation Centre having an area of 22,000 sq ft.
- OSTPI Incubation Centre at Gothapatna having an area of 20,000 sq ft
- ESDM Incubation Centre at STPI Gothapatna

Labs

- ◆ Characterization Lab at IIIT for testing of Chips
- ◆ FAB Lab for young entrepreneurs/Startups

Single Window Clearance System

- The Odisha Computer Applications Centre (OCAC) is the Nodal Agency for implementation of the Odisha Electronics Policy. The Odisha Computer Applications Centre (OCAC) is responsible for monitoring the progress of various activities under this Policy.
- The Government of Odisha has developed the online Single Window Portal, GOSWIFT i.e. Government of Odisha - Single Window for Investor Facilitation and Tracking. The portal is a "One-stop Solution" for information on clearances required: land banks available; application, payment, tracking & approval of G2B services; risk-based synchronized inspection by regulatory agencies; incentive administration; post land allotment services and grievance redressal. The URL of the portal is <https://investodisha.gov.in/goswift/Login.aspx>

2. Short Title – Operational Guidelines for Incentives under provisions of Odisha BPO Policy 2021

3. Extent – It shall extend to the whole of the State of Odisha.

4. Commencement – This Operational Guideline shall come into force on such date as Notified by the Government of Odisha.

5. Eligibility –

- a) New Units (a unit which commences commercial production / service during the operative period of Odisha BPO Policy 2021 with due acknowledgement of competent authority) shall be eligible for incentives provided in this policy, subject to the general conditions and specific conditions as stipulated in the Odisha BPO Policy 2021.

- b) Existing units (which commenced commercial production before the operative period of this policy) taking up expansion / modernization / diversification shall be eligible for specific incentives, if there is an increase in capacity by a minimum 50% of the original approved capacity.
- c) Units undertaking activities as listed in definition (Clause -9.1) of BPO in Odisha BPO Policy-2021 shall be eligible for benefits/incentives under this policy.
- d) Any BPO units and companies availing subsidies / benefits /exemptions applicable under the Odisha BPO Policy 2021 can not avail similar such subsidies / benefits / exemptions laid down in any other Policy under Government of Odisha and vice versa.
- e) All required documents to operate the unit shall be valid on the date of application for availing this incentive.
- f) Two or more companies, having the same registered office or the same senior leadership team (Managing Director / Partner / CXO / Proprietor / Stakeholder), will not be considered separately for evaluation and approval of application for reimbursement if they are having separate application for any incentive.
- g) The incentives and concessions available to IT parks shall also be extended to BPO/KPO/ITeS units, if these units are not covered under BPO policy.
- h) The Policy shall be applicable to eligible BPO/ITES units(s) in Odisha with a minimum number of 25 (Twenty five) seats and above as mentioned against the respective class of cities/ towns as given at Para 3.1 of Odisha BPO Policy 2021.

6. Incentives of BPO Policy 2021

6.1 Reimbursement of Capital Investment Subsidy (Clause No. 3(i) of BPO Policy 2021)

A - Terms and Expressions –

- a) Capital Investment herein refers to buildings and infrastructure, Computers, networking and related hardware and software.
- b) Investment for purchase of land, project report charges, consultant charges, transportation charges, port handling charges, insurance charges and labour cost will be excluded from computation of Total Fixed Capital Investment.
- c) Expansion unit are allowed to avail one time capital investment subsidy subject to purchase of computer hardware, software tools, networking equipment.
- d) The Investment subsidy will be in the form of reimbursement to eligible BPO/KPO/ITeS units i.e., total investment has to be made by the company post which the applicable subsidy will be reimbursed to the eligible and approved applicants.
- e) The entity for which the company is seeking capital investment subsidy

reimbursement shall have a direct relevance on the operational process.

- f) Terms and expressions used in this operational guideline, but not specifically defined/explained here shall have the same meaning as in BPO Policy 2021

B. Checklist of Documents to avail Investment Subsidy –

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at –Annexure – IV, IV-A, IV-B
2.	Copy of the DPR signed by the promoter
3.	Copies of all invoices / receipts relevant to the Capital investments in the list of admissible items mentioned under (Appendix-I of BPO Policy 2021)
4.	Term Loan Sanction Letter from Banks / Financial Institutions
5.	Bank Statement on release of Term Loan
6.	Proof of Payment (Net Banking / NEFT / RTGS / DD / Cheque)
	highlighting all incurred expenses towards building, plant and machinery

6.2 Reimbursement of State GST Reimbursement (Clause No. 3(ii) of BPO Policy 2021)

A. Terms and Expressions –

- a) “Input Tax Credit” in relation to any tax period means the setting off of the amount of Input Tax or part thereof under section 41 of the OGST Act, 2017 by a registered person.
- b) “Output Tax” – in relation to any tax period means the tax leviable and payable under section 43 of the OGST Act, 2017 in respect of sale of any taxable finished goods or services or both made by a registered person in the course of his business but excludes tax payable by him on reverse charge basis
- c) The 100% FCI limit mentioned under policy provisions for reimbursement of the state component of GST shall be considered in a tapered manner. For reimbursement of GST for 5 years from the date of commencement of operation – 1st year – 30%, 2nd year – 25%, 3rd year – 20%, 4th year – 15% and 5th year – 10%.
- d) Only the state component in the net GST paid shall be reimbursed.
- e) Fixed Capital Investment herein includes items mentioned under (Appendix- A of BPO Policy 2021).
- f) Investment for purchase of land, project report charges, consultant charges, transportation charges, port handling charges, insurance charges and labour cost will be excluded from computation of Fixed Capital Investment.
- g) Terms and expressions used in this operational guideline, but not specifically defined/explained here shall have the same meaning as in BPO Policy 2021

B. Checklist of Documents to avail State GST Reimbursement –

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at (Annexure-V)
2.	Copy of GST Registration Certificate
3.	Copies of the GST return (GSTR-3B, GSTR-4 or as the case may be) for the reimbursement claim period
4.	Copies of the GSTR Payment Receipts / Payment Challan (Net Banking / NEFT / RTGS / DD / Cheque No. / Over the Counter cash)
5.	CA certified copy of the total amount incurred against Fixed Capital Investment (FCI) along with break-up of various components
6.	Proof of Fixed Capital Investment (Purchase Order Copy, Invoice, Delivery Receipt etc.)

