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| SQM – 3.2.1.3 | Dispose of a refund claim |
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Process owner: Assistant/ Deputy Commissioner or other person

Norm: Disposal within 90 days from receipt.

Resource required: 1 Assistant/Deputy Commissioner, 2 Superintendents & 4 Inspectors

Resource sufficient for: Minimum of 15 claims per month

Note: Pre-audit of refund shall be undertaken as per Board’s instructions.