6.3 Reimbursement of Reimbursement for Interest Subsidy (Clause No.3(iii) of BPO Policy 2021)

A. Terms and Expressions

- a) Here interest refers to the Term Loan Interest availed by the company to purchase fixed assets like computer hardware, software tools, electrical and networking equipment, furniture and fixtures, other fixed assets and building.
- b) The interest subsidy will be given in the form of reimbursement of the interest paid on term loan availed by the company from public financial institutions / banks. In case the rate of interest is less than 5 percent, then reimbursement will be limited to the actual rate of interest and not 5 percent.
- c) This reimbursement to the unit shall not include penal interest, liquidated damages etc. paid to the financial institutions / banks.
- d) The application for interest subsidy reimbursement can be made only after the commencement of commercial operation and reimbursement can be availed for the remainder of the Term Loan duration but only up to a maximum period of first 5 years / up to the operative period of the policy and overall amount limit mentioned under Policy Provisions.
- e) Terms and expressions used in this operational guideline, but not specifically defined / explained here, shall have the same meaning as in BPO Policy 2021

B. Checklist of Documents to avail Interest Subsidy

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at – (Annexure VI)
2.	Bank / Financial Institution Term Loan Sanction Letter
3.	Certified Loan Account Statement from the bank with details of installment (and interest paid) on monthly basis for each financial year (separate certificate for each Term Loan)
4.	Bank Certificate regarding the disbursement of the Term Loan to the unit till date (separate certificate for each Term Loan)
5.	Bank Certificate for payment of regular interest by the unit since the disbursement of the Term Loan (separate certificate for each Term Loan)
6.	Copy of DPR signed by the promoter
7.	Proof of Payment (Net Banking / NEFT / RTGS / DD / Cheque) highlighting all payment made towards repayment of loan
8.	CA certified copy of the total amount incurred against Fixed Capital Investment (FCI) along with break-up of various components

6.4. Reimbursement of Power Incentives (Clause No. 3(iv) of BPO Policy 2021)

A. Terms and Expressions –

- a) "Electrical Authority" means Chief Engineer-cum-Electrical Inspector for the purpose of exemption of Electricity Duty and Electrical Inspection Fee.
- b) The power tariff reimbursement subsidy shall be applicable only to the Enterprises which are utilizing power from government or DISCOMs and Rural Electrical Companies (RECs) provided power connection is in the name of the Enterprise / Industry.
- c) In case an Industry / Enterprise purchases an existing building with land, through either lease or outright sale, equipped with prior power connectivity, the unit will not be entitled for any power tariff subsidy reimbursement if the power connection is in the original Industry / Enterprise name and the earlier unit has already availed any power incentive. However, if the Industry / Enterprise transfers the power connection in the name of the present enterprise they are entitled for power cost reimbursement provided they install new plant and machinery.
- d) Units shall engage Energy Auditors accredited by Bureau of Energy Efficiency, Government of India or State Level Energy Regulatory Body.
- e) Since electrical duty and electrical inspection fee are exempted at source no applications are required.

- f) Terms and expressions used in this operational guideline, but not specifically defined here shall have the same meaning as in BPO Policy 2021 and the prevailing IPR.

B. Checklist of Documents to avail Power Incentives Reimbursement

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at (as applicable) Application Form for Electricity Bill Reimbursement in Annexure VII-A Application Form for Reimbursement of Energy Audit Fee in Annexure VII-B
2.	Copy of the power sanction letter
3.	Copies of the electricity bills for the period for which reimbursement is being claimed.
4.	Copies of the Energy Audit Certificate (as applicable)
5.	Copies of the Energy Audit Certification Fee receipt (as applicable)
6.	Documents related to details of Accreditation of Energy Audit Agency (if applying for Energy Audit Fee Reimbursement)
7.	Proof of Payment (Net Banking / NEFT / RTGS / DD / Cheque) highlighting all incurred expenses

6.5 Reimbursement of Human Capital Investment Subsidy (Clause No. 3 (v) of BPO Policy 2021)

A. Terms and Expressions –

- The employees of a unit shall not be associated in any form, either directly or indirectly, in any other unit / industry / service sector against whom the incentives are being claimed.
- Recruitment Assistance in a specific year will be provided only for net positions created over the previous year. The disbursed recruitment assistance incentive will be as per the category of the employees (male / Woman / Disabled) hired for each of those newly created positions.
- The unit must provide proof that the new positions for which recruitment assistance is being availed are in addition to the pre-existing positions and provide details of the employees hired for those new positions.
- Positions for which assistance has already been availed previously will not be eligible for reimbursement even if a new employee is recruited for them.
- This incentive is only applicable for Odisha domiciled employees on direct payroll of the company.

- f) All BPO/KPO/ITeS units employee should have under gone 3 months training.
- g) The incentive will be claimed once in a year.
- h) The assistance will be in the form of reimbursement for 3 years only.
- i) Terms and expressions used in this operational guideline, but not specifically defined/explained here shall have the same meaning as in BPO Policy 2021.

B. Checklist of Documents to avail Human Capital Investment Subsidy under BPO Policy 2021

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure VIII
2.	Proof of Domicile from competent authority for each eligible employee
3.	Labor Officer / Commissioner Verification Report
4.	Employment exchange number of the employee if registered
5.	Copy of SC / ST / Disability certificates of employees(DWO verification letter)
6.	EPF / ESI return sheet for all employees

6.6 Reimbursement of EPF and ESI (Clause no 3.(vi)of BPO Policy 2021)

A. Terms and Expressions –

- a) The reimbursement will only be provided for employees of the unit who are Odisha domiciled.
- b) The assistance will be reimbursed after due process of verification and receipt of conformation of deposit from ESI/EPF authorities.
- c) The assistance will be in the form of reimbursement for a maximum period of 3 years only.
- d) Terms and expressions used in this operational guideline, but not specifically defined/explained here shall have the same meaning as in BPO Policy 2021.

B. Checklist of Documents to avail Reimbursement for EPF and ESI under BPO Policy 2021

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure IX
2.	Certificate from HR that is certified by a Chartered Accountant, on the number and details of the Odisha domiciled permanent employees (like Employee ID, Date of Joining, Designation, PF/EPF Account No., PF/ESI contribution, UAN No. etc.) for whom employer's contribution has been made in the period of application
3.	Copy of return filed with EPFO / ESIC in respect of employees directly employed by the company.
4.	Copies of Challan / receipt for EPF and / or ESI contribution amount claimed
5.	Proof of Odisha Domicile of employees for whom employer's contribution has been made in the period of application
6.	Details of Employer's Registration No and Date with ESI/EPF authority

6.7 Reimbursement of Internet Connectivity Incentive (Clause No. 3(vii) of BPO Policy 2021)

A. Terms and Expressions –

- a) The unit can avail this incentive for 5 years from the date of commencement of operation. The Internet Charge can only be reimbursed during the policy period starting from the date of first billing. The reimbursement will be made against actual bills and payment receipts submitted by the unit.
- b) The assistance will be in the form of reimbursement.
- c) This will be reimbursed against actual bills and payment receipts by the BPO/KPO/ITeS units.
- d) Terms and expressions used in this operational guideline, but not specifically defined/explained here shall have the same meaning as in BPO Policy 2021.

B. Checklist of Documents to avail Internet Connectivity Incentive

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure X
2.	Bill of Internet bandwidth/leased line Service provider
3.	Receipts of payments of Internet bandwidth/leased line bill

6.8 Reimbursement of Rent of Built-up Space (Clause No. 3(viii) of BPO Policy 2021)

A. Terms and Expressions –

- a) The built-up space rental subsidy will be in the form of reimbursement, i.e., the actual rent has to be paid by the applicant for the unit post which the applicable subsidy will be reimbursed to the applicant.
- b) The rental subsidy reimbursement will be made on a quarterly basis to the eligible and approved applicants on receiving the self-certified copy of payment receipts for the applicable months.
- c) The period of 5 years for the reimbursement of this rental subsidy will commence from the quarter of first disbursement and will continue till the end of the twentieth quarter, without any extension for any gap in between for reasons attributable to the applicant.
- d) During the 5 years period of reimbursement, if the occupied leased / rental space of the company increases or decreases (either through opening a new unit or by shifting to a new location), revised area occupied by the company will be taken into consideration for determining the subsidy for reimbursement during the period remaining from those 5 years.
- e) This subsidy will be applicable in all Government owned facilities and designated IT Parks, incubation centers and private space approved by E&IT Department.
- f) Terms and expressions used in this operational guideline, but not specifically defined here shall have the same meaning as in BPO Policy, 2021.

B. Checklist of Documents to avail Reimbursement for Subsidy on Rent of Built-up Space

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure XI
2.	Certificate from competent authority regarding the operational existence of the firm in Government owned facility or designated BPO unit
3.	Rental Agreement / lease deed copy for occupancy of space with details of total space rented / leased. The lease deed / rental agreement should be valid for the time period the lease / rental agreement is being claimed by the applicant.
4.	Copies of invoices / receipts of payment made towards the lease / rental for the time period the reimbursement is being claimed by the applicant.
5.	Proof of payment (Net Banking / NEFT / RTGS / DD / Cheque) highlighting all incurred expenses towards rent of built-up space

6.9 Reimbursement of BPO Park (Clause No. 4-(IV) of BPO Policy 2021)

A. Terms and Expressions –

- a) The incentives/benefits can be availed by a park developer only after the proposed/developed park has been notified as a BPO Park by the Electronic & Information Technology Department, Government of Odisha.
- b) Notified Units shall be eligible for 100% exemption of Stamp Duty and reimbursement of Registration Fee, Conversion Fee for the 1st transaction.
- c) Fixed Capital Investment herein includes Building, Computer Hardware, Software tools, Electrical & Networking Equipment, and other relevant fixed assets.
- d) Land, working capital, and consultant charges are to be excluded in the computation of the FCI.
- e) This reimbursement to the unit shall not include penal interest, liquidated damages etc. paid to the financial institutions / banks.
- f) The entity for which the company is seeking capital investment subsidy reimbursement shall have a direct relevance on the operation process.
- g) GST - The 100% FCI limit mentioned under policy provisions for reimbursement of the state component of GST shall be considered in a tapered manner. For reimbursement of GST for 3 years from the date of commencement of operation – 1st year – 30%, 2nd year – 35%, 3rd year – 35% for the items mentioned under Appendix-A of BPO Policy 2021.
- h) Terms and expressions used in this operational guideline, but not specifically defined/explained here shall have the same meaning as in BPO Policy 2021.

B. Checklist of Documents –

Sl. No	Documents Required
1.	Duly filled Prescribed Application Form as at – Annexure-XII
2.	Documents supporting to reimbursement of Capital Investment (OG-6.1)
3.	Documents supporting to reimbursement of Conversion Fee (Annexure-XV)
4.	Documents supporting to reimbursement of SGST (Ref OG-6.V)
5.	Copies of all invoices / receipts relevant to the Capital Investments with admissible items
6.	Proof of Payment (Net Banking / NEFT / RTGS / DD / Cheque) highlighting all incurred expenses

6.10 Reimbursement of Marketing Assistance (Clause No. 3(X) of BPO Policy 2021)

A. Terms and Expressions–

- a) Marketing cost incurred by the applicant can include cost incurred towards registration for the domestic and international events/road show/ conferences/ trade show, economy class travel, boarding and lodging expenses for marketing events/Road Show, and conferences, Trade show participation and exhibition stall rentals.
- b) DA can include lodging, food and intra city commutes. Journey days will not be considered for computing TA/DA within the ambit of the maximum monetary cap specified. Travel reimbursement will only be applicable on economy air travel and DA up to 100\$ a day per employee for international travel.
- c) Reimbursement for Travel, food and lodging expenses will be capped at 2 employees per unit for participation in international event.
- d) The incentive for the Association here limited to NASCOM, CII, FICCI, IESA or any Association nominated by Govt. of Odisha.
- e) Terms and expressions used in this operational guideline, but not specifically defined / explained here, shall have the same meaning as in BPO Policy 2021.

B. Checklist of Documents to avail Reimbursement for Marketing Assistance (Unit) –

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure XIII-A
2.	Proof of participation in the event (fee invoice related to event participation).
3.	Proof of travel and accommodation of participants at the event (air tickets, boarding pass, visa stamping, copies of supporting invoices / bills for expenses incurred for the same)
4.	Copy of employee ID Card as proof of employees who participated in the event
5.	Event Participation Report

C. Checklist of Documents to avail Reimbursement of Marketing Assistance (Association)

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure XIII-B
2.	Documents in support of membership of participating units with industries association
3.	Letter of recommendation of units by industries association
4.	Proof of participation in the event (fee invoice related to event participation).
5.	Proof of travel and accommodation of participants at the event (air tickets, boarding pass, visa stamping, copies of supporting invoices / bills for expenses incurred for the same)
6.	Copy of employee ID Card as proof of employees who participated in the Event
7.	Event Participation Report
8.	Following details from HRs of participating units related to those units' Participating employees: Name, Employee ID, Residential Address & Contact No., Date of Joining, Designation, PF / EPF No. / UAN No

6.11 Reimbursement of Quality Certification (Clause No. 3(xi) of BPO Policy 2021)

A. Terms and Expressions--

- a) Here the Quality and Product Certification Expense includes:(a) fees charged by certification agency; Consulting fees and training charges, cost of testing equipment as per national or international quality marks.
- b) Other certification connotes certification pertaining to BPO sector and subject to acceptance by OCAC.
- c) Policy Implementation Authority connotes Secretary E&IT Department / Officer Authorised by Secretary E&IT Department.
- d) Terms and expressions used in this operational guideline, but not specifically defined/explained here, shall have the same meaning as in BPO Policy 2021.

B. Checklist of Documents to avail Quality Certification Reimbursement

Sl. No.	Documents Required
1.	Duly filled Prescribed Application Form as at Annexure X-IV
2.	Copy of the granted Quality Certificates / Renewal Certificates (as applicable and containing details such as certification number, period of validity, and date of issuance / renewal)
3.	Copies of all applicable expense invoices and receipts
4.	Proof of Payment (Net Banking / NEFT / RTGS / DD / Cheque) highlighting all incurred expenses towards each quality certification /renewal

7. Application Procedure & Evaluation

Units satisfying the eligibility criteria shall submit the documents mentioned in the Checklist in Annexure-I to avail reimbursement.

Copies of the documents submitted should be self-certified by the Proprietor / Managing Partner / Managing Director / Authorized Signatory.

On receipt of application at OCAC, the acknowledgement as prescribed at Annexure-III shall be dispatched to the applicant / applicant unit duly signed by the authorized officer, on the day of receipt.

OCAC will check the eligibility and determine the applicability in each case within a maximum of 28 days' time (a day refers to a working day). All the documents submitted by the units shall be physically verified against the original by OCAC.

An Apex Committee under the chairmanship of Principal Secretary, E&IT Department shall be constituted to examine all the incentive/ subsidy claims for approval / sanction / rejection. This committee would also have members from other relevant stakeholder departments and organizations.

The Committee is the Competent Authority to go into merits of each case to decide whether the applicant qualifies for grant of the incentive / subsidy and will determine the quantum of incentive / subsidy admissible and sanction any incentive / subsidy claims of eligible units. The Committee may recommend / approve / reject / defer any application for incentives / subsidy at its Sole Discretion.

The disbursement of the incentives will be carried out in accordance with the chronological order of approved claims.

OCAC will act as the nodal agency during the entire process to respond to any queries or address any grievances from the applicants.

8. Rejection

In case of rejection of application, the reasons with detailed explanation justification shall be communicated to the applicant unit.

9. Re-Application

After fulfilling the criteria or requirement as per the rejection details, the company can reapply for the incentive within six (6) months from the date of rejection along with the reference of earlier application.

10. Disbursement

After the approval / sanction by the apex committee, the disbursement of sanctioned amount for reimbursement of subsidy shall be credited to the company's bank account.

11. Monitoring

A periodic monitoring by OCAC will be administered to track the operations of the unit either by in-premise physical verification or review of related documents received physically or in an electronic format. If any unit is found to be deliberately furnishing wrong / false information, incentives provided shall be withdrawn.

12. Recovery

The amount disbursed towards reimbursement of Investment Subsidy shall be recovered with penalty, as per the prevailing rate of interest per annum, from the date from which the subsidy is availed under the following circumstances:

- a) If the information furnished is found to be false / incorrect / misleading or misrepresented and there has been suppression of facts or disbursement in excess of the amount actually admissible, for whatever reason.
- b) If the unit goes out of operation for a period exceeding six months at a time for any reasons other than labor issues, want of electrical power and / or network connectivity or for reasons beyond the control of entrepreneur / management during the period of incentives.

Further, the entrepreneurs shall give an undertaking that without prior approval of the Principal Secretary, E & IT department / Chairman OCAC, they will not change the location of the whole or any part of the unit or affect any substantial change in the project / close the unit within a period of 5 years from the disbursement of the incentives.

13. Operational Guidelines Amendment

Electronics & Information Technology Department (E&IT), Govt. of Odisha shall be the **Competent Authority** to review and make necessary amendment in the operational guidelines from time to time.

14. Declaration

The interpretation of any clause/or dispute relating to operation of any provision under this Operational Guideline shall have to be referred to E&IT Department for clarification and decision to this effect of the Department is final and binding.

By order of the Governor
MANOJ KUMAR MISHRA
Principal Secretary to Government

(Annexure-I)

Company Information Form			
SL. No.	Parameters	Value	
1.	Detail of the Registered Unit / Company		
	Name of The Company		
	Date of Incorporation		
	Name of Managing Director / CEO		
	Name of Director(s)	a. b. c. d.	
2.	GSTIN Registration Number		
3.	Organization PAN Number		
4.	Registered With (Please mark as applicable)	a. ROC b. DIC c. MSME d. STPI e. Others (Please Specify)	
5.	Address of Company		
	Address of Registered Office	Plot / Survey No.	
		Street / Village Name	
		City / Town	
		District	
		Mandal	
		Pin Code	
	Authorized Contact Person & Designation		
	Mobile No.		
	Email ID		
	Office Telephone No.		

6.	Constitution of the Organization (Please select as applicable)	
	Proprietorship	
	Partnership	
	Pvt. Ltd.	
	Ltd.	
	LLP	
	Others (Pl. Specify)	
7.	Type of Organization (Please select as applicable)	
	Startup	
	Electronic Park Developer / IT Park Developer	
	ESDM Companies	
	R&D / Innovation Companies	
	Engineering Services	
	BPO/KPO	
	IT/ITES Service / Product Company	
	Others (Pl. Specify)	
8.	Location & Space of Operation in Odisha (Please mark & specify with the corresponding office / manufacturing space in sq. ft.)	Location _____
	Govt. EMC Park	
	Govt. IT Park	
	SEZ	
	STPI	
	Incubation Center	
	Own Building	
	Other Private IT / EMC Park	
9.	Categories under which incentives are applied for (Pl. mark as applicable)	
	SME & Mid-Scale Company	
	Large Project	
	Mega Project	
	R&D / Innovation Company	
	Women Entrepreneur	
	SC / ST / Disable Entrepreneur	

	(*Attach certificate as a proof)	
	Industrial Backward Areas	
	CoE Projects	
10.	Type of Unit	
	New	
	Expansion	
	Modernization	
	Diversification	
11.	Date of Commencement of Production (*Date of Commencement of Production is the date of First Sale Bill / Invoice)	
12.	Existing Investment Amount (in case of expansion / modernization) (*if applicable)	
13.	Break-up of Capital Investment made in Project	
	Expenditure on Land (Freehold / lease hold)	Total Investment on Land (in Rs.)
		Total Area (In Sq. meter):
	Stamp Duty Charges	
	Registration Charges	
	Land Conversion Fee (if applicable)	
	Capital Expenditure on Plant and Machinery & Equipment	
	Building & Civil Work (*excluding residential quarters / guest houses)	Rs.
	Plant & Machinery (New) (*excluding technical knowhow, engineering fees, feasibility study etc.)	Rs.
	Refurbished Plant and Machinery	Rs.
	R&D	Rs.
	Utilities	Rs.
	Transfer of Technology	Rs.
	Other Fixed Assets (*Specify)	Rs.
	Total Eligible Capital	Rs.

	Investment on Building, Plant & Machinery									
14.	Total Employment Generation									
	Total Employee Strength									
	Full time Employee									
	Employees on Contract basis									
	Others (if any)									
15.	Employment Information (Full-Time Employees)									
	Employment Category	Male (No)				Female (No)				Total Employees (No's)
		Gen	SC	ST	Disa bled	Ge n	SC	ST	Disabled	
	Management									
	Technical									
	Non- Technical									
	Other SupportStaff									
16.	Proposed Product / Services to be offered									
	Line of Activity	Production (in Units)				Annual Capacity (in Units)			Value (in Rs. Lakhs)	
17.	Performance Last three financial years (in Rs. Lakhs) (if period of operation is less than 3 years then of the period till date of application)									
	Year	1 st Year			2 nd Year			3 rd Year		
	Export Turnover									
	Domestic Turnover									
	Total Turnover									
	*Provide Audited Annual Report/Audited P&L Statement and Balance Sheet	Attachment 1			Attachment 2			Attachment 3		

18.	Project Financing Details	
	Equity Investment (in Rs. Lakhs)	
	Term Loan from Scheduled Bank / Financial Institution (in Rs. Lakhs)	
19.	Details of Term Loan sanctioned (if any)	
	Name of financial Institution(s) / Bank(s)	a. b. c.
	Amount of Term Loan sanctioned	Rs.
	Rate of Interest (in %)	
	Date of Term Loan sanctioned	
	Tenure for Term Loan (*No. of months)	
20.	GST Return Details for the First Month / Quarter of Production	
	Date of First Sales Bill	
	Date of Return Filing	
	Net SGST Paid (in Rs.)	
	Payment Receipt Number	
<p>I / We hereby certify that the particulars given above for the purpose of sanction of Subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.</p> <p>Signature(s) Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of</p> <p>M/s _____ Date: _____ Place: _____</p>		

Letter of Undertaking

From

M/s. _____

At/PO _____

Dist. _____

I / We hereby confirm that this application for reimbursement of subsidy is on the basis of the investment made or cost incurred by M/s. _____ on account of various incentives under this application in the state of Odisha in or after DATE MONTH, YEAR for an amount of Rs. _____ (in _____ words only).

- 1) I / We shall abide by the term and conditions prescribed under the provisions of Odisha BPO Policy, 2021 and its operational guidelines.
- 2) I / We shall repay the Subsidy received against this application or any part thereof with penal interest as decided by the authority:
 - a) If the information stated in the application & supporting documents is found to be false / incorrect / misleading / misrepresented and there has been suppression of facts / material or if found to have been disbursed in excess of the amount actually admissible for whatsoever reason.
 - b) If the BPO unit goes out of commercial operation for a period exceeding six months at a time for any reason other than labor issues, want to electric power and/or network communication or for reasons beyond the control of entrepreneur / management during the period of incentives.
- 3) This BPO unit has not applied/availed reimbursement for subsidy on any of incentives applied through this application letter earlier under any other scheme of the State Government or any Financial Institution(s).
- 4) This BPO unit commits and provides guarantee to operate for a minimum period of 03 (three) years from commencement of operations for availing incentives under this policy.

I / We shall furnish audited financial statement and other periodical statement of this organization for each financial year to OCAC during the period of availing incentives.

Signature of the Proprietor / Managing Partner / Managing Director /

Authorized Signatory of M/s. _____

Date:

Place:

Acknowledgement

Letter No. _____ / Date _____

Acknowledgement
 (To be issued by the Authorized Officer / General Manager, OCAC on
 the day of receipt)

To

Sri _____ M/s. _____

Received the application for reimbursement / exemption of incentive(s) under
 provision of Odisha BPO Policy 2021 and its Operational Guidelines along with
 the supporting documents mentioned below.

From:

Person / Post

On Date

List of supporting documents received

1.

2.

Signature of authorized officer / General Manager OCAC

(with seal & date)

Annexure-IV**Application Form for Reimbursement of Capital Investment Subsidy**

Application for Reimbursement of Investment Subsidy		
SL. No.	Parameters	Value
1.	Investment Subsidy Claimed	
2.	Existing Investment Amount (in case of expansion / modernization) (*if applicable)	
3.	Additional Incentive for Mega Project	
4.	Break-up of Capital Investment made in Project	
	Capital Expenditure on Plant and Machinery & Equipment	
	Building & Civil Work (*excluding residential quarters / guest houses)	Rs.
	Equipment	Rs.
	Utilities	Rs.
	Other Fixed Assets (*Specify)	Rs.
	Total Eligible Capital Investment on Building, Plant & Machinery	Rs.
<p>I / We hereby certify that the particulars given above for the purpose of sanction of Capital Investment Subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.</p> <p>Signature(s) Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of M/s _____ Date: Place:</p>		

PART C – Capital Investment on Equipment

Sl. No.	Invest Category	Item Description	Nam of the Supplier	Invoice No.	Invoice Date	Copy of Invoice/PO (Y/N)	Taxable Amount	GST Amount	Total Amount	Mode of Payment (Cheque/Net Banking/NEFT/RTGS/Debit Card/Credit Card/etc.)	Payment Bank Name	Transaction Date	Copy of Bank Statement/Cheque/Statement of Account (As Applicable) (Y/N)	% of Eligible Incentive Amount	Eligible Incentive Amount (in Rs.)
1	Computers and Networking Equipment	Item 1													
5	Other Fixed Assets (*Specify)	Item 2													

Date:
Place:
Seal

Signature of the Chartered Accountant
Registration No.:
UDIN No.:

Annexure-IV-(B)Chartered Engineer Certificate

I hereby certify that against an estimated value of
 Rs. (in words) on the Building and other
 civil construction works of M/s located
 at.....having reduction /
 Service activity..... has completed Civil
 Construction as shown below :

Sl. No.	Particulars	Date of Starting	Date of completion	Assessed Value	Remarks
1.	Factory / Institution Building and other civil construction works directly connected to manufacturing / service activities of the unit				
2.	Office Building and other civil constructionworks not directly connected to manufacturing / service activities of the unit (tobe excluded from the claimed amount)				

The unit started commercial production / rendering of services of
 with effect from.....

Date:

Place:

Seal:

Signature of EngineerName :

Designation :

Application Form for Exemption of State GST Reimbursement

Application for Reimbursement of state component of net GST		
Sl. No.	Parameters	Value
1	Details of SGST Payment	
	GST Registration Certificate No. and Date	
	Period for which SGST reimbursement is being claimed	Date: _____ To _____
	Net SGST Amount paid to Government during the claim period	Rs.
	Previously Claimed SGST Amount and period of claim (if applicable)	Amount: _____ Date: _____ To _____
<p>I / We hereby certify that the particulars given above for the purpose of sanction of state component of net GST from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.</p> <p>Signature(s)</p> <p>Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of</p> <p>M/s _____ Date:</p> <p>Place:</p>		

Application Form for Exemption of Interest Subsidy

Sl. No.	Parameters	Value
1.	Existing Investment Amount (in case of expansion/modernization) (*if applicable)	
2.	Interest Payment Left for the Loan taken on Existing Investment (in case of expansion/modernization) (*if applicable)	
3.	Break-up of Capital Investment made in Project	
	Expenditure on Land (Freehold/lease hold)	Total Investment on Land (in Rs.)
		Total Area (In Sq. meter):
	Stamp Duty Charges	
	Registration Charges	
	Land Conversion Fee (if applicable)	
	Capital Expenditure on Plant and Machinery & Equipment	
	Building & Civil Work (*excluding residential quarters / guest houses)	Rs.
	Plant & Machinery (New) (*excluding technical knowhow, engineering fees, feasibility study etc.)	Rs.
	Refurbished Plant and Machinery	Rs.
	R&D	Rs.
	Utilities	Rs.
	Transfer of Technology	Rs.
	Other Fixed Assets (*Specify)	Rs.
	Total Eligible Capital Investment on Building, Plant & Machinery	Rs.
4.	Project Financing Details	
	Equity Investment (in Rs. Lakhs)	

	Term Loan from Scheduled Bank / Financial Institution (in Rs. Lakhs)	
5.	Details of Term Loan from Scheduled Bank / Financial Institution	
	Details of Term Loan from Scheduled Bank / Financial Institution	
	Term Loan Account No.	
	Date of Term Loan sanctioned	
	Rate of Interest	
	Amount of Term Loan sanctioned	
	Tenure for Term Loan (*No. of months)	
	Term loan released (Rs.)	
	Repayment of Principle Amount	
	Repayment of Interest Amount	
	Total Repayment	
	Period of Interest Subsidy claim	
	Amount Claimed	
	Previously Claimed Interest Amount and period of claim (if applicable)	Amount: _____ Date: _ From _____ To _____

I / We hereby certify that the particulars given above for the purpose of sanction of **Interest Subsidy** from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.

Signature(s)

Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of

M/s _____ Date:

Place:

Application Form for Reimbursement of Power Tariff

Sl. No.	Parameter	Value
1.	Name of Company (as mentioned on the Electricity Bill)	
2.	Type of Unit (Pl. mark as applicable)	New Unit Expansion / Modernization / Diversification
3.	Address of the Unit to be Considered for the Claim	
4.	Communication details	
	Name of Contact Person	
	Designation	
	Contact address	
	Telephone Number	
	Mobile Number	
	Email ID	
5.	Date of Commencement of Commercial Production (*Date of Commencement of Production is the date of First Sale Bill / Invoice)	
6.	Name of Power Supplying Company	
7.	Industrial Service Connection Number	
8.	Date of Obtaining Connection	
9.	Connected Power Load (in MVA)	
10.	Total Electricity Unit Consumed	
11.	Period of Claim	From: To:
12.	Total Power Tariff Claimed during the claimed period	

I / We hereby certify that the particulars given above for the purpose of sanction of **Power Tariff** subsidy from the Government of Odisha are to the best of my/our knowledge and belief, are true and correct.

Signature(s)

Name and Designation of the Proprietor / Managing Partner / Managing Director / Authorized Person in full and on behalf of M/s _____

Date:

Place:

Annexure –VII-BApplication Form for Reimbursement of Energy Audit Fee

Sl. No.	Parameter	Value
1.	Name of Company	
2.	Type of Unit (Pl. mark as applicable)	New Unit Expansion / Modernization Diversification
3.	Date of Incorporation	
4.	Address of the Unit to be Considered for the Claim	
5.	Communication details	
	Name of Contact Person	
	Designation	
	Contact address	
	Telephone Number	
	Mobile Number	
6.	Email ID	
7.	Industrial Number Service Connection	
8.	Connected Power Load (in MVA)	
9.	Name and Address of Energy Audit Agency	
10.	Date of Energy Audit	
11.	Energy Audit Certificate No.	
12.	Period of Claim	From: To:
13.	Energy Consumption	Before Energy Audit: After Energy Audit:
14.	Total Energy Audit Fee Paid during the claimed period (Rs.)	

I / We hereby certify that the particulars given above for the purpose of sanction of **Energy Audit Fee** subsidy from the Government of Odisha are to the best of my/our knowledge and belief, are true and correct.

Signature(s)

Name and Designation of the Proprietor / Managing Partner / Managing Director / Authorized Person in full and on behalf of M/s _____

Date:

Place:

Application Form for Human Capital Investment Subsidy

Sl. No.	Parameters	Value								
1	Position and category wise break-up of Odisha domiciled employees last year (Permanent Basis)									
	From: _____ to _____									
	Employment Category	Male (Nos.)				Female (Nos.)				Total Employees (Nos)
		Gen	SC	ST	Disabled	Gen	SC	ST	Disabled	
	Management									
	Technical									
	Non-Technical									
	Other Support Staff									
	Total									
	Position and category wise break-up of Odisha domiciled employees this year (Permanent Basis)									
	From: _____ to _____									
	Employment Category	Male (Nos)				Female (Nos)				Total Employees (Nos)
		Gen	SC	ST	Dis.	Gen	SC	ST	Dis.	
	Management									
	Technical									
	Non-Technical									
	Other Support Staff									
	Total									
	Net Increase:									
	Breakup of Net Increase in positions this year									
	Employment Category	Male (Nos)				Female (Nos)				Total:

		Gen	SC	ST	Dis.	Gen	SC	ST	Dis.	
	Management									
	Technical									
	Non-Technical									
	Other Support Staff									
	Total:									
2	Total Recruitment Assistance claim amount									

I / We hereby certify that the particulars given above for the purpose of sanction of **Human Capital Investment Subsidy** subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.

Signature(s)

Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of M/s_

Date:

Place:

Annexure-IXApplication Form for Reimbursement of EPF and ESI

Sl. No.	Parameters	Value
1.	Employer Details - PF / ESI ID	
2.	Previously Claimed EPF & ESI Amount and period of claim (if applicable)	Amount: _____ Date: _ From _____ To _____
3.	Subsidy Claimed for the Year / Period	Amount: _____ Date: _ From _____ To _____
4.	Total EPF & ESI claim amount	

I / We hereby certify that the particulars given above for the purpose of sanction of **Employer's EPF & ESI Contribution** from the Government of Odisha are to the best of my/our knowledge and belief, true and correct.

Signature(s)
Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of

M/s _____ Date: _____
Place: _____

Application Form for Reimbursement of Internet Subsidy

Sl. No.	Parameters	Value
1	Internet Service Provider Name	
2	Previously Claimed Internet Connectivity Incentive Amount and period of claim (if applicable)	Amount: _____ Date: _____ From _____ To _____
3	Subsidy Claim for the Year / Period	Amount: _____ Date: _____ From _____ To _____
4	Total Internet Connectivity Incentive claim amount	

I / We hereby certify that the particulars given above for the purpose of sanction of **Internet subsidy** from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.

Signature(s)

Name and Designation of the Proprietor / Managing Partner / Managing Director / Authorized Person in full and on behalf of

M/s _____

Date: Place:

Application Form for rent of built up space

Application for rent of build up space		
Sl. No.	Parameters	Value
1.	Lease / Rental Space Details	
	Name of the Tower (*as mentioned in the agreement)	
	Government Owned Facility (Y/N)	
	EMC/IT Park Facility (Y/N)	
	Date of Lease Rental Agreement	Start Date: End Date:
	Leased Space Area (Sq. ft.)	
	Lease/Rental Rate per sq. ft.	Rs.
	Monthly Lease/Rental Payment	Rs.
2.	Details of Lease/ Rental Fee Paid	
	Period for which reimbursement is being claimed	Start Date: End Date:
	Fee Paid for Lease Rental (in Rs.)	
	Total Lease/ Rental Subsidy claimed amount(in Rs.)	
<p>I / We hereby certify that the particulars given above for the purpose of sanction of Rent of Built up Space subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.</p> <p>Signature(s) Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of</p> <p>M/s _____ Date: _____ Place: _____</p>		

Application Form for BPO Park

Sl. No	Parameter	Value
1.	Name of the BPO Park	
2.	Registration Number & Date of Registration	
3.	Address of the Association to be Considered for the Claim	
	Plot/Survey No.	
	Street/Village Name	
	City/Town	
	District	
	Mandal	
	Pin Code	
4.	Capital Investment Subsidy Claimed	
5.	GST Reimbursement Claimed	
6.	Other Subsidy (if any)	
7.	Total Amount Claimed	
<p>I / We hereby certify that the particulars given above for the purpose of sanction of subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.</p> <p>Signature(s)</p> <p>Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of M/s_</p> <p>Date:</p> <p>Place:</p>		

Annexure-XIII-B**Application Form for Reimbursement of Marketing Assistance (Association)**

Sl. No.	Parameter	Value		
1.	Name of the Association			
2.	Registration Number & Date of Registration			
3.	Address of the Association to be Considered for the Claim			
	Plot/Survey No.			
	Street/Village Name			
	City/Town			
	District			
	Mandal			
	Pin Code			
4.	Communication details			
	Name of Contact Person			
	Designation			
	Contact address			
	Telephone Number			
	Mobile Number			
	Email ID			
6.	PAN number			
7.	GSTIN			
8.	Number of participating units (minimum 5)			
9.	Details of Participating Units			
	Sl. No.	Name and Address of the Unit	Details of the Product(s)	Corporate Identification Number
9.	Details of Marketing Expenses (whichever is applicable)			
	Name of the Event including location & Date		Name: Location: Date:	
	Marketing/Publicity Details along with Dates			
	Event Report Attached		(Y / N)	

10.	Employee Travel Detail				
	Employee Traveled on behalf of Association (if applicable)				
	Name and Designation of each participating employee with respective enterprise		Name	Designation	Company Name
		I			
		II			
		III			
		IV			
		V			
11.	Total Expenses Incurred (along with breakup)				
	Event Registration/Participation Fees				
	Employee Travel Costs				
	Employee Lodging Costs				
	DA Costs				
	Stall Decoration Expenses				
	Other Expenses (as applicable)				
	Total				
12.	Previously Claimed Marketing Event Participation expenses and date of claim (if applicable)	Amount: _____ Date: __			
13.	Present claim of Marketing Event Participation expenses and date of claim	Amount: _____ Date: _____			
14.	Total Marketing Event Participation fee claim amount				

I / We hereby certify that the particulars given above for the purpose of sanction of **Marketing Assistance** subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.

Signature(s)

Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of M/s_

Date:

Place:

Application Form for Reimbursement of Quality Certification

Sl. No.	Parameters	Value				
	Name of the BPO Unit :					
1.	Details of Certifications					
1A	Details of Quality / Process Certification (if applicable)					
	Name of the Certification	Certification Number	Date of Issue / Renewal	Certifying Agency	New Certification / Renewal	Validity Period
	i.					
	ii.					
	iii.					
	iv.					
1B	Details of Product Certification (if applicable)					
	Name of the Certification	Certification Number	Date of Issue	Certifying Agency	Certification / Renewal	New Validity Period
	I.					
2.	Details of Certification Expenses (Total for all certifications acquired / renewed in a financial year)					
	Application Fee	Rs.				
	Assessment / Audit Fee	Rs.				
	Annual / License Fee	Rs.				
	Testing Charges	Rs.				
	Technical Consulting Charges	Rs.				
	Others	Rs.				
	Total Expense Incurred	Rs.				

3.	Previously Claimed Quality Certification expenses and date of claim (if applicable)	Amount: _____ Date: _____ _____
4.	Present Quality Certification fee claim Amount	
<p>I / We hereby certify that the particulars given above for the purpose of sanction of Quality Certification Fee subsidy from the Government of Odisha are, to the best of my/our knowledge and belief, true and correct.</p> <p>Signature(s)</p> <p>Name and Designation of the Proprietor/ Managing Partner/ Managing Director/ Authorized Person in full and on behalf of M/s _____</p> <p>Date:</p> <p>Place:</p>		